



Return Bids to:

Retourner Les Soumissions à:

Bid Receiving Natural Resources Canada
See herein for bid submission instructions

Request for Proposal (RFP)

Demande de proposition (DDP)

Proposal To: Natural Resources Canada

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

Proposition à: Ressources Naturelles Canada

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

Comments – Commentaires

Issuing Office – Bureau de distribution

Finance and Procurement Management Branch
Natural Resources Canada
506 Burnside Road West
Victoria, British Columbia
V8Z 1M5

Title – Sujet Janitorial Services for the Geological Survey of Canada, Calgary, Alberta for Natural Resources Canada.	
Solicitation No. – No de l'invitation NRCan-5000065144	Date June 24, 2022
Requisition Reference No. - N° de la demande 169698	
Solicitation Closes – L'invitation prend fin at – à 02:00 PM Pacific Daylight Time (PDT) on – le July 11, 2022.	
Address Enquiries to: - Adresse toutes questions à: Gerald Baran gerald.baran@nrcan-rncan.gc.ca	
Telephone No. – No de telephone (778) 350 9373	
Destination – of Goods and Services: Destination – des biens et services: Geological Survey of Canada 3303 33 Street Northwest Calgary, Alberta T2L 2A7	
Security – Sécurité There are security requirements associated with this requirement.	
Vendor/Firm Name and Address Raison sociale et adresse du fournisseur/de l'entrepreneur Telephone No.:- No. de téléphone: Email – Courriel :	
Name and Title of person authorized to sign on behalf of Vendor/Firm (type or print) Nom et titre de la personne autorisée à signer au nom du fournisseur/de l'entrepreneur (taper ou écrire en caractères d'imprimerie)	
<hr style="width: 100%;"/> Signature	<hr style="width: 100%;"/> Date



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The Articles contained in this document are mandatory in their entirety, unless otherwise indicated. Acceptance of these Articles, in their entirety, as they appear in this document, is a Mandatory requirement of this RFP.

Suppliers submitting a proposal containing statements implying that their proposal is conditional on modification of these clauses or containing terms and conditions that purport to supersede these clauses or derogate from them will be considered non-responsive.

Bidders with concerns regarding the provisions of the Bid Solicitation document (including the Resulting Contract Clauses) should raise such concerns in accordance with the Enquiries provision of this RFP.



PART 1 - GENERAL INFORMATION

1.1 Introduction

The bid solicitation is divided into seven parts plus attachments and annexes, as follows:

Part 1 General Information: provides a general description of the requirement;

Part 2 Bidder Instructions: provides the instructions, clauses and conditions applicable to the bid solicitation;

Part 3 Bid Preparation Instructions: provides Bidders with instructions on how to prepare their bid;

Part 4 Evaluation Procedures and Basis of Selection: indicates how the evaluation will be conducted, the evaluation criteria that must be addressed in the bid, and the basis of selection;

Part 5 Certifications and Additional Information: includes the certifications and additional information to be provided;

Part 6 Security and Other Requirements: includes specific requirements that must be addressed by Bidders; and

Part 7 Resulting Contract Clauses: includes the clauses and conditions that will apply to any resulting contract.

The Annexes include the Statement of Work, the Basis of Payment, the Security Requirements Checklist, the Insurance Requirements, the Evaluation Criteria and Part 3 of the Bid Solicitation.

The Appendices include the Bid Submission Form and the Financial Proposal Form.

1.2 Summary

1.2.1 By means of the RFP, Natural Resources Canada (NRCan) is seeking proposals from bidders for the following: The Contractor must supply labour, supervision, janitorial supplies, equipment and other related services to the Geological Survey of Canada, Department of Natural Resources Canada, located at 3303 33 Street Northwest, Calgary Alberta, for the period of the Contract according to the janitorial services identified in Annex A, Statement of Work or on an “as and when requested” basis.

The period of the contract will be for one (1) initial six (6) month period from the date of contract award with two (2) available one (1)-year options.

1.2.2 There are security requirements associated with this requirement. For additional information, consult Part 6 - Security, Financial and Other Requirements, and Part 7 - Resulting Contract Clauses. For more information on personnel and organization security screening or security



clauses, Bidders should refer to the [Industrial Security Program \(ISP\)](http://ssi-iss.tpsgc-pwgsc.gc.ca/index-eng.html) of Public Works and Government Services Canada (<http://ssi-iss.tpsgc-pwgsc.gc.ca/index-eng.html>) website.

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

1.3 Debriefings

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



PART 2 - BIDDER INSTRUCTIONS

2.1 Standard Instructions, Clauses and Conditions

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

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

The 2003 (2020-05-28) Standard Instructions - Goods or Services - Competitive Requirements, are incorporated by reference into and form part of the bid solicitation with the modifications to the text below. If there is a conflict between the provisions of 2003 and this document, this document prevails.

- **In the complete text content (except Section 1 and 3) Delete:** Public Works and Government Services Canada” and **Insert:** “Natural Resources Canada.” **Delete:** “PWGSC” and **Insert:** “NRCan”
- **Section 2: Delete:** “Suppliers are required to” and **Insert:** “It is suggested that suppliers”
- **Subsection 1 of Section 8: Delete entirely**
- **Subsection 2 of Section 8: Delete:** The only acceptable email address to use with epost Connect for responses to bid solicitation issued by PWGSC headquarters is: tpsgc.dgareceptiondessoumissions-abbidReceiving.pwgsc@tpsgc-pwgsc.gc.ca, or, if applicable, the email address identified in the bid solicitation. The only acceptable email address to use with epost Connect for responses to bid solicitations issued by PWGSC regional offices is identified in the bid solicitation.
Insert: The only acceptable email address to use with epost Connect for responses to bid solicitation issued by NRCan is: procurement-appvisionnement@NRCan-RNCan.gc.ca
- **Under Subsection 2 of Section 20:** Not applicable

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

Delete: 60 days
Insert: 120 days

2.2 Submission of Bids

Bidders must submit all proposals electronically. Given the current constraints on NRCan’s networks, the electronic mail system has a limit of 1GB per single message received and a limit of 20GB per conversation. NRCan encourages bidders to submit all bids earlier than the closing time.

Bids must be submitted no later than the date and time indicated on page 1 of the bid solicitation.



Only bids submitted using epost Connect service will be accepted.

At least 48 hours before the bid solicitation closing date, it is necessary for the Bidder to send an email requesting to open an epost Connect conversation to the following address:

procurement-provisionnement@NRCan-RNCan.gc.ca

Note: Bids will not be accepted if e-mailed directly to this address. This e-mail address is to be used to open an ePost Connect conversation, as detailed in the Standard Instructions [2003 \(Subsection 2 of Section 08\)](#), or to send bids through an ePost Connect message if the bidder is using its own licensing agreement for ePost Connect.

IMPORTANT: It is requested that you write the bid solicitation number in “Subject” of the email:

NRCan-5000065144 - Janitorial Services for Natural Resources Canada (Calgary, Alberta)

NRCan will not assume responsibility for proposals directed to any other location.

The onus is on the Bidder to ensure that the bid is submitted correctly using epost Connect service. Not complying with the instructions may result in NRCan’s inability to ascertain reception date and/or to consider the bid prior to contract award. Therefore, NRCan reserves the right to reject any proposal not complying with these instructions.

Due to the nature of the bid solicitation, bids transmitted by email, mail or facsimile to NRCan will not be accepted.

2.3 Enquiries - Bid Solicitation

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

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



2.4 Applicable Laws

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

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

2.5 Improvement of Requirement During Solicitation Period

Should bidders consider that the specifications or Statement of Work contained in the bid solicitation could be improved technically or technologically, bidders are invited to make suggestions, in writing, to the Contracting Authority named in the bid solicitation. Bidders must clearly outline the suggested improvement as well as the reason for the suggestion. Suggestions that do not restrict the level of competition nor favour a particular bidder will be given consideration provided they are submitted to the Contracting Authority at least five (5) days before the bid closing date. Canada will have the right to accept or reject any or all suggestions.

2.6 OPTIONAL SITE VISIT

It is recommended that the Bidder or a representative of the Bidder visit the work site. Arrangements have been made for the site visit to be held at Natural Resources Canada, Geological Survey of Canada, 3303 33 Street Northwest, Calgary, Alberta T2L 2A7 Canada **on Wednesday 6 July 2022**. The site visit will begin **at 13:30 pm Mountain Daylight Time (MDT)** in the Lobby area at RECEPTION (front entrance).

Bidders are requested to communicate with the Contracting Authority **no later than Tuesday, 5 July 2022 at 2:00 pm Mountain Daylight Time (MDT) to confirm attendance** and provide the name(s) of the person(s) who will attend. Bidders may be requested to sign an attendance sheet. Bidders who do not attend or do not send a representative will not be given an alternative appointment but they will not be precluded from submitting a bid. Any clarifications or changes to the bid solicitation resulting from the site visit will be included as an amendment to the bid solicitation.



PART 3 - BID PREPARATION INSTRUCTIONS

3.1 Bid Preparation Instructions

The Bidder must submit its bid electronically and in accordance with section 08 of 2003 standard instructions. The epost Connect system has a limit of 1GB per single message posted and a limit of 20GB per conversation.

Canada requests that Bidders provide their bid in separately bound sections as follows:

- Section I: Technical Bid (1 electronic copy)
- Section II: Financial Bid (1 electronic copy) in a separate file and document
- Section III: Certifications (1 electronic copy)
- Section IV: Additional Information (1 electronic copy)

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

Canada requests that Bidders follow the format instructions described below in the preparation of their bid:

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

Section I: Technical Bid

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

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

Section II: Financial Bid

Bidders must submit their financial bid in accordance with the Financial Proposal Form in Appendix "2". The total amount of Applicable Taxes must be shown separately.

Exchange Rate Fluctuation

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

Section III: Certifications

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



PART 4 - EVALUATION PROCEDURES AND BASIS OF SELECTION

4.1 Evaluation Procedures

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

4.1.1 Technical Evaluation

Mandatory and point rated technical evaluation criteria are included in Annex "E" – Evaluation Criteria.

4.1.2 Financial Evaluation

Mandatory financial evaluation criteria are included in Appendix "2".

4.2 Basis of Selection

4.2.1 Highest Combined Rating of Technical Merit and Price

1. To be declared responsive, a bid must:
 - a. comply with all the requirements of the bid solicitation; and
 - b. meet all mandatory criteria; and
 - c. obtain the required minimum of **44** points overall for the technical evaluation criteria which are subject to point rating. The rating is performed on a scale of **63** points.
2. Bids not meeting "(a) or (b) or (c)" will be declared non-responsive.
3. The selection will be based on the highest responsive combined rating of technical merit and price. The ratio will be 70 % for the technical merit and 30 % for the price.
4. To establish the technical merit score, the overall technical score for each responsive bid will be determined as follows: total number of points obtained / maximum number of points available multiplied by the ratio of 70%.
5. To establish the pricing score, each responsive bid will be prorated against the lowest evaluated price and the ratio of 30%.



6. For each responsive bid, the technical merit score and the pricing score will be added to determine its combined rating.
7. Neither the responsive bid obtaining the highest technical score nor the one with the lowest evaluated price will necessarily be accepted. The responsive bid with the highest combined rating of technical merit and price will be recommended for award of a contract.

The table below illustrates an example where all three bids are responsive and the selection of the contractor is determined by a 70/30 ratio of technical merit and price, respectively. The total available points equal 135 and the lowest evaluated price is \$45,000 (45).

Basis of Selection - Highest Combined Rating Technical Merit (70%) and Price (30%)				
		Bidder 1	Bidder 2	Bidder 3
Overall Technical Score		115/135	89/135	92/135
Bid Evaluated Price		\$55,000.00	\$50,000.00	\$45,000.00
Calculations	Technical Merit Score	$115/135 \times 70 = 59.63$	$89/135 \times 70 = 46.15$	$92/135 \times 70 = 47.70$
	Pricing Score	$45/55 \times 30 = 24.55$	$45/50 \times 30 = 27$	$45/45 \times 30 = 30$
Combined Rating		84.18	73.15	77.70
Overall Rating		1st	3rd	2nd



PART 5 - CERTIFICATIONS AND ADDITIONAL INFORMATION

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

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

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

5.1 Certifications Required with the Bid

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

5.1.1 Integrity Provisions - Declaration of Convicted Offences

In accordance with the Integrity [Provisions of the Standard Instructions \(https://buyandsell.gc.ca/policy-and-guidelines/standard-acquisition-clauses-and-conditions-manual/1/2003/25#integrity-provisions\)](https://buyandsell.gc.ca/policy-and-guidelines/standard-acquisition-clauses-and-conditions-manual/1/2003/25#integrity-provisions), all bidders must provide with their bid, **if applicable**, the Integrity declaration form available on the [Forms for the Integrity Regime](http://www.tpsgc-pwgsc.gc.ca/ci-if/declaration-eng.html) website (<http://www.tpsgc-pwgsc.gc.ca/ci-if/declaration-eng.html>), to be given further consideration in the procurement process.

5.2 Certifications Precedent to Contract Award and Additional Information

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

5.2.1 Integrity Provisions – Required Documentation

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

- Bidders who are incorporated, including those bidding as a joint venture, must provide a complete list of names of all individuals who are currently directors of the Bidder or, in the case of a private company, the owners of the company.



- Bidders bidding as sole proprietorship, as well as those bidding as a joint venture, must provide the name of the owner(s).
- Bidders bidding as partnerships do not need to provide lists of names.

Name of Bidder: _____

OR

Name of each member of the joint venture:

Member 1: _____

Member 2: _____

Member 3: _____

Member 4: _____

Identification of the administrators/owners:

SURNAME	NAME	TITLE

5.2.2 Federal Contractors Program for Employment Equity - Bid Certification

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

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



5.2.3 Status and Availability of Resources

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

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

5.2.4 Education and Experience

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

5.2.5 Former Public Servant

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

Definitions

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



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

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

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

Former Public Servant in Receipt of a Pension

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

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

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

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

Work Force Adjustment Directive

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



If so, the Bidder must provide the following information:

- a. name of former public servant; _____
- b. conditions of the lump sum payment incentive;

- c. date of termination of employment;

- d. amount of lump sum payment; _____
- e. rate of pay on which lump sum payment is based; _____
- f. period of lump sum payment including:
 - start date _____
 - end date _____
 - and number of weeks _____
- g. number and amount (professional fees) of other contracts subject to the restrictions of a work force adjustment program.

Professional fees	Amount
_____	_____
_____	_____

5.2.6 Aboriginal Designation

Who is eligible?

- a) An Aboriginal business, which can be:
 - i) a band as defined by the Indian Act
 - ii) a sole proprietorship
 - iii) a limited company
 - iv) a co-operative
 - v) a partnership



vi) a not-for-profit organization

in which Aboriginal persons have at least 51 percent ownership and control,

OR

b. A joint venture consisting of two or more Aboriginal businesses or an Aboriginal business and a non-Aboriginal business(es), provided that the Aboriginal business(es) has at least 51 percent ownership and control of the joint venture.

When an Aboriginal business has six or more full-time employees at the date of submitting the bid, at least thirty-three percent of them must be Aboriginal persons, and this ratio must be maintained throughout the duration of the contract.

The bidder must certify in its submitted bid that it is an Aboriginal business or a joint venture constituted as described above.

Our Company **IS** an Aboriginal Firm, as identified above.

Our Company **is NOT** an Aboriginal Firm, as identified above.

Signature

Date



PART 6 - SECURITY AND OTHER REQUIREMENTS

6.1 Security Requirements

1. **At the date of bid closing**, the following conditions must be met:
 - (a) The Bidder must hold a valid organization security clearance as indicated in Part 7 - Resulting Contract Clauses;
 - (b) the Bidder's proposed individuals requiring access to classified or protected information, assets or sensitive work site(s) must meet the security requirements as indicated in Part 7 - Resulting Contract Clauses;
 - (c) The Bidder must provide the name of all individuals who will require access to classified or protected information, assets or sensitive work sites;
2. Bidders are reminded to obtain the required security clearance promptly. Any delay in the award of a contract to allow the successful Bidder to obtain the required clearance will be at the entire discretion of the Contracting Authority.
3. For additional information on security requirements, Bidders should refer to the [Industrial Security Program \(ISP\)](http://ssi-iss.tpsgc-pwgsc.gc.ca/index-eng.html) of Public Works and Government Services Canada (<http://ssi-iss.tpsgc-pwgsc.gc.ca/index-eng.html>) website.

6.2 Insurance Requirements

The Bidder must provide a letter from an insurance broker or an insurance company licensed to operate in Canada stating that the Bidder, if awarded a contract as a result of the bid solicitation, can be insured in accordance with the Insurance Requirements specified in Part 7 – Resulting Contract Clauses and in Annex “D”.

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



PART 7 - RESULTING CONTRACT CLAUSES

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

7.1 Statement of Work

The Contractor must perform the Work in accordance with the Statement of Work at Annex "A" and the Contractor's technical bid entitled _____, dated _____. *(to be completed at contract award)*

7.2 Standard Clauses and Conditions

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

7.2.1 General Conditions

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

- As applicable, replace references to Public Works and Government Services Canada (PWGSC) with Natural Resources Canada (NRCan).

7.2.2 Supplemental General Conditions

The following clauses apply to and form part of this contract:

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

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

7.3 Dispute Resolution

Mediation

If a dispute arising from this contract cannot be settled amicably through negotiation, then the parties agree in good faith to submit the dispute to mediation as administered by the Arbitration and Mediation Institute of Canada Inc. (AMIC). The parties acknowledge receipt of the rules of AMIC. The cost of mediation shall be borne equally by the parties.



Arbitration

If the parties cannot resolve the dispute through mediation within sixty (60) days, the parties agree to submit the dispute to arbitration pursuant to the Commercial Arbitration Act (Canada). The party requesting such arbitration shall do so by written notice to the other party/parties. The cost of the arbitration and fees of the arbitrator shall be borne equally by the parties. The arbitration shall take place in the city where the contractor carries on business before a single arbitrator to be chosen jointly by the parties. If the parties cannot agree on the choice of arbitrator within thirty (30) days of written notice to submit the dispute to arbitration, each party will choose a representative who will select the arbitrator.

The parties may determine the procedure to be followed by the arbitrator in conducting the proceedings, or may ask the arbitrator to do so. The arbitrator shall issue a written award within thirty (30) days of hearing the parties. The award may be entered in any court having jurisdiction and enforced as a judgment of that court.

Meaning of "Dispute"

The parties agree that the word "dispute" in this clause refers to a dispute of fact or of law, other than a dispute of public law.

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

7.4 Security Requirements

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

SECURITY REQUIREMENT FOR CANADIAN SUPPLIER:

PWGSC FILE No. 169698

1. The Contractor/Offeror must, at all times during the performance of the Contract/Standing Offer, hold a valid Designated Organization Screening (DOS), issued by the Contract Security Program (CSP), Public Works and Government Services Canada (PWGSC).
2. The Contractor/Offeror personnel requiring access to sensitive site(s) must EACH hold a valid RELIABILITY STATUS, granted or approved by the CSP, PWGSC.
3. Subcontracts which contain security requirements are NOT to be awarded without the prior written permission of the CSP, PWGSC.



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

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

7.4.1.2 The Company Security Officer must ensure through the Industrial Security Program (ISP) that the Contractor and individuals hold a valid security clearance at the required level.

7.5 Term of Contract

7.5.1 Period of the Contract (to be completed at contract award)

The period of the Contract is from _____ (*fill in start date of the period*) to _____ inclusive (*fill in date of the period*).

7.5.2 Option to Extend the Contract

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

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

7.6 Comprehensive Land Claims Agreements (CLCAs)

The Contract is not subject to any Comprehensive Land Claims Agreements.

7.7 Authorities

7.7.1 Contracting Authority

The Contracting Authority for the Contract is:

Name: Gerald Baran
Title: Procurement Specialist
Organization: Natural Resources Canada
Address: 506 Burnside Road West
Victoria, British Columbia V8Z 1M5
Telephone: (778) 350 9373
E-mail address: gerald.baran@nrcan-rncan.gc.ca



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

7.7.2 Project Authority (to be provided at contract award)

The Project Authority for the Contract is:

Name:

Title:

Organization: Natural Resources Canada

Address:

Telephone:

E-mail address:

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

7.7.3 Contractor's Representative (to be provided at contract award)

Name:

Title:

Organization:

Address:

Telephone:

E-mail address

7.8 Proactive Disclosure of Contracts with Former Public Servants

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



7.9 Payment

7.9.1 Basis of Payment - Firm Price and "As and When" Pricing and Limitation of Expenditure

In consideration of the Contractor satisfactorily completing all of its obligations under the Contract, the Contractor shall be paid firm prices as identified below. Applicable Taxes are extra, if applicable.

- a) Firm rates shall be paid in accordance with the **Basis of Payment** in six (6) payments (during the initial six (6) month contract) at the end of each month or twelve (12) payments at the end of each month (during the option periods).
- b) "As and When Requested" Work

Any costs incurred for **Extra Work** in accordance with **Basis of Payment** shall be paid, on an "as and when requested" basis, in accordance with the Specification, Annex A, after completion, inspection and acceptance of the work performed.

Canada's total liability under the "as and when requested" portion of the Contract shall not exceed (**to be determined**). Applicable Taxes are extra, if applicable

The Contractor shall not be obliged to perform any work or provide any service that would cause the total liability of Canada to be exceeded without the prior written approval of the Contracting Authority. The Contractor shall notify the Contracting Authority in writing as to the adequacy of this sum when:

- (a) it is 75 percent committed, or;
- (b) if the Contractor considers that the said sum may be exceeded, the Contractor must promptly notify the contracting Authority;

Whatever comes first.

In the event that the notification refers to inadequate funds, the Contractor shall provide to the Contracting Authority, in writing, an estimate for the additional funds required. Provision of such notification and estimate for the additional funds does not increase Canada's liability.

No increase in the total liability of Canada or in the price of the Work resulting from any design changes, modifications or interpretations of specifications, made by the Contractor, will be authorized or paid to the Contractor unless such changes, modifications or interpretations, have been approved, in writing, by the Contracting Authority, prior to their incorporation into the Work.

7.9.2 Limitation of Expenditure

SACC Manual clause C6001C (2017-08-17) for all cost reimbursable contracts. Limitation of Expenditure.



1. Canada's total liability to the Contractor under the Contract must not exceed \$ _____. Customs duties are included and Applicable Taxes are extra.
2. No increase in the total liability of Canada or in the price of the Work resulting from any design changes, modifications or interpretations of the Work, will be authorized or paid to the Contractor unless these design changes, modifications or interpretations have been approved, in writing, by the Contracting Authority before their incorporation into the Work. The Contractor must not perform any work or provide any service that would result in Canada's total liability being exceeded before obtaining the written approval of the Contracting Authority. The Contractor must notify the Contracting Authority in writing as to the adequacy of this sum:
 1. when it is 75% committed, or
 2. four months before the contract expiry date, or
 3. as soon as the Contractor considers that the contract funds provided are inadequate for the completion of the Work, whichever comes first.
3. If the notification is for inadequate contract funds, the Contractor must provide to the Contracting Authority a written estimate for the additional funds required. Provision of such information by the Contractor does not increase Canada's liability.

7.9.3 Determination of Cost

Canada may from time to time notify the contractor in writing of any changes to the amount of space to be cleaned. In the case of the addition or elimination of cleanable space, the change in the amount of the contract shall be calculated using the firm monthly rate per m² identified in the Pricing Schedule, and in accordance with the following formula:

The firm monthly rate per m² in the contract Basis of Payment for routine and scheduled cleaning operations will be multiplied by twelve (12) months and divided by two hundred and fifty (250) working days. This amount will then be multiplied by the additional or eliminated m². The ensuing amount will then be multiplied by the number of days the additional space will be cleaned or eliminated. The resulting amount will represent the amount by which the contract will be increased or decreased.

7.9.4 Method of Payment

Monthly Payment

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

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



- c. the Work performed has been accepted by Canada.

7.9.5 Discretionary Audit

C0100C (2010-01-11), Discretionary Audit – Commercial Goods and/or Services

7.9.6 Time Verification

Time charged and the accuracy of the Contractor's time recording system are subject to verification by Canada, before or after payment is made to the Contractor. If verification is done after payment, the Contractor must repay any overpayment, at Canada's request.

7.10 Invoicing Instructions

Invoices shall be submitted using **one of the following methods:**

<p><u>E-mail:</u></p> <p>Invoicing-Facturation@nrcan-rncan.gc.ca</p> <p>Note: Attach "PDF" file. No other formats will be accepted</p>
OR
<p><u>Fax:</u></p> <p>Local NCR region: 613-947-0987</p> <p>Toll-free: 1-877-947-0987</p> <p>Note: Use highest quality settings available.</p>

Please do not submit invoices using more than one method as this will not expedite payment.

Invoices and all documents relating to a contract must be submitted on the Contractor's own form and shall bear the Contract number: _____

Invoicing Instructions to suppliers: <http://www.nrcan.gc.ca/procurement/3485>

PLEASE NOTE: The Contractor **must** submit invoices in accordance with this section entitled "Invoicing Instructions" and in accordance with the monthly maintenance report described in the Statement of Work of the Contract. **Invoices cannot be submitted until all work identified in the invoice has been completed and that all maintenance service call reports related to the Work identified in the invoice have been received by the Project Authority.**

The Contractor **must** also distribute the invoices as follows:



One (1) original copy of the invoice must be forwarded to the following address for certification:

Geological Survey of Canada
CMSS/RPWSB/FMS-R
3303 33 Street Northwest
Calgary, Alberta T2L 2A7 OR Email: justin.wideman@nrca-nrcan.gc.ca

AND

One (1) original copy of the invoice must be forwarded to the following address for certification and payment:

Invoicing-Facturation@nrca-nrcan.gc.ca

OR

Facsimile - Local NCR region: 613-947-0987 or Toll-free: 1-877-947-0987

7.11 Certifications and Additional Information

7.11.1 Compliance

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

7.12 Applicable Laws

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

7.13 Priority of Documents

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

- a) the Articles of Agreement;
- b) the supplemental general conditions 4013 (2021-11-29) Compliance with on-site measures, standing orders, policies, and rules
- c) the general conditions 2010C (2021-12-02), General Conditions –Services - Medium Complexity;
- d) Annex A, Statement of Work;
- e) Annex B, Basis of Payment;
- f) Annex C, Security Requirements Check List;



- g) Annex D, Insurance Requirements;
- h) Annex E, Evaluation Criteria
- i) Annex F, Electronic Payment Instruments
- j) Appendix 1, Bid Submission Form
- k) Appendix 2, Financial Proposal Form
- l) the Contractor's bid dated _____,

7.14 Foreign Nationals (Canadian Contractor or Foreign Contractor)

SACC Manual clause A2000C (2006-06-16) Foreign Nationals (Canadian Contractor)

Or

SACC Manual clause A2001C (2006-06-16) Foreign Nationals (Foreign Contractor)

7.15 Specific Insurance Requirements

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

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

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

7.16 Contract Administration

The parties understand that the Procurement Ombudsman appointed pursuant to Subsection 22.1(1) of the Department of Public Works and Government Services Act will review a complaint filed by (insert "the supplier" or "the contractor" or "the name of the entity awarded this contract") respecting administration of this contract if the requirements of Subsection 22.2(1) of the Department of Public Works and Government Services Act and Sections 15 and 16 of the Procurement Ombudsman Regulations have been met, and the interpretation and application of the terms and conditions and the scope of the work of this contract are not in dispute. The Office of the Procurement Ombudsman may be contacted by telephone at 1-866-734-5169 or by e-mail at boa.opo@boa-opo.gc.ca.



ANNEX "A" - STATEMENT OF WORK

Geological Survey of Canada, Calgary – Cleaning Scope of Work

1. Objectives

The provision of all labour, materials (other than those specifically stated as provided by Canada), tools, equipment, transportation and supervision necessary to provide Janitorial Services for the Geological Survey of Canada, Calgary (GSCC), Alberta for Natural Resources Canada (NRCan).

2.0 Project Summary

2.1 Facility cleaning requirements divided into:

- Standard cleaning – administration/common areas (Offices, boardrooms, hallways, washrooms, general storage rooms etc.)
- Special Purpose/Hazardous areas – laboratories and pressurized gas storage, etc.
- Facilities zone – facilities offices, loading bay, shipping & receiving, storage and mechanical rooms, etc.

2.2. The Work Excludes

Unless otherwise specified the following items do not form part of this contract:

- a) Cleaning of mail handling and other machinery, laboratory and electronic equipment.
- b) Transformer room #194
- c) Room #193A
- d) Room #181
- e) Gas room #197
- f) Chemical Storage room #178-179
- g) Basement library room #050
- h) Elevator pump room #28
- i) The vault room #29
- j) Walk-in fridge #35, 36, 38
- k) Water softener room #021
- l) Telephone room #15
- m) Server room #264, 265
- n) Basement room #011
- o) Penthouse
- p) Mechanical service cores
- q) Maintenance and upkeep of ground and building exterior.



2.3. Supplier Supplies

The Supplier shall supply all labour, equipment, tools, materials, transportation and supervision required to perform the work, unless otherwise stated in this Statement of Work.

NOTE: there is a janitor room on every floor. These rooms are the responsibility of the Supplier to clean and maintain.

2.4 Supplies

NRCan will supply the following:

- a) Paper towels and toilet tissues for stocking of towel and tissue holders for client/occupant use.
- b) Urinal tablets
- c) Hand soap for washrooms
- d) Light, heat, power, and water as required.
- e) Coordination and Completion of the Work
- f) Dish soap, hand soap, and paper towels.

2.5 Coordination of Work

The Supplier shall coordinate all work to ensure performance to the satisfaction of Natural Resources Canada, without delays. The Supplier must record the progress of work as outlined in the Scope of Work, and submitted to Natural Resources Canada monthly.

2.6 Contract Personnel

The janitorial services shall be carried out five days per week, Monday to Friday, by day staff working as required during the day from the hours of 08:00 — 16:15, continuous coverage, and part-time night staff between the hours 16:15 – 22:00. Supervisory staff are required to have full command of the English Language, both written and oral.

The Supplier must remove incompetent or ill-behaved staff on request of NRCan.

2.7 General Instructions

After completion of the Work, Supplier Personnel must turn off the lights in unoccupied rooms and lock doors found locked.

Supplier Personnel must sign in and out daily on the sign-in sheet on the main reception desk.

Natural Resources Canada (NRCan) will issue supplier Personnel Identification Document (ID) and Building Access swipe cards and key box keys. Maintenance of ID/Access card and all facility access keys in accordance with NRCan instructions and standards



2.8 Safety and training

The Supplier must provide and set up warning signage as required. I.e. CAUTION — WET FLOORS

The Contractor must provide and maintain on-site all pertinent and up-to date Material Safety Data Sheet (MSDS) sheets for products used or stored on site.

The Supplier personnel must supply NRCan with valid Workplace Hazardous Materials Information System (WHMIS) 2015 certification in accordance with CCOHS standards and any other certificate as required.

The Supplier must train and inform all Supplier Personnel on all fire evacuation procedures, chemical handling and storage procedures and other pertinent safety regulations.

NRCan will provided training and inform Supplier Personnel on fire evacuation procedures.

Attendance of the on-site NRCan Contractor Site Orientation Program before working in the facility, or escort by a contractor team colleague who has already received orientation

All contractors onsite must have the following training/certification at the start of the contract.

- First Aid Certification
- WHMIS 2015 certification

Contractor MUST meet the following training/certifications or obtain within the first 6 months and maintain throughout the contract. Training from The Janitorial Store (<https://www.thejanitorialstore.com/products/janitorial-certification-dept-13.cfm>) or other acceptable equivalent training/certifications.

- Contractor to have their own Health and Safety Program.
- Floor Care Certification
 - <https://www.thejanitorialstore.com/products/Hard-Floor-Care-Training-Program-656.cfm> (or acceptable equivalent)
- Carpet Care certification
 - <https://www.thejanitorialstore.com/products/Carpet-Cleaning-Training-Program-792.cfm> (or acceptable equivalent)
- Restroom Care Certification
 - <https://www.thejanitorialstore.com/products/Restroom-Care-Training-Program-973.cfm> (or acceptable equivalent)

2.9 Materials

The Supplier's janitorial products must be of Canada's Environmental Choice Program certifies products based on strict environmental standards, as per the PRC-097 standard (or acceptable equivalent)



3.0 Scope of Work — Specific Instructions

3.1 Standard cleaning:

Standard cleaning – administration/common areas (Offices, boardrooms, hallways, washrooms, general storage rooms etc.)

2nd Floor:

- 205
- 206
- 207
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- 2218
- 2219
- 2220
- 2221
- 2222
- 2230
- 256A
- 256B
- 256C
- 263A
- 263B
- 263C
- 271A
- 271B
- 271C
- 271D
- 271E
- 271F
- 271G
- 271H
- 280A



Main floor:

- 191E • 184B • 150G • 107 • 1131
- 183 • 185 • 150E • 106 • 1123
- 182 • 185A • 150F • 105 • 1122
- 170 • 167 • 152A • 146 • 1121
- 180 • 160 • 152B • 147 • 1120
- 169 • 162 • 152D • 145 • 1119
- 171 • 166 • 152C • 144 • 1118
- 168 • 156 • 126 • 143 • 1117
- 173 • 157 • 124 • 142 • 1116
- 172 • 155 • 115 • 141 • 1101
- 176 • 154 • 114 • 140 • 1102
- 175 • 153 • 113 • 139 • 1103
- 174 • 149 • 112 • 138 • 1104
- 177 • 151 • 111 • 137 • 1105
- 187 • 150A • 110 • 136 • 1106
- 184 • 150B • 109 • 121A • 1107
- 184A • 150D • 108 • 121B • 1108

Basement:

- 10 • 19 • 22 • 25 • 42
- 16 • 6 • 3 • 26 • 30
- 17 • 4 • 2 • 40
- 18 • 5 • 1 • 41

3.1.1. Exterior General

- a) Once per week, polish and thoroughly clean the lobby entrance doors and push-bars of the building.
- b) Twice weekly, clean glass in main entrance doors on both sides. Clean door glass for other entrances, as required.
- c) Daily, keep the outside of the main entrance, rear entrance (waste pick-up area) and picnic grounds clean of debris, such as paper, cartons, refuse cans, leaves etc.
- d) Once per week, where there is no snow on the ground, perform a building walk-around and clean away all loose (windblown) debris around the outside perimeter of the building.
- e) Once per month, clean the outside windows (9) in the main hall way.



3.1.2. Interior General

- a) The Supplier must maintain contractor personnel onsite to meet the contract requirements.
- b) BLUE OR GREEN cloth for cleaning sinks, countertops, and wiping down tables, WHITE OR YELLOW cloth for all other general dusting duty
- c) Check Notice Board glass daily and clean as required.
- d) Clean door kick-plates once per month and hand-push-plates once per week.
- e) Wash door grills with mild soap solution once per year.
- f) Clean and disinfect all water fountains daily. Odour of disinfectant must not be objectionable.
- g) Clean door and window frames throughout the building once per year.

3.1.3. Lobby (up and down) and rear entrance

- a) Wash floors, including stairs, nightly; scrub weekly, seal monthly. This includes the reception area and mail room floors.
- b) Vacuum mats daily, steam clean them weekly, December to March.
- c) Clean Main Entrance Glass Doors twice weekly on both sides.
- d) Sweep and damp mop rear, Receiving Entrance floor daily.

3.1.4. Stairs

- a) Wash stairs and maintained once per week.
- b) Damp-wipe and disinfect hand-railings daily.
- c) Wet mop lobby stairs daily November-April and 3 times per week May-October.

3.1.5. Microwave Labs and Cafeteria

- a) Damp-wipe counter tops twice per day, mid-morning and midafternoon, and disinfect nightly.
- b) Clean microwave ovens, toasters, and other small appliance nightly.
- c) Wipe refrigerator doors and door pulls/handles free of finger prints nightly.
- d) Thoroughly clean refrigerators, inside and out, weekly.

3.1.6. Elevators

One passenger elevator plus one freight elevator.

- a) Sweep and damp mop floors.
- b) Dust and wash walls and ceilings monthly.
- c) Sweep/vacuum carpet daily, steam clean carpet weekly.

3.1.7. Washrooms

Male and Female Washroom — 13 total

RED OR PINK cloth for cleaning toilets and urinals, BLUE OR GREEN cloth for cleaning sinks, countertops, and wiping down tables, WHITE OR YELLOW cloth for all other general dusting duty



- a) Wash floors nightly.
- b) Clean and disinfect toilet seats, bowls, urinals, sinks, wash basins and door handles/door pulls nightly.
- c) Disinfect body contact points in washrooms, such as water taps, receptacles and dispensers, doorplates, toilet seats, flush valves daily, and perform swab tests as requested.
- d) Dust and clean dispensers, receptacles, mirrors, shelves and all exposed piping daily.
- e) Wash walls, including toilet partitions at least weekly, at night, or more often if needed.
- f) Remove waste paper nightly and more often during the day, if necessary.
- g) De-scale all toilet bowls and urinals weekly, at night. Check and replace urinal tablets as needed.
- h) Flush floor drain monthly with an biodegradable disinfectant
- i) Replenish soap containers, toilet paper, and paper towel dispensers at least daily, or more often as required.
- j) Check Washrooms twice daily, mid-morning and mid-afternoon, giving special attention to urinals and toilet paper.
- k) Clean and disinfect refuse receptacles weekly, or more often if needed.
- l) Daily cleaning and disinfecting of showers, Shower walls and glass. Shower head and faucets, shower touch points

3.1.8. Venetian Blinds

- a) Vacuum all Venetian blinds (400) once every six months.

3.1.9. Rugs, Carpets and Drapes

Total rug and carpet area is approximately 21,000 square feet (1950.964 m²). 100 linear feet of drapes.

- a) Vacuum rugs and carpets 2 times per week every Tuesday and Friday night in rooms 157, 205, 251, 252, 256A, B, C, 257, 263, 271, 280, 110/111.
- b) Vacuum Rooms 184, 185, and 187 between 17:00 and 19:00 on Friday only.
- c) Spot-clean to remove stains daily. Where stains cannot be removed by normal means, report them to NRCan.
- d) Vacuum drapes monthly in rooms #150, 150F, 151, 156, 259, and 263.
- e) Dust and/or damp wipe window sills and other reachable horizontal surfaces in offices at least weekly or more often, if required.

3.1.10. Floors

3.1.10.1 Lino Floors — Office Areas, Library and Publications Area, Corridors, Elevators (2)

- a) Sweep floors nightly using a dust control method (damp mopped with clean water) and buff at least once per week at night, except where otherwise specified. Spot clean coffee stains or other excessive dirt marks or spills from floors daily and immediately.
- b) The Supplier is responsible for moving and replacing existing objects (i.e. furniture). This includes tables, chairs, desks, etc. but not heavy book shelving. This must be done during off



hours, or when the occupant is away. Care should be taken to not allow cleaning fluid to seep under furniture legs, file cabinets and partitions.

- c) Keep corners free of dirt, wax build-up, dust and dirty water marks at all times.

3.1.10.2 Floors — Terrazzo, Flagstone, Ceramic Tile (except where otherwise specified)

- a) Sweep nightly, using dust control method, and damp mop 2 times per week to remove all dirt marks.
- b) Wash once per month with tile detergent to remove all stains and other accumulated surface dirt.
- c) Damp mop the following tiled floor areas with detergent daily:
 - i. Kitchen (room 171)
 - ii. Cafeteria
 - iii. Both microwave labs (Rooms 120B, 218)
 - iv. All washrooms
 - v. All hallways

3.1.10.3 Concrete Floors, Basement, Core and Sample Storage, and Stand Alone Building (85,000 sq. ft.).

Sweep and damp mop storage areas and other concrete floor areas and wash at least monthly or more often if required.

3.1.11. Garage

- a) Sweep daily, using a dust control method.
- b) Wash or hose at least once per week or more often as required.
- c) Once per week, clean garage of construction and/or shipping container debris.

3.1.12. Walls and Partitions

- a) Spot clean interior walls and partitions of finger marks, etc., weekly.
- b) Dust ledges, moldings, etc., once (1) per week.
- c) Keep baseboards and quarter-rounds free from mop streaks, wax accumulation or splash marks.
- d) Damp wipe ceramic tile walls weekly or as required.
- e) Counters
 - i. Wash, disinfect and keep free of finger marks public counter tops daily. Counters are at the main entrance.
- f) Interior Windows
 - i. Clean interior glass doors weekly and remove finger marks daily.
 - ii. Clean interior glass partitions and all door glass two (2) times per year (300 panes 2' x 3').
 - iii. Dust all interior sills weekly and clean twice per year.



3.1.13 Furniture and Fixtures

- a) Dust horizontal, exposed, surfaces on office furniture and work tables weekly, using a dust control method (do not re-arrange desk items and consult Project Authority if not clear on cleaning).
- b) Dust all other horizontal surfaces monthly (respect occupant requests regarding moving of shelf items). Dust core and sample storage cabinets twice per year. **NOTE: No dusting in rooms 2206 and 2207.**
- c) Dust horizontal surfaces on boardroom and executive office (room 252, 251, 255, 254) furniture nightly Polish and keep free of finger marks at all times.
- d) Vacuum upholstered furniture weekly in common areas, board rooms and lobby. (Lobby room 154, Assiniboine room 157, Cascade room 280A, Rundle room 263A & 263B, room 215, 222-223, library 257)

3.1.14 Waste Paper Baskets

- a) Empty waste paper baskets and the two shredder bins weekly or as required. Change plastic bag liners as required (maximum change is daily).

3.1.15 Sand Urns

Four total, front and rear entrance and outside lunch areas.

- a) Remove debris nightly.
- b) Clean as required.

3.1.16 Waste and Re-cycling

- a) Weekly, place garbage waste pick-up bins requiring employing on outside apron in convenient position for pick-up. Clean and disinfect main waste pick-up bins.
- b) Move waste accumulated rock material to garbage area (mostly from basement area). Usually one 80 lbs bin per month. Dolly is available.
- c) Keep waste paper, garbage disposal facility and loading site clean and tidy at all times.
- d) Operate the garbage compactor as required and prepare bins for pick-up.
- e) Check 15 paper-recycling boxes located throughout the building daily and empty them into the main collection bins located in the garbage room.

3.1.17 Air supply/diffuser

- a) Twice a year removing dust, dirt and cobwebs using a vacuum cleaner, equipped with a wand and brush attachment, or, wipe with a damp sponge and dry with a clean cloth.

3.1.18 Chair cleaning

1. A yearly cleaning of all Natural Resources Canada (NRCan) chairs removing all dust, dirt, streaks, spots and stains. Upholstery chair clean with a steam or hot water extraction. All other chairs wipe down with a damp cloth wiping method.
 - a) Approximately (300) upholstery chairs
 - b) Approximately (300) non-upholstery chairs



3.2 Special Purpose/Hazardous areas:

- Special Purpose/Hazardous areas – laboratories and pressurized gas storage, etc.

2nd floor:

- | | | | | |
|--------|--------|--------|--------|--------|
| • 225 | • 220A | • 2224 | • 2228 | • 2211 |
| • 224 | • 217 | • 2225 | • 2229 | • 2212 |
| • 220 | • 216 | • 2226 | • 2209 | • 2213 |
| • 220B | • 2223 | • 2227 | • 2210 | • 2214 |

Main floor:

- | | | | | |
|--------|-------|--------|--------|--------|
| • 191D | • 133 | • 118 | • 1128 | • 1113 |
| • 127 | • 134 | • 117 | • 1129 | • 1114 |
| • 128 | • 135 | • 116 | • 1130 | • 1115 |
| • 129 | • 125 | • 1124 | • 1109 | |
| • 130 | • 123 | • 1125 | • 1110 | |
| • 131 | • 120 | • 1126 | • 1111 | |
| • 132 | • 119 | • 1127 | • 1112 | |

Basement:

- | | | |
|------|------|------|
| • 27 | • 32 | • 34 |
| • 31 | • 33 | • 37 |

3.2.1 Standards for Special purpose/hazardous area cleaning:

- Janitorial duties for Special Purposed/Hazardous areas are approved to occur during regular operating hours Monday to Friday (exempting statutory holidays).
- All after hours access prohibited, unless requests have received written approval by Natural Resources Canada (NRCan) Senior Building Officer (SBO) in writing.
- Any concerns or questions encountered by contract staff in performing contract duties must be identified to Natural Resources Canada Project Authority and clarified for specific work locations or tasks before contractors proceed** (e.g. concerns with contents of trash, or floor cleaning).
- Specialised Personal Protective Equipment (PPE) considerations and supplies are the responsibility of the contractor to identify and provide. Specialised Personal Protective Equipment (PPE) should not be required in Natural Resources Canada (NRCan) Special Purpose/Hazardous areas, as contact with hazardous materials/equipment is not required.
- No NRCan lab equipment or assets to be moved, cleaned or contacted by workers under any circumstances



- f) Any accidents or near misses must be reported to Natural Resources Canada (NRCan) Facilities Management immediately, within 24 hours (includes injuries to workers, damage to lab equipment or assets, accidental spills or other that may not be completely cleaned up).
- g) Contractor cleaning equipment used to clean laboratories special purpose/hazardous areas to be restricted in these laboratories areas.

3.2.2 **Laboratory cleaning services and frequencies:**

- a) Standard cleaning service frequency: Floors to be washed once per month for all laboratories. Date and time to be coordinated in advance with Persons in Charge (PIC's) and Project Authority, occurs during regular hours only.
- b) Floors -- Lino Floors, Terrazzo, Flagstone, Ceramic Tile (except where otherwise specified). Sweep floors monthly using a dust control method (damp mopped with clean water). Keep corners free of dirt, wax build-up, dust and dirty water marks at all times.
- c) Specialised requests:
 - I. Additional or specialised cleaning requests to receive funding approval in advance.
 - II. Funding approvals by Responsibility Center (RC) manager.
 - III. Scheduling by Land and Minerals Sector (LMS) with Corporate Management and Services Sector (CMSS).
 - IV. Escort by PIC **mandatory**.
- d) Garbage removal:
 - I. Standard trash/waste to be removed once per day or as needed (PIC's are solely responsible for the collection and management of hazardous waste and disposal, in specialised, labeled containers. Cleaners are not to handle or move specialised waste containers).
 - II. "Clean glass" waste containers located in hallways are to be emptied once per day or as needed. The contractor must note the risk of broken glass in these waste containers and ensure proper Personal Protective Equipment (PPE), containers and equipment is provided and used by contract staff when removing and disposing of broken glass.
 - III. Note all contaminated glass, and all contaminated waste is managed by PIC's directly, and is not to be engaged by contractor staff. If contract staff encounter any questions or concerns during the removal of waste at any time, they are to clarify these with the Project Authority before proceeding with waste removal.



3.3 Facilities Zones:

- Facilities zone – facilities offices, loading bay, shipping & receiving, storage and mechanical rooms, etc.

2nd floor:

- None

Main Floor:

- | | | | | |
|--------|--------|--------|--------|--------|
| • 193 | • 191C | • 190B | • 186B | • 202A |
| • 192 | • 191F | • 189 | • 200 | • 202B |
| • 191 | • 190 | • 186A | • 201 | • 203 |
| • 191A | • 190A | • 186 | • 202 | • 188 |

Basement:

- | | | |
|-----|------|------|
| • 7 | • 9 | • 13 |
| • 8 | • 12 | • 14 |

3.3.1 Standards for Facilities Zones

- Janitorial duties for Facilities Zones are approved to occur during regular operating hours Monday to Friday (exempting statutory holidays).
- All after hour’s access prohibited, unless requests have received written approval by the Natural Resources Canada (NRCan) Senior Building Officer in writing.
- Any concerns or questions encountered by contract staff in performing contract duties must be identified to the Natural Resources Canada (NRCan) Project Authority and clarified for specific work locations or tasks before contractors proceed** (e.g. concerns with contents of trash, or floor cleaning).
- Specialised Personal Protective Equipment (PPE) considerations and supplies are the responsibility of the contractor to identify and provide. Specialised Personal Protective Equipment (PPE) should not be required in Natural Resources Canada (NRCan) Facilities Zones, as contact with hazardous materials/equipment is not required.
- No Natural Resources Canada (NRCan) equipment or assets to be moved, cleaned or contacted by workers under any circumstances
- Any accidents or near misses must be reported to Natural Resources Canada (NRCan) Facilities Management immediately, within 24 hours (includes injuries to workers, damage to lab equipment or assets, accidental spills or other that may not be completely cleaned up).



3.3.2 Machine shop, basement storage area, and Boiler room cleaning services and frequencies: (007, 008, 009, 010, 012, 013, 014, 019, 193, 191C).

- a) Standard cleaning service frequency: Floors to be wash twice per year for all rooms mention above. Date and time to be coordinated in advance with PIC's and Project Authority, occurs during regular hours only.
- b) Floors -- Lino Floors, Terrazzo, Flagstone, Ceramic Tile (except where otherwise specified). Sweep floors twice per year using a dust control method (damp mopped with clean water). Keep corners free of dirt, wax build-up, dust and dirty water marks at all times.
- c) Specialised requests:
 - i. Additional or specialised cleaning requests to receive funding approval in advance.
 - ii. Funding approvals by Responsibility Center (RC) manager.
 - IV. Scheduling by Land and Minerals Sector (LMS) with Corporate Management and Services Sector (CMSS).
 - iii. Escort by PIC mandatory.
- d) Garbage removal
 - i. Standard trash/waste to be removed once per month or as needed (PIC's are solely responsible for hazardous waste collection and disposal, in specialised, labeled containers).

3.3.3 Facilities offices, Shipping & receiving, loading bay area, and Core & Sample warehouse cleaning services and frequencies: (191A, 192, 190B, 190A, 189, 186A, 186B, 200, 201, 186, 202, 202A, 202B, 203, 188)

- a) Standard cleaning service frequency: Floors to be wash once per month for all rooms mention above. Date and time to be coordinated in advance with PIC's and Project Authority, occurs during regular hours only.
- b) Floors -- Lino Floors, Terrazzo, Flagstone, Ceramic Tile (except where otherwise specified). Sweep floors monthly using a dust control method (damp mopped with clean water). Keep corners free of dirt, wax build-up, dust and dirty water marks at all times.
- c) Specialised requests:
 - i. Additional or specialised cleaning requests to receive funding approval in advance.
 - ii. Funding approvals by Responsibility Center (RC) manager.
 - V. Scheduling by Land and Minerals Sector (LMS) with Corporate Management and Services Sector (CMSS).



- iii. Escort by PIC mandatory.
- d) Garbage removal
 - i. Standard trash/wash to be removed once per day or as needed (PIC's are solely responsible for hazardous waste collection and disposal, in specialised, labeled containers).

4.0 Other Terms and Conditions of the Statement of Work (SOW)

4.1. Responsibility for Personal Belongings

- a) Natural Resources Canada (NRCan) is not responsible for the loss of or damage to Supplier Personnel's belongings while they are on-site.

4.2. Regulations

- a) The Supplier shall provide proof of Workplace Hazardous Materials information System (WHMIS) training.

4.3. Inspection and Supervision

- a) Natural Resources Canada (NRCan) will determine whether or not the work complies with the Quality Standards.
- b) Unscheduled work/emergency work must be authorized by Natural Resources Canada (NRCan).

4.4. Contractor's Staff Turnover

- a) Should the quality of the work suffer, due to high staff turnover, the Supplier must meet with Natural Resources Canada (NRCan) to arrive at a solution, such as assigning additional staff in order to meet the Quality Standards



COVID-19 Cleaning and Disinfecting Surfaces 2 times Per Day (as and when requested service)

COVID-19 enhanced cleaning for the areas list below:

- a) Washrooms
 - i. Faucets, plunger handles, soap dispensers, towel dispensers, toilet seats, disposal bin covers & lids, waste receptacles and door handles flush handles, light switches, soap dispenser levers, towel dispenser levers, hand dryer buttons, exit door handles and locks
 - ii. Showers, Shower walls and glass. Shower head and faucets, shower touch points.
 - iii. Touch points on washroom stall doors and entrance doors
 - iv. Water Fountains

- b) Office and Common Areas
 - i. Touch points, doors, lights switches
 - ii. Stairwell handrails
 - iii. Waiting room furniture and foyer surfaces
 - iv. Light Switch Plates / Door handles/Thermostats
 - v. Kitchen/Break area (counters, cupboard handles, fridge handle, microwave handle and buttons, coffee pots, vending machines, water coolers and buttons)
 - vi. Passenger and Freight Elevator push buttons
 - vii. Drinking fountains
 - viii. Lobby Reception Areas / Security Stations / Public Waiting Areas (desk surfaces, pens, door handles, stairway railings)
 - ix. Loading / Shipping dock (Rails, push buttons, overhead door handle in freight elevator)
 - x. Public telephones
 - xi. Chairs (arm rests and chair levers)

- c) Conference Rooms
 - i. Tabletops (Meeting rooms, interview rooms training rooms, cafeterias, photocopy stations)
 - ii. Chairs (arm rests and chair levers), window sills, tables and/or desks surfaces, drawer/cabinet handle

Pandemic Virus – contaminated cleaning (upon request):

- a) Electrostatic spraying
 - i. Comprehensive electrostatic spraying services that are specifically designed to target areas that may have been exposed to COVID-19 (or virus) and other infectious microbes. The electrostatic spraying services work to provide a safe disinfected space.
 - ii. Specialised Personal Protective Equipment (PPE) considerations and supplies are the responsibility of the contractor to identify and provide.



Quality Standards

1. Cleaning: General
 - a. RED OR PINK cloth for cleaning toilets and urinals
 - b. BLUE OR GREEN cloth for cleaning sinks, countertops, and wiping down tables
 - c. WHITE OR YELLOW cloth for all other general dusting duty
 - d. All surfaces and object specified in the contract shall be free of dust, stains, spills, debris, and soil immediately after cleaning operation.
 - e. Machinery and equipment shall not block a passageway or present a trip hazard.
 - f. Where required, caution signs shall be place adjacent to the affected area on all approaches.
 - g. Furnishings moved by cleaners shall be relocated to their original location.
2. Spot Cleaning
 - a. All affected areas shall be clear of all stains, streaks, and soil.
 - b. All over-spray from spray applicators shall be wiped clean from all surfaces.
3. Sweeping
 - a. All floors areas including open areas and flooring around furniture legs and into corners shall be free of debris and dust film.
4. Hosing
 - a. All areas are clean of dirt, mud, and debris with no water pooling.
 - b. Equipment is removed and stored immediately after use.
5. Dust Mopping
 - a. All floor areas including open areas and flooring around furniture legs and into corners shall be free of debris and dust film
6. Damp Mopping
 - a. Floor areas including open areas and flooring around furniture legs and into corners shall be clean and free of surface stains, soil, mop steaks, loose mop strands and water spotting.
 - b. Walls, baseboards and other surfaces shall be free of splash marks.
 - c. Start with clean water and mop.
 - d. Sweep or drop mop immediately before damp mopping.
7. Wash Floors
 - a. Floor areas including open areas and flooring around furniture legs and into corners shall be clean and free of surface stains, soil, steaks, loose strands and water spotting.
 - b. Surface are rinsed free of cleaning solution.
 - c. All areas shall be free of dirt, stains, splashing, cleaning chemical, and water accumulations as well as scuff marks.
8. Machine Scrub
 - a. All areas shall be free of dirt, stains, scruff marks, splashing, cleaning chemical, and water accumulations.
 - b. Corners and other areas not accessible to a floor scrubber shall be scrubbed.



9. Spray Buffing

- a. All areas shall present an overall appearance of cleanliness, have a bright shine through out and be free of debris and dust.
- b. Spills, scuffs, and stains shall be removed prior to spray buffing.

10. Scrub and Refinish

- a. All areas shall be free of dirt, stains, scuff marks, splashing, cleaning chemical, and water accumulations.
- b. Corners and other areas not accessible to a floor scrubber shall be scrubbed.
- c. Apply one coat of finish compatible with existing.
- d. All areas present an overall appearance of cleanliness free of scuffs and stains, have a bright shine and be free of debris and dust.

11. Strip and Refinish

- a. All areas shall be free of dirt, stains, scuff marks, splashing, cleaning chemical, and water accumulations.
- b. Corners and other areas not accessible to a floor scrubber shall be scrubbed
- c. All old finish is removed and all residual stripper chemical cleaned away.
- d. All areas shall be clean and clear of all stains, blemishes and dirt, and have a consistent shine free of scrapes and marks.
- e. New finish covers all portions of the floors.
- f. Refinish to include 2 coats of finishing material (wax, etc.).

12. Vacuuming

- a. All carpet surfaces shall present an overall appearance of cleanliness and shall be free of visible dust, dirt, and grit.

13. Stain Removal

- a. All carpets, walk-away mats and upholstered furniture shall have no visible stains or discolouration after stain removal operation.
- b. Where stain removal involves wetting of a hard surface floor, caution signs shall be positioned.

14. Hot Water Extraction

- a. All carpets, walk-away mats and upholstered furniture shall be clean and free of accumulated dust and dirt and stains.
- b. Areas shall be cleaned to walls and corners.

15. Damp Wiping

- a. Surfaces shall be free of dust, stains, streaks, and water spotting.
- b. Wiping cloths shall be rinsed frequently and free of stains and odours. Feather dusters are not acceptable.**

16. Glass and Mirror Cleaning

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

17. High Dusting

- a. All surfaces shall be free of dust.



- b. Either damp rag wiping or vacuuming.
- c. Dust contained and prevented from floating freely in the air during operation.

18. Clean and Disinfect

- a. Commercial disinfectant cleaner shall be used.
- b. Manufacturer's instructions shall be followed for best results.
- c. All affected surfaces shall be rinsed clean of residual disinfectant.

19. Garbage (Waste) Containers

- a. Empty waste containers daily.
- b. Replace can liners as needed.
- c. Damp wipe waste containers once per day



Geological Survey of Canada, Calgary Janitorial Quality Standard cleaning

TERM	Description of Operation	Quality Standard
Sweeping	Consists of removing loose, dry surface soil. Where surface is not subject to damage by solvent, use a solvent based, treated sweeping compound, dust cloth or dust mop. Where surface is subject to damage by solvents, use a wax based, treated sweeping compound, dust cloth or dust mop. Dust cloths and dust mops to be treated the day before they are to be used, to ensure no streaks are left on the floor.	There should be no dirt, trash or other matter left in corners, behind or under free standing radiators, under furniture or behind doors. Floors should be free of dust film, there should be no dirt left where sweepings were picked up and furniture and equipment should be relocated to where it was prior to the sweeping operation
Damp and Wet Mopping	Consists of applying neutral detergent solution to the floor, agitating it with a mop removing the solution, rinsing the floor and wiping up the rinse water. In washrooms, the rinsing operation is performed using a germicidal solution	The mopped area should be clean and free of surface stains, mop streaks and loose mop strands. Walls baseboards and other surfaces should be free of watermarks and splashing. Water or other cleaning solutions shouldn't be allowed to collect under objects (i.e. furniture legs and cabinets), corner, or other surfaces.
Wash Floor	Consists of applying a neutral detergent solution to the floor, agitating it with a mop, removing the solution, rinsing the floor and picking up the rinse water. In washrooms, the rinsing operation is performed using a germicidal solution	There should be no surface dirt or stains visible following the floor washing operation. Walls, baseboards and other surfaces should be free of watermarks, splashing and scars from equipment. The floor should be free of streaks, loose mop strands and water or other cleaning solutions shouldn't be allowed to collect under objects (i.e. furniture legs and cabinets) corner, or other surfaces.
Machine Scrub	Consists of applying a neutral detergent solution to the floor, agitating it with a machine and brush or pad, picking up solution, rinsing with clear water and picking up the rinse water. In washrooms, the rinsing operation is performed using a germicidal solution	There should be no surface dirt or stains visible following the scrubbing operation. There should be no wax or finish build-up on the floor surface. Objects (i.e. furniture legs and cabinets. Excluding file cabinets) should be moved for complete floor coverage as directed. Walls, baseboards and other surfaces should be free of watermarks, splashing and scars from equipment.



Spray Buffing	Consists of spraying a spray buff on a swept floor, approximately 50 centimeters ahead of the floor machine. Care must be taken that no solution is splashed against furniture, doors and baseboards. While the machine operates, the spray buffing pad abrades black marks and irregularities. When the working face of the pad becomes loaded, turn the pad over or replace with a clean pad. Spray buffing is continued until all traffic marks are removed and shine restored Floor shall be swept after spray buffing has been completed.	There should be no surface dirt, stains, or visible streaks following the spray buffing.
Polish or Buff Floors	Consists of covering the full floor area with a machine or brush or pad to restore surface shine.	There should be no dust or dirt left on the floor after a polish or buff operation. Walls baseboards and other surfaces should be free of marks from equipment and the floor should present an overall appearance of cleanliness.
Scrubbing Stripping	Consists of removing the top layer or layers of floor finish, using either the wet or dry scrub method. When using the wet scrub or wet strip method, use a minimum amount of solution and rinse the floor twice before applying sealer or finish. When using the dry scrub or dry strip method, damp mop the floor twice before applying sealer or finish. Baseboards to be cleaned after each operation to remove streaks and splashes.	There should be no surface dirt or stains visible following the scrubbing operation. There should be no wax or finish build-up on the floor surface. Objects (i.e. furniture legs and cabinets. Excluding file cabinets) should be moved for complete floor coverage as directed. Walls, baseboards and other surfaces should be free of watermarks, splashing and scars from equipment.
Strip Refinish	Consists of moving furniture as directed, sweeping floor, stripping using either the wet or dry method to remove all layers of finish. Applying a minimum of one coat of a water base sealer and three coats of self-polishing non-slip, metal interlocked floor finish, (except in corridors, entrances and lobbies where four coats are applied). The floor sealer is applied to the baseboards. The floor finish is applied to 50 centimeters from the baseboards except for the last coat which is applied right to the baseboards. Each coat of finish to be laid in the opposite direction from the previous coat.	Furniture should be relocated to where it was prior to the operation.
Strip & Reseal unpainted Concrete	Consists of sweeping, stripping and applying one coat of an approved sealer to the baseboards	There should be no surface dirt or stains visible following the operation. Walls, baseboards and other surfaces should be free of watermarks, splashing and scars from equipment.



Vacuuming and/or Carpet Sweeping	Consists of removing dust, dirt and litter using an upright or canister type vacuum cleaner, capable of having a crevice tool attached to clean in corners and along baseboards.	Carpet and rugs should be clean and free from dust, dirt and other debris. Nap on rugs should be laid in one direction. Mats should be clean and carpet or rug area around and under mats should be free of dust and dirt. Floor area under immediate edge of rugs should be free of dirt and dust. Bare floors around rugs should be clean. No dirt should be left in corners, under furniture, behind doors or radiators. Upholstered furniture should be free from dust, dirt and other debris. All Objects (i.e. furniture legs and cabinets. Excluding file cabinets) moved during the cleaning operation should be returned to its original location.
Stain Removal Carpet	Consists of identifying the type of stain by look, feel or odour and the removal using the appropriate remover in accordance with commercial spot remover kit Instructions.	There should be no stain visible and no discoloration of the carpet after stain removal operation.
Vacuuming Walk Away Mats	Consists of removing sand, slush or water, using a wet and dry industrial type vacuum cleaner, equipped with the appropriate floor tools.	Walk-away-mats should be clean and free of dust, dirt, sand, slush, salt and water after vacuuming. Floor area under the mat should be free of dust and dirt and present a clean appearance.
Salt/Stain Removal Walk Away Mats	Consists of vacuuming, flooding salt stain with water and allowing to stand for ten minutes, vacuuming up water and repeating operation as many times necessary until stain is removed.	There should be no salt stain visible and no discoloration of the walk away-mat after salt stain removal operation. Floor area under the mat should be free of dust and dirt and present a clean appearance.
Cleaning Air Vent Grills	Consists of removing all dirt and debris from the surface and between the bars of air vent grilles; removing the air vent grille and cleaning	Air vent grilles should be free of dirt and debris after scheduled cleaning.
Cleaning Notice Boards and Fire Hose Cabinets	Consists of dusting display cases and notice boards, spot cleaning or washing sash and glass; dusting and washing interior of fire hose cabinets and washing both sides of cabinet door glass.	Notice boards and fire hose cabinets, including glass, should be clean.
Glass Cleaning	Consists of washing glass surfaces with a detergent solution and wiping dry with a clean cloth	Glass should be clean on both sides and free of streaks and smears. Sash, sill, stools and floors should be clean and free of water marks. Items moved during



		the cleaning operation should be replaced to original location.
Cleaning Stairways and Landings.	Consists of sweeping, dusting, mopping and stripping; spot cleaning walls and polishing handrails, doorknobs and other metal surfaces where applicable.	Stair landings, treads and corners of stair treads should be free of dirt, dust streaks and debris. Stair railings, ledges, door moldings, radiators, window stools and grilles should be free of dust. Stair landings, treads, risers, walls and baseboards should be clean and free of water marks and splashing's from cleaning and finishing solutions. Hand railings, doorknobs and other metal surfaces should be clean and polished.
Elevator Cleaning.	Consists of polishing interior metalwork, dusting and removing finger marks, smudges, and stains from doors, door frames and walls including the control panel. Scraping and vacuuming doorsill/track grooves in the cab and on each landing. Sweeping, damp mopping, spray buffing, stripping and refinishing non-carpeted floors. Vacuuming spot cleaning and shampooing carpeted floors.	Floors, incl. corners, threshold plates & door tracks should be clean and polished. Walk-off mats (when in place) should be clean and dry. The floor thereunder should be clean and dry. Carpeted floors should be free of dust, dirt and debris. Walls should be free of dust, finger or splash marks, streaking & water marks. Handrails & baseboards should be clean & polished.
Escalator and Moving Walk Cleaning	Consists of damp wiping treads, landings or tread ways. Wiping handrails and waxing. Cleaning metal paneling and glass. Vacuuming treads, risers, landings or tread ways as applicable.	Landings and treads should be free of loose dirt, dust streaks, gum or any other substance. Walls should be free of finger marks and other smudges. Handrails should be clean. Wood and metal surfaces should be clean and polished.
Cleaning Walk Away Mats.	Consists of vacuuming, stain removal and shampooing, using either a machine agitated dry foam or jet extractor methods. Hose washing may only be used if specified by the manufacture and in accordance with the Instructions.	There should be no stains visible and no discoloration of the walk away-mat. The floor area under the mat should be free of dust, dirt and present a clean appearance after cleaning operations.
Cleaning Walk Away Mats.	Consists of vacuuming, stain removal and shampooing, using either a machine agitated dry foam or jet extractor methods. Hose washing may only be used if specified by the manufacture and in accordance with the Instructions.	There should be no stains visible and no discoloration of the walk away-mat. The floor area under the mat should be free of dust, dirt and present a clean appearance after cleaning operations.
Dusting	Consists of removing loose dirt, dust and cobwebs using an untreated dust mop or vacuum cleaner with appropriate attachments	There should not be any dust or dust streaks on desks or other furniture. Glass tops on desks and tables should be clean and free of finger marks and stains. All pictures, plaques, etc., should be free of



		dust. Corners and crevices should be free of dust. Radiators, window stools, door ledges, frames, louvres, baseboards and partition ledges should be free of dust
Metal Cleaning	Consists of polishing with an approved metal polish doorknobs, push bars, kick plates, railings and other metal surfaces to remove stains and restore the shine.	Doorknobs, push bars, kick plates, railing, doors and other surfaces should be clean and polished
Clean/Service Sanitary Receptacle	Consists of removing used sanitary bag and replacing with a new bag. The receptacle is to be washed with a germicidal detergent to remove spots, stains, finger marks and odour.	All sanitary receptacles should be empty and a disposal bag replaced if required. All sanitary receptacles should be free of odour, spots, stains and finger marks.
Cleaning Washroom Fixtures	See herein. Consists of washing with a germicidal detergent all surfaces of wash basins, taps, exposed piping, flush tanks, toilet seats, toilet bowls and urinals to disinfect and remove dust, dirt, spots and stains.	All surfaces of wash basins, taps, and all exposed piping should be free of dust, dirt, spots and stains. All surfaces of flush tank toilet seats, bowls and urinals should be disinfected. Plumbing fixtures should be free of stains, soap build up, dust and mould
Exterior and Interior Patrol Cleaning	Consists of picking up litter, wiping up spillage; cleaning tables, counter tops, all washroom fixtures; polishing mirrors, emptying and cleaning sand urns, emptying waste receptacles in designated areas and replenishing empty dispensers. This work is in addition to the regular routine cleaning.	Floors should be free of litter and there should be no surface dirt or stains visible. Tables, counter tops and all washroom fixtures should be free of dust, dirt and stains. sand urns and waste receptacles should be empty and clean. Washroom supplies should be replaced as applicable.
Spot Clean Dispensers, Walls, Stall Partitions, Doors Shelves, Mirrors & Ledges	Consists of removing finger marks, smudges, stains and graffiti using a moistened cloth followed by a dry cloth.	All dispensers, shelves, shelf brackets and ledges should be free of finger marks, dust and stains. All mirrors should be clean. Walls, stall partitions and doors should be free of dust, hand marks, pencil marks, water streaks, mop marks and fittings should be free of mold. Walls, up to a standing height, should be free of all marks.
Empty Waste Receptacles	Consists of emptying waste receptacles and replacing dirty plastic bags; sand urns are to be emptied into a separate fireproof container and wiped clean. All refuse is to be placed in a designated fire safe space.	All paper and garbage receptacles should be emptied, plastic bags should be replaced, if required, and the exterior surface wiped clean. All sand urns should be empty, clean and in place.
Cleaning Drinking Fountains	Consists of washing and disinfecting all surfaces. The odour of the disinfectant must not be objectionable.	The porcelain, metal and/or enamel surfaces should be clean and free of stains. All other surfaces should be free



		of spots, stains and streaks. All fountains should be disinfected.
High Cleaning	Consists of dusting wall hung clocks, glass covered pictures, plaques, tops of partitions, wall or ceiling ventilators and exhaust fans; cleaning the glass on wall hung clocks, pictures or plaques.	Clocks, tops of lockers, overhead pipes, pictures, plaques, partition tops, wall or ceiling ventilators & exhaust fans should be free of dust after scheduled high cleaning. Metal & glass surfaces should be clean and free of streaks or stains
Dusting/ Vacuuming Venetian Blinds	Consists of dusting or vacuuming both sides of the slats or shades and adjoining window frame area.	Both sides of slats should be clean and free of dust. Window frames and adjoining area should be free of dust.
Vacuuming Air Grilles Air Diffusers.	Consists of removing dust, dirt and cobwebs using a vacuum cleaner, equipped with a wand and brush attachment, or, wipe with a damp sponge and dry with a clean cloth.	Air -Grilles and air diffusers should be free of dust, loose dirt and cobwebs after vacuuming operation.
Wash Air Grilles Air Diffusers.	Consists of applying a detergent solution with a cloth to remove dust and dirt and drying with a clean cloth.	After washing, air grilles and air diffusers should present a clean surface, free of dirt, grime, stains and soap or water streaks.
Cleaning Garbage Rooms	Consists of sweeping the floor to remove debris or litter and washing the floor and the garbage cans with a disinfectant solution.	Floors should be clean and free of debris. Waste paper and garbage should be properly stored in the designated fire safe space. Empty garbage containers should be clean and free of odours
Contractors Space and Janitors Closet	Consists of sweeping, washing, scrubbing and refinishing the floor. Washing walls and shelves and disinfecting sinks. The area is to be kept free of debris, mops are to be washed clean before storing and all other equipment is to be kept clean. Cleaning supplies are to be neatly stored.	All floors should be clean. All fixtures and walls should be free of dust and stains. Mop pails/trucks should be empty and free of odours. There should be no waste paper, garbage or empty containers in the Janitor Closets.
Radiator Enclosures	Consists of removing dirt, dust and cobwebs using a vacuum cleaner equipped with a wand and brush attachment, or wipe with a damp sponge and dry with a clean cloth. Grill to be removed and radiator fins, wall and rear of cover to be cleaned. Replace enclosure cover.	All radiator enclosures should be free of dust, loose dirt and cobwebs after vacuuming operation.



<p>Carpet Shampooing Hot Water Extraction</p>	<p>See herein. Areas and all carpets-use a pile lifter, pre-spray before work commences. Team clean traffic areas and protection shall be placed under furniture where it comes in contact with wet carpet.</p>	<p>Prior to cleaning, carpets should be dry vacuumed and pile lifted to remove matting. Raise pile to permit deep cleaning of individual tufts. When extracting, avoid use of excess water and prevent unnecessary soaking of backings. Ensure deep imbedded dirt is removed. After carpet cleaning and final vacuum, the carpet pile should be left in its natural position, using additional brushing as necessary. Upon completion of tasks, the carpeted areas should present a uniform overall clean appearance with no damp or wet areas or spots, no streaking and be free of dirt. Walls, baseboards and other adjacent surfaces shall be free of water marks, splashing or scarring from equipment. Objects (i.e. furniture legs and cabinets. Excluding file cabinets) moved during the cleaning operation should be returned to original locations.</p>
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CLEANING PRODUCTS AND EQUIPMENT STANDARDS:

For purposes of this RFP, the minimum standards established for the performance of cleaning services AND CLEANING SUPPLIES must be in accordance with The Environmental Choice Program (ECP), Environment Canada's EcoLogo program, or the Green Seal as used in the United States of America, or other internationally recognized certification.

Best practices including water efficiency measures, using energy efficient cleaning equipment (such as EnergySTAR equipment), selecting cleaning products with reduced hazardous chemicals and implementation of processes that minimize chemical consumption and waste should always be considered as much as possible.

All cleaning products used will have reduced levels of hazardous materials as well as be free of ammonia, floor cleaner to be pH balanced (unless otherwise specified) and wherever possible cleaning products should be purchased in concentrated form or in returnable packages to reduce waste. Look for the EcoLogo Program or Green Seal.

Paper and plastic products should contain post-consumer recycled paper or plastic. Look for the EcoLogo Program or Green Seal.

Cleaning products and paper products must be no-scent or low-scent products.

It is incumbent upon the Contractor to follow best industry practices and to use products and processes which ensure no cross-contamination between office areas, laboratory areas, public washrooms, food preparation and kitchen areas, etc.

The Contractor shall ensure that all products used in the work place are classified and labeled according to the Workplace Hazardous Materials Information System (WHMIS)

Cleaning Products and Equipment (used for Cleaning Services):

- Cleaning products should have a Global Eco-labelling Network (GEN) approved eco-label

- Use of concentrated forms, to reduce volume and weight transported

- Biodegradability of cleaning products

- Packaging in non-aerosol containers (avoid use of environmentally-damaging propellants)

- Packaging of cleaning products recyclable/reusable containers

- Exclusion of toxic ingredients

- Exclusion of petrochemical compounds

- Produce minimal or no irritation to skin, eyes, respiratory system

- Exclusion of unnecessary dyes and fragrances

- Exclusion of corrosive or highly flammable compounds

- Cleaning equipment should be composed of plastic and/or recyclable parts when applicable

Canada's EcoLogo Program certifies products based on strict environmental standards, such as the "UL2759 Hard Surface Cleaners standard (formerly CCD-146 and formerly PRC-097) - see below.



Under Product Standards Certification UL2759 "Hard Surface Cleaners" (formerly CCD-146 and PRC-097), certified cleaners must:

- Meet or exceed government and industry safety and performance standards;
- Meet the requirements of all applicable government acts, bylaws and regulations including the Fisheries Act and the Canadian Environmental Protection Act;
- Clean common hard surfaces effectively;
- Not require poison labeling under the Hazardous Products Act;
- Be accompanied by detailed instructions for proper use to maximize product performance and minimize waste;
- Be labeled for use with tepid water when diluted;
- Not be formulated with phosphates, NTA, EDTA, APEOs, organic ingredients which are bioaccumulating or potentially bioaccumulating;
- Not contain chemicals which are proven or probable carcinogens;
- Not contain halogenated organic solvents or butoxy-ethanol;
- Not use ethylene oxide in the manufacture of the whole formula or any component of it;
- Not contain volatile organic compounds (VOCs) exceeding 0.05% by weight;
- Be readily biodegradable under both aerobic and anaerobic conditions;
- Be nontoxic to aquatic life by whole formulation short-term sensitive toxicity tests;
- Have a calculated oral rat toxicity of LD50 > 5000 mg/kg by whole formulation test;
- Demonstrate minimum potential for introduction of endocrine disrupting by-products into the receiving environment, through complete absence of detectable recalcitrant metabolites formed during biodegradation tests;
- Demonstrate low potential for skin irritancy; and
- Be listed with a recognized environmental health organization as a product not harmful to people suffering from environmental illness, including, inter alia, the Envirodesic™ Certification Program, the Canadian Lung Association, the Asthma Society of Canada, and the Environmental Illness Society of Canada.

*****CONTRACTOR SUPPLIED - CLEANING PRODUCTS 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.

Bidders must be able to provide products that meet Canada's Environmental Choice Program, or Green Seal's standards for Industrial and Institutional Cleaners (GS-37) or Industrial and Institutional Floor-Care Products (GS-40), or recognized International equivalent. Examples of these categories include, but are not limited to the following:

General Purpose Cleaners	Bathroom Cleaners	Glass Cleaners	Cleaners/Degreasers
Carpet Shampoos	Floor Cleaners	Floor Finishes & Strippers	

Bidders must identify all janitorial products in their proposal intended to be used in providing janitorial services, by: product name, manufacturer name, part # and purpose/use. Bidders must state if the product meets or does not meet Canadian Environmental Certification requirements. Note: the USA Green Seal is also acceptable.



Col. A	ITEM Description Incl. Mfr Name	MSDS Incl.		Enviro Choice (EcoLogo) CAN		Green Seal (Optional) USA	
		Col. C	Col. D	Col. E	Col. F	Col. G	Col. H
#	EXAMPLE	YES	NO	YES	NO	YES	NO
1	DUSTBANE, ORBIT part # 69280 PURPOSE: Floor finish	Yes		Yes			
2	BIOBAG, 33 g Bio-degradable trash bag. Part# 18, 32 x43	Yes		Yes			
Col. A	ITEM Description Incl. Mfr Name	MSDS Incl.		Enviro Choice CAN		Green Seal (Optional) USA	
		YES	NO	YES	NO	YES	NO
Col. A	Column B.	Col. C	Col. D	Col. E	Col. F	Col. G	Col. H
1							
2							
3							
4							
5							
6							
7							
8							
9							
10							
<i>If more lines/information is being provided please attach a separate sheet in the same format.</i>							



ANNEX "B" - BASIS OF PAYMENT

(To be completed at contract award)



ANNEX "C" - SECURITY REQUIREMENTS CHECK LIST (SRCL)



Government of Canada / Gouvernement du Canada

Table with contract information: Contract Number / Numéro du contrat (169698) and 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

Main form containing questions 1 through 7 regarding contract information, access requirements, and security levels.

TBS/SCT 350-103(2004/12)

Security Classification / Classification de sécurité UNCLASSIFIED





Contract Number / Numéro du contrat 169698
Security Classification / Classification de sécurité UNCLASSIFIED

PART A (continued) / PARTIE A (suite)

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

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

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

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

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

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

Special comments:

Commentaires spéciaux : _____

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

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

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

If Yes, will unscreened personnel be escorted?
Dans l'affirmative, le personnel en question sera-t-il escorté? No / Non Yes / Oui

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

INFORMATION / ASSETS / RENSEIGNEMENTS / BIENS

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

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

PRODUCTION

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

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

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

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



Contract Number / Numéro du contrat 169698
Security Classification / Classification de sécurité UNCLASSIFIED

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	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 Yes
La description du travail visé par la présente LVERS est-elle de nature PROTÉGÉE et/ou CLASSIFIÉE? Non Oui

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

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

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



ANNEX "D" - INSURANCE REQUIREMENTS

The Contractor must comply with the insurance requirements specified in the **following article Commercial General Liability Insurance**. The Contractor must maintain the required insurance coverage for the duration of the Contract. Compliance with the insurance requirements does not release the Contractor from or reduce its liability under the Contract.

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

The Contractor must forward to the Contracting Authority within ten (10) days after the date of award of the Contract, a Certificate of Insurance evidencing the insurance coverage and confirming that the insurance policy complying with the requirements is in force. Coverage must be placed with an Insurer licensed to carry out business in Canada. The Contractor must, if requested by the Contracting Authority, forward to Canada a certified true copy of all applicable insurance policies.

Commercial General Liability Insurance

1. The Contractor must obtain Commercial General Liability Insurance, and maintain it in force throughout the duration of the Contract, in an amount usual for a contract of this nature, but for not less than \$2,000,000 per accident or occurrence and in the annual aggregate.
2. The Commercial General Liability policy must include the following:
 - (a) Additional Insured: Canada is added as an additional insured, but only with respect to liability arising out of the Contractor's performance of the Contract. The interest of Canada should read as follows: Canada, as represented by **Natural Resources Canada**.
 - (b) Bodily Injury and Property Damage to third parties arising out of the operations of the Contractor.
 - (c) Products and Completed Operations: Coverage for bodily injury or property damage arising out of goods or products manufactured, sold, handled, or distributed by the Contractor and/or arising out of operations that have been completed by the Contractor.
 - (d) Personal Injury: While not limited to, the coverage must include Violation of Privacy, Libel and Slander, False Arrest, Detention or Imprisonment and Defamation of Character.
 - (e) Cross Liability/Separation of Insureds: Without increasing the limit of liability, the policy must protect all insured parties to the full extent of coverage provided. Further, the policy must apply to each Insured in the same manner and to the same extent as if a separate policy had been issued to each.
 - (f) Blanket Contractual Liability: The policy must, on a blanket basis or by specific reference to the Contract, extend to assumed liabilities with respect to contractual provisions.



- (g) Employees and, if applicable, Volunteers must be included as Additional Insured.
- (h) Employers' Liability (or confirmation that all employees are covered by Worker's compensation (WSIB) or similar program)
- (i) Broad Form Property Damage including Completed Operations: Expands the Property Damage coverage to include certain losses that would otherwise be excluded by the standard care, custody or control exclusion found in a standard policy.
- (j) Notice of Cancellation: The Insurer will endeavour to provide the Contracting Authority thirty (30) days written notice of policy cancellation.
- (k) If the policy is written on a claims-made basis, coverage must be in place for a period of at least twelve (12) months after the completion or termination of the Contract.
- (l) Owners' or Contractors' Protective Liability: Covers the damages that the Contractor becomes legally obligated to pay arising out of the operations of a subcontractor.
- (m) Non-Owned Automobile Liability - Coverage for suits against the Contractor resulting from the use of hired or non-owned vehicles.
- (n) Litigation Rights: Pursuant to subsection 5(d) of the Department of Justice Act, S.C. 1993, c. J-2, s.1, if a suit is instituted for or against Canada which the Insurer would, but for this clause, have the right to pursue or defend on behalf of Canada as an Additional Named Insured under the insurance policy, the Insurer must promptly contact the Attorney General of Canada to agree on the legal strategies by sending a letter, by registered mail or by courier, with an acknowledgement of receipt.

For the province of Quebec, send to:

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

For other provinces and territories, send to:

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

A copy of the letter must be sent to the Contracting Authority. Canada reserves the right to co-defend any action brought against Canada. All expenses incurred by Canada to co-defend such actions will be at Canada's expense. If Canada decides to co-defend any action brought against it, and Canada does not agree to a proposed settlement agreed to by the Contractor's insurer and the plaintiff(s) that would



result in the settlement or dismissal of the action against Canada, then Canada will be responsible to the Contractor's insurer for any difference between the proposed settlement amount and the amount finally awarded or paid to the plaintiffs (inclusive of costs and interest) on behalf of Canada.



ANNEX "E" - EVALUATION CRITERIA

Bidders are advised to address these criteria in the following order and in sufficient depth in their proposals to enable a thorough assessment. NRCan’s assessment will be based solely on the information contained within the proposal. NRCan may confirm information or seek clarification from bidders.

Bidders are advised that only listing experience without providing any supporting data to describe responsibilities, duties and relevance to the criteria will not be considered demonstrated for the purpose of this evaluation.

The Bidder should provide complete details as to where, when (month and year) and how (through which activities/responsibilities) the stated qualifications/experience were obtained. Experience gained during formal education shall not be considered work experience. All criteria for work experience shall be obtained in a legitimate work environment as opposed to an educational setting. Co-op terms are considered work experience provided they are related to the required services.

Bidders are also advised that the month(s) of experience listed for a project whose time frame overlaps that of another referenced project will only be counted once. For example: project one time frame is July 2001 to December 2001; project two time frame is October 2001 to January 2002; the total months of experience for these two project references is seven (7) months.

1. Evaluation Procedures

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

1.1 Mandatory Technical Evaluation

Item	Mandatory Requirement	Compliant (Yes/No)	Reference to Bidder's Proposal
M1	The Site Supervisor MUST be available at all times during the day and silent hours of operations of the facility for the Project Authority to contact to communicate cleaning requirements. Bidders MUST provide the name(s) of the Site Supervisor dedicated to each shift. It is acceptable to name the same person for both the day and silent hours: Site Supervisor Day Shift: Site Supervisor silent hours :	<input type="checkbox"/> Yes <input type="checkbox"/> No	
M2	Bidders MUST provide the name of a management representative of the cleaning contracting company. This individual can be different or the same person from the Site Supervisor and will be responsible for inspecting the buildings on a monthly basis and attending monthly meetings with the Project Authority. Management Representative:	<input type="checkbox"/> Yes <input type="checkbox"/> No	

1.2 Point Rated Technical Criteria



Item	Requirement	Points Breakdown for each requirement:	Max Points	Illustrated Compliance
R1	<p>Corporate Experience: The Bidder is to provide three (3) examples of work sites for which they have been contracted to provide janitorial services. The examples should detail similar* operations, currently or previously managed by the Bidder’s firm and should include the following six (6) items of information:</p> <ol style="list-style-type: none"> 1. Name and location of organization for who work was done (2 points) 2. Type of operating environment (i.e. office, care/medical, laboratory facility, etc.) (2 points) 3. Length of time your firm has provided service for the named organization (2points) 4. Type(s) of service provided and the extend of service provided (2 points) 5. Square footage of housekeeping and/or volume of housekeeping services, as applicable to organization supported (2 points) <p>*Similar = the extent of comparability in terms of scope, magnitude, operating environment and business sector.</p>	<p>10 points per example, broken down as follows:</p> <p>Bullet #1: 2 points: full information provided 1 point: partial information provided 0 point: no information provided</p> <p>Bullet #2: 2 points: directly similar (i.e. office and lab space) 1 point: partially similar (i.e. offices but no lab space) 0 point: No information submitted</p> <p>Bullet #3: 2 points: 2 years or more 1 point: Less than 2 years 0 point: no information submitted</p> <p>Bullet #4: 2 points: Full janitorial services (including carpet cleaning, floor scrubbing/waxing, window cleaning, snow removal at exterior doors, etc.) 1 point: Limited/partial janitorial services (i.e. vacuuming, emptying trash) 0 point: no information submitted</p> <p>Bullet #5: 2 points: 10,001 square metres or more 1 point: 10,000 square metres or less 0 point: no information submitted</p>	30	



Item	Requirement	Points Breakdown for each requirement:	Max Points	Illustrated Compliance
R2	<p>Personnel: The Bidder to provide three (3) resume for personnel. The Bidder should demonstrate that sufficiently experienced staff would be provided on an ongoing basis to meet all requirements detailed in Annex "A" – Statement of Work, and ongoing disinfecting services. The Bidder should provide the following information:</p> <p>1. Detailed resume for:</p> <ul style="list-style-type: none"> a) Management Representative b) Site Supervisor Day Shift c) Site Supervisor Evening Shift <p>The resume should show, for each person, educational background, training, relevant work experience, supervisory role in janitorial services, etc.</p>	<p>Maximum points per resume provided for bullets a), b) and c)</p> <p>7 – 8 points: good to extensive qualifications and related experience more than two (2) years</p> <p>5 – 6 points: some qualifications and related experience two (2) years</p> <p>0 – 4 points: limited qualifications and little related experience less than two (2) years</p>	24	
R3	<p>The Bidder should detail the planned approach to deliver the daily/semi-daily/weekly and periodic washroom cleaning services as per the SOW.</p>	<p>1 to 4 points: Marks are dependent on demonstrating understanding of the required:</p> <ul style="list-style-type: none"> a) Daily, (1 points) b) Semi daily, (1 points) c) Weekly, (1 points) d) Periodic (1 points) <p>Washroom cleaning tasks required and the delivery frequency related to them plus the resources (day cleaner, lead hand, supervisor, specialized crew etc.) that will be dedicated to completing them.</p> <p>0 point: No information submitted</p>	4	
R4	<p style="text-align: center;"><u>Anti-racism and Diversity</u></p> <p>The Bidders should demonstrate the following corporate activities they have implemented to promote anti-racism and diversity within their organisation:</p>	<p>The bidder should provide details of the following activities.</p> <p>For activities described in a. and b. (policy and commitments), the bidder should provide</p>	5	



	<ul style="list-style-type: none"> a. The bidder has internally published policies or commitments on anti-racism and inclusiveness; b. The bidder has publicly available organisational commitments to a diverse workforce; c. The bidder's employees are mandated to take mandatory training on anti-racism d. The bidder's employees are mandated to take unconscious bias training; e. The bidder has developed internal staffing and/or recruitment strategy(ies) to increase representation of underrepresented groups in their workforce. 	<p>copies of policy or commitment documents including their effective date.</p> <p>For activities described in c. and d. (training), the bidder should provide the name of the course and the service provider; if developed internally, a copy of the course outline.</p> <p>For activities described in e. (staffing), the bidder should provide copies of job posting, or other staffing/recruitment documents demonstrating compliance with the rated criteria.</p> <p>0 points = the bidder does not address.</p> <p>0.5 point for each activity = The bidder has provided information on the existence of any one (1) activity but does not provide sufficient detail or supporting documents.</p> <p>1 point for each activity =</p> <p>The bidder has fully described any one (1) activity and provided supporting documents as evidence.</p>		
--	--	--	--	--



		Maximum 1 point for each activity.		
Total Points Available			63	
Total Points Needed to be Considered Compliant (70%)			44	



ANNEX "F"

ELECTRONIC PAYMENT INSTRUMENTS

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

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



Appendix "1" - Bid Submission Form

FORM A – Bid Submission Form

BID SUBMISSION FORM		
Bidder's full legal name		
Authorized Representative of Bidder for evaluation purposes (e.g., clarifications)	Name	
	Title	
	Address	
	Telephone #	
	Fax #	
	Email	
Bidder's Procurement Business Number (PBN) [see the <i>Standard Instructions 2003</i>]		
Jurisdiction of Contract: Province in Canada the bidder wishes to be the legal jurisdiction applicable to any resulting contract (if other than as specified in solicitation)		
Bidders who are incorporated, including those bidding as a joint venture, must provide a complete list of names of all individuals who are currently directors of the Bidder . Bidders bidding as sole proprietorship, as well as those bidding as a joint venture, must provide the name of the owner(s). Bidders bidding as societies, firms, or partnerships do not need to provide lists of names.		
<p>On behalf of the Bidder, by signing below, I confirm that I have read the entire bid solicitation including the documents incorporated by reference into the bid solicitation and I certify that:</p> <ol style="list-style-type: none"> 1. The Bidder considers itself and its products able to meet all the mandatory requirements described in the bid solicitation; 2. This bid is valid for the period requested in the bid solicitation; 3. All the information provided in the bid is complete, true and accurate; and 4. If the Bidder is awarded a contract, it will accept all the terms and conditions set out in the resulting contract clauses included in the bid solicitation. 		
Signature of Authorized Representative of Bidder		Date



APPENDIX "2" - FINANCIAL PROPOSAL FORM

Financial Evaluation

Pricing must be an all-inclusive price for the provision of all labour, supervision, material, equipment, transportation required for Janitorial Services as scheduled or on an as and when requested basis. No other charges will be allowed.

(Part "A" and Part "B" must be completed below)

Part A

BLDG	m²	Initial 6 Months \$/m²/mo	Option Year 01 \$/m²/mo	Option Year 02 \$/m²/mo	Extension
	A	B	C	D	A x (B+C+D) x12
Basement Level	2,717	\$	\$	\$	\$
Main floor and Grounds	5,848	\$	\$	\$	\$
Storage/Core and Sample Warehouse	4,552	\$	\$	\$	\$
Second Floor	4,990	\$	\$	\$	\$
Stand Alone Building	465	\$	\$	\$	\$
EVALUATION SUBTOTAL – Part "A" (GST EXTRA)					\$

(See Part B next page)



Part-B

For other work "as and when requested"					
BLDG	qty/yr	Initial 6 Months	Option Year 01	Option Year 02	Extension
	A	B	C	D	A x (B+C+D)
General Cleaner*	100 hr	\$ /hr	\$ /hr	\$ /hr	\$
Carpet (steam)	1000m ²	\$ /m ²	\$ /m ²	\$ /m ²	\$
Floor strip & refinish	500 m ²	\$ /m ²	\$ /m ²	\$ /m ²	\$
Floor scrub & refinish	500 m ²	\$ /m ²	\$ /m ²	\$ /m ²	\$
Misc. Materials Mark-up	Estimated \$10,000/yr	____%	____%	____%	\$
COVID-19 Cleaning and Disinfecting Surfaces (2 times Per Day)	Monthly	\$ Per-month	\$ Per-month	\$ Per-month	\$
Pandemic Virus – contaminated area cleaning personnel rate	Hourly	\$ /hr	\$ /hr	\$ /hr	\$
Pandemic Virus – contaminated area cleaning PPE	Per-person	\$ /per-person	\$ /per-person	\$ /per-person	\$
Pandemic Virus – contaminated area cleaning chemical	Per-occurrence	\$ /per-occurrence	\$ /per-occurrence	\$ /per-occurrence	\$
EVALUATION SUBTOTAL B (GST EXTRA)					\$
GRAND TOTAL (A+B) (GST EXTRA)					\$

GENERAL CLEANER * regular Mon-Fri 0800-1600 (\$/hr)