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Request for Proposal (RFP)

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

Title Cleaning Services for the High Commission of Canada to India, in New Delhi	
Solicitation no. 21-186288	Date September 21, 2022
Proposal Delivery In order for the proposal to be valid, it must be received no later than 2:00 p.m. EDT (Eastern Daylight Time), (Ottawa, Ontario time) on October 21, 2022. This date is referred to herein as the "Closing date". Only electronic copies will be accepted and received at the following email address: internationalproposals@international.gc.ca Solicitation #: 21-186288	
Offer to: Department of Foreign Affairs, Trade and Development Canada We hereby offer to sell to Her Majesty the Queen in right of Canada, in accordance with the terms and conditions set out herein, referred to herein or attached hereto, the goods and services listed herein and on any attached sheets at the price(s) set out therefor. Name and title of person authorized to sign on behalf of the supplier.	
_____ Signature	_____ Date



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PART 1 - GENERAL INFORMATION

1.1 INTRODUCTION

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

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

Attachment 1 to Part 3 includes the Certifications, Attachment 2 to Part 3 includes the Financial Bid Form, Attachment 1 to Part 4 includes the Evaluation criteria, Attachment 2 to Part 4 includes the Bidders' Response Framework provided in order to answer to the Mandatory Criteria and to the Point Rated Criteria, Attachment 1 to Annex A – Occupational Health and Safety Guidelines and Attachment 2 to Annex A – Service Authorization Form.

The annexes include the Statement of Work (Annex A), the Basis of Payment (Annex B) and the Security Requirements Check List (Annex C).

1.2 SUMMARY

- 1.2.1 The purpose of this RFP is to select a supplier to enter into a contract with the Department of Foreign Affairs, Trade and Development (DFATD) to provide cleaning services as described in the Statement of Work (Annex A).
- 1.2.2 The Work is to be performed from the contract award date tentatively set for December 1st, 2022 for an initial period of two (2) year. However, in the event of unusual circumstances, the contract could be awarded at a sooner or later date. There is also the potential of three (3) additional one-year irrevocable option periods under the same terms and conditions.
- 1.2.3 There are security requirements associated with this requirement. For additional information, consult Part 5 - Resulting Contract Clauses. For more information on personnel and organization security screening or security clauses, Bidders should refer to the [Contract Security Program](http://www.tpsgc-pwgsc.gc.ca/esc-src/introduction-eng.html) of Public Works and Government Services Canada (<http://www.tpsgc-pwgsc.gc.ca/esc-src/introduction-eng.html>) website.



1.2.4 The requirement may be subject to the provisions of the:

- Canadian Free Trade Agreement (CFTA)
- Canada - Chile Free Trade Agreement
- Comprehensive and Progressive Agreement for Trans-Pacific Partnership (CPTPP)
- Canada - Columbia Free Trade Agreement
- Canada - European Union Comprehensive Economic and Trade Agreement (CETA)
- Canada - Honduras Free Trade Agreement
- Canada - Korea Free Trade Agreement
- Canada - Panama Free Trade Agreement
- Canada - Peru Free Trade Agreement
- Canada - UK Trade Continuity Agreement (Canada-UK TCA)
- Canada - Ukraine Free Trade Agreement
- World Trade Organization - Agreement on Government Procurement (WTO-AGP)

1.3 CONTRACT DOCUMENT

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

1.4 INTERPRETATION

In this document, unless the context otherwise requires:

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

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

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

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

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



PART 2 - BIDDER INSTRUCTIONS

2.1 LANGUAGE OF BIDS

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

2.2 REFERENCE CLAUSES

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

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

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

NOTE:

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

2.3 STANDARD INSTRUCTIONS

2.3.1 The [2003](https://buyandsell.gc.ca/policy-and-guidelines/standard-acquisition-clauses-and-conditions-manual/1/2003/26) (2022-03-29) Standard Instructions - *Goods or Services - Competitive Requirements* (https://buyandsell.gc.ca/policy-and-guidelines/standard-acquisition-clauses-and-conditions-manual/1/2003/26), are incorporated by reference into and form part of the bid solicitation.

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

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

This subsection is deleted in its entirety

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

Delete: sixty (60)

Insert: one hundred and twenty (120)

2.3.5 Subsection 06 (2022-03-29) Late Bids

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

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

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



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

2.3.6 Subsection 07 (2022-03-29) Delayed Bids

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

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

2.3.7 Subsection 08 (2022-03-29) Transmission by Facsimile or by Canada Post Corporation's (CPC) Connect Service

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

2.4 SUBMISSION OF BIDS

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

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

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

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

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

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

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

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

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



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

- 2.4.3** Canada requires that each bid, at closing date and time or upon request from Canada's Representative, be signed by the Bidder or by an authorized representative of the Bidder. If any required signature(s) are not submitted as requested, Canada's Representative may inform the Bidder of a time frame within which to provide the signature(s). Failure to comply with the request of Canada's Representative and to provide the signature(s) within the time frame provided may render the bid non-responsive. If a bid is submitted by a joint venture, it must be in accordance with section 17 Joint Venture, of [2003](#) (2022-03-29) *Standard Instructions - Goods or Services - Competitive Requirements*.
- 2.4.4** It is the Bidder's responsibility to:
- (a) obtain clarification of the requirements contained in the RFP, if necessary, before submitting a bid;
 - (b) prepare its bid in accordance with the instructions contained in the RFP;
 - (c) submit by closing date and time a complete bid;
 - (d) send its bid only to the address specified on page 1 of the RFP;
 - (e) ensure that the Bidder's name, and the RFP number are clearly visible on the attachment(s) containing the bid; and,
 - (f) provide a comprehensible and sufficiently detailed bid, including all requested pricing details, that will permit a complete evaluation in accordance with the criteria set out in the RFP.
- 2.4.5** Proposals received on or before the stipulated RFP closing date and time will become the property of Canada. All proposals will be treated as confidential, subject to the provisions of the Access to Information Act (R.S. 1985, c. A-1) and the Privacy Act (R.S., 1985, c. P-21), and other applicable law.
- 2.4.6** Unless specified otherwise in the RFP, Canada will evaluate only the documentation provided with a Bidder's proposal. Canada will not evaluate information such as references to Web site addresses where additional information can be found, or technical manuals or brochures not submitted with the proposal.
- 2.4.7** A bid cannot be assigned or transferred in whole or in part.

2.5 BIDDERS' CONFERENCE AND SITE VISIT – MANDATORY

It is mandatory that the Bidder or a representative of the Bidder attend the conference AND the site visit.

The Bidders' conference will be held at the High Commission of Canada located at 7/8 Shanti Path, Chanakayapuri, New Delhi, 110021 on October 6, 2022 at 2:00 p.m. (New Delhi Time) in India.

The Bidders' conference will be followed by first, the site visit of the High Commission at 3:00 p.m. (New Delhi Time) and will continue at 4:00 p.m. (New Delhi Time) with the site visit of the Official Residence Compound located at 4 Dr. A.P.J Abdul Kalam Marg, New Delhi, 110003, India.



Bidders are requested to confirm their attendance with Canada's Representative no later than four (4) working days before the conference and the site visit and provide the names of the person(s) who will attend. Bidders will be required to sign an attendance form. Bidders should confirm in their bids that they have attended the conference and the site visit.

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

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

Please note, any travel and other costs associated with attending a conference and/or a site visit form part of "Bid Costs" as per [2003](#) (2022-03-29) Standard Instructions - Goods or Services - Competitive Requirements, and will not be reimbursed by Canada.

2.6 COMMUNICATIONS, ENQUIRIES, COMMUNICATIONS, SUGGESTED IMPROVEMENTS

- 2.6.1** All enquiries and suggested improvements must be submitted in writing only to Canada's Representative, identified on page 1 of the solicitation, no later than three (3) days before the bid closing date. Enquiries and suggestions received after that time may not be answered.
- 2.6.2** Bidders should reference as accurately as possible the numbered item of the RFP to which the enquiry relates. Care should be taken by Bidders to explain each question in sufficient detail in order to enable Canada to provide an accurate answer. Technical enquiries that are of a proprietary nature must be clearly marked "proprietary" at each relevant item. Items identified as "proprietary" will be treated as such except where Canada determines that the enquiry is not of a proprietary nature. Canada may edit the questions or may request that the Bidder do so, so that the proprietary nature of the question is eliminated, and the enquiry can be answered with copies to all Bidders. Enquiries not submitted in a form that can be distributed to all Bidders may not be answered by Canada.
- 2.6.3** Should any Bidder consider that the specifications or Statement of Work contained in this RFP and Draft Contract can be improved technically or technologically, the Bidder is invited to make suggestions in writing. The Bidder must clearly outline the suggested improvements as well as the reason for the suggestion. Suggestions which do not restrict the level of competition nor favour a particular Bidder will be given consideration. Canada reserves the right to accept or reject any or all suggestions.

2.7 APPLICABLE LAWS

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

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



2.8 ENTIRE REQUIREMENT

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

2.9 DEBRIEFINGS

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

2.10 CHALLENGES

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

2.11 NO PROMOTION OF BIDDERS INTEREST

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

2.12 LEGAL CAPACITY

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

2.13 INCAPACITY TO CONTRACT WITH GOVERNMENT

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

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



- (f) section 327 (*False or deceptive statements*) of the [Excise Tax Act](#); or
- (g) section 3 (*Bribing a foreign public official*) of the [Corruption of Foreign Public Officials Act](#); or
- (h) section 5 (*Trafficking in substance*), section 6 (*Importing and exporting*), or section 7 (*Production of substance*) of the [Controlled Drugs and Substance Act](#); or
- (i) any provision under any law other than Canadian law having a similar effect to the above-listed provisions.



PART 3 - BID PREPARATION INSTRUCTIONS

3.1 BID PREPARATION INSTRUCTIONS

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

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

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

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

3.2 TECHNICAL BID INSTRUCTIONS

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

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

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

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

3.3 FINANCIAL BID INSTRUCTIONS

Bidders must submit their Financial Bid in accordance with ATTACHMENT 2 TO PART 3 - FINANCIAL BID FORM. **Prices must appear in Section II only and must not be indicated in any other section of the Bid. Failure to comply may result in the Bid being declared non-compliant and rejected from further consideration.** All the information required in the Financial Bid should appear in a separate document and should be identified as the Financial Bid. Financial Bids will only be opened after the evaluation of the Technical Bid is completed. **Estimates provided in ATTACHMENT 2 TO PART 3 - FINANCIAL BID FORM are strictly for evaluation purposes and are not a guarantee under the contract.**



3.4 FIRM HOURLY RATES

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

Section III: to be labeled "Certifications":

3.5 CERTIFICATIONS

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

3.6 INSURANCE REQUIREMENTS – No Specific Requirement

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



ATTACHMENT 1 TO PART 3 - CERTIFICATIONS

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

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

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

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

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

Certification Number	Certification Text	Initial
C1.1	<p>INTEGRITY PROVISIONS - DECLARATION OF CONVICTED OFFENCES</p> <p>In accordance with the Integrity Provisions of the Standard Instructions, all Bidders must provide with their bid, if applicable, the Integrity declaration form available on the Forms for the Integrity Regime website (http://www.tpsgc-pwgsc.gc.ca/ci-if/declaration-eng.html), to be given further consideration in the procurement process.</p>	_____
C1.2	<p>INTEGRITY PROVISIONS - REQUIRED DOCUMENTATION</p> <p>In accordance with the section titled Information to be provided when bidding, contracting or entering into a real procurement agreement of the Ineligibility and Suspension Policy (http://www.tpsgc-pwgsc.gc.ca/ci-if/politique-policy-eng.html), the Bidder must provide the required documentation, as applicable, to be given further consideration in the procurement process.</p>	_____
C2	<p>STATUS AND AVAILABILITY OF RESOURCES</p> <p>The Bidder certifies that, should it be awarded a contract as a result of the bid solicitation, every individual proposed in its bid will be available to perform the Work as required by Canada's representatives and at the time specified in the bid solicitation or agreed to with Canada's representatives. If for reasons beyond its control, the Bidder is unable to provide the services of an individual named in its bid, the Bidder may propose a substitute with equal or higher qualifications and experience. The Bidder must advise Canada's Representative of the reason for the substitution and provide the name, qualifications and experience of the proposed replacement. For the purposes of this clause, only the following reasons will be considered as beyond the control of the Bidder:</p>	_____



Certification Number	Certification Text	Initial
	<p>death, sickness, maternity and parental leave, retirement, resignation, dismissal for cause or termination of an agreement for default.</p> <p>If the Bidder has proposed any individual who is not an employee of the Bidder, the Bidder certifies that it has the permission from that individual to propose his/her services in relation to the Work to be performed and to submit his/her résumé to Canada. The Bidder must, upon request from Canada's Representative, provide a written confirmation, signed by the individual, of the permission given to the Bidder and of his/her availability. Failure to comply with the request may result in the bid being declared non-compliant.</p>	
C3	<p>EDUCATION AND EXPERIENCE</p> <p>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.</p>	_____
C4	<p>FORMER PUBLIC SERVANT</p> <p>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.</p> <p>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:</p> <ul style="list-style-type: none"> 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. <p>"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.</p> <p>"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</p>	<p>As per the definition provided, is the Bidder a FPS? Yes <input type="checkbox"/> No <input type="checkbox"/></p> <p>As per the definition provided, is the Bidder a FPS in receipt of a pension? Yes <input type="checkbox"/> No <input type="checkbox"/></p> <p>As per the definition provided, is the Bidder a FPS who received a lump sum payment? Yes <input type="checkbox"/> No <input type="checkbox"/></p> <p>_____</p>



Certification Number	Certification Text	Initial
	<p>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.</p> <p>If the answer to any of the FPS questions is “yes”, the successful Bidder must comply with the process, fill out and sign the required forms. If applicable, Bidders agree that the successful Bidder’s status, with respect to being a FPS in receipt of a pension, will be reported on departmental websites as part of the published proactive disclosure reports in accordance with Contracting Policy Notice: 2012-2 and the Guidelines on the Proactive Disclosure of Contracts.</p>	
C5	<p>USE OF SUBCONTRACTOR(S) The Bidder must inform Canada if it chooses to use a subcontractor(s) to complete the Work or a portion of the Work. Canada reserves the right to approve or reject the use of subcontractors as per the Resulting Contract Clauses part of this RFP.</p>	<p>Does the Bidder intent to use one or more subcontractors? Yes <input type="checkbox"/> No <input type="checkbox"/> _____</p>
C6	<p>JOINT VENTURES The Bidder must inform Canada if it is a Joint Venture and provide the information required in order to comply with the Bidder Instructions part of this RFP.</p>	<p>Is the Bidder a Joint Venture? Yes <input type="checkbox"/> No <input type="checkbox"/> _____</p>

CERTIFICATION STATEMENT

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

Name & Signature of Authorized Individual

Date



ATTACHMENT 2 TO PART 3 - FINANCIAL BID FORM

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

- B.1.** The Contractor will be paid according to the firm hourly rates indicated in their pricing schedule, in Indian Rupee (INR). The firm hourly rates include all costs necessary to perform the work. Taxes are not included. Canada will be invoiced according to these rates.
- B.2.** **The total estimated usage of Cleaning Services is provided in good faith and does not represent a commitment on the part of Canada. Canada's actual usage may be higher or lower. Canada will be invoiced according to the actual usage (number of hours used) and not based on the estimated number of hours per year.**
- B.3.** Travel and living expenses will not be paid for any part of the Contract, including transportation costs to and from the place of duty, or any relocation necessary to satisfy the conditions of the Contract.
- B.4.** **The rates will be enforced throughout the entire Contract, including the three irrevocable optional periods (if they are exercised) and will not be subject to future negotiation.**



1. Routine Cleaning Services

Firm Hourly Rate

PERIOD	Personnel Categories ** See note 1	Firm Hourly Rates (INR) Taxes Excluded (A)	Estimated Number of Hours per Year (B)	Subtotal (INR) Taxes Excluded (A) X (B)
Initial – Year 1	Supervisor		2,912	
	Regular Cleaner		3,424	
Initial – Year 2	Supervisor		2,912	
	Regular Cleaner		3,424	
Option Period 1 (Year 3)	Supervisor		2,912	
	Regular Cleaner		3,424	
Option Period 2 (Year 4)	Supervisor		2,912	
	Regular Cleaner		3,424	
Option Period 3 (Year 5)	Supervisor		2,912	
	Regular Cleaner		3,424	
Evaluated Price (INR):				

**** Note 1:**

For evaluation purpose only, the calculation of the evaluated price will be determined based on the number of one (1) supervisor and one (1) cleaner however, at the award of the contract, the Contractor will be responsible to provide the quantity of personnel strength required, per personnel category, in order to meet the requirements as mentioned in Annex A – Statement of Work.



2. As-and-When-Requested Cleaning Services

Firm Hourly Rates

PERIOD	Personnel Categories <small>** See note 2 & 3</small>	Firm Hourly Rates (INR) Taxes Excluded (A)	Estimated Number of Hours per Year (B)	Subtotal (INR) Taxes Excluded (A) X (B)
Initial – Year 1	Supervisor		96	
	Regular Cleaner		350	
Initial – Year 2	Supervisor		96	
	Regular Cleaner		350	
Option Period 1 (Year 3)	Supervisor		96	
	Regular Cleaner		350	
Option Period 2 (Year 4)	Supervisor		96	
	Regular Cleaner		350	
Option Period 3 (Year 5)	Supervisor		96	
	Regular Cleaner		350	
Evaluated Price (INR):				

**** Note 2:**

For evaluation purpose only, the calculation of the evaluated price will be determined based on the number of one (1) supervisor and one (1) cleaner however, at the award of the contract, the Contractor will be responsible to provide the quantity of personnel strength required, per personnel category, in order to meet the requirements as mentioned in Annex A – Statement of Work.

**** Note 3:**

As-and-When Requested Cleaning Services required to be worked outside the regular work hours will be considered as overtime and will be calculated/paid as follows:

Hourly Firm Rate for “As-and-When-Requested Cleaning Services” multiple by 1.5.



3. Pricing Summary

PERIOD	Personnel Categories	Subtotal (INR) Taxes Excluded (Table 1 + Table 2)
Initial – Year 1	Supervisor	
	Regular Cleaner	
Initial – Year 2	Supervisor	
	Regular Cleaner	
Option Period 1 (Year 3)	Supervisor	
	Regular Cleaner	
Option Period 2 (Year 4)	Supervisor	
	Regular Cleaner	
Option Period 3 (Year 5)	Supervisor	
	Regular Cleaner	
Subtotal:		



PART 4 - EVALUATION PROCEDURES AND BASIS OF SELECTION

4.1 EVALUATION AND SELECTION

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

4.2 TECHNICAL EVALUATION

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

4.3 BASIS OF SELECTION – Highest Combined Rating of Technical Merit and Price

1. To be declared responsive, a bid must:
 - a. comply with all the requirements of the bid solicitation; and
 - b. meet all mandatory criteria; and
 - c. obtain the required minimum of 60 points overall for the technical evaluation criteria which are subject to point rating.

The rating is performed on a scale of 100 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 100 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	85/100	65/100	70/100
Bid Evaluated Price	\$55,000.00	\$50,000.00	\$45,000.00
Calculations	Technical Merit Score	$85/100 \times 70 = 59.50$	$65/100 \times 70 = 45.50$
	Pricing Score	$45/55 \times 30 = 24.55$	$45/50 \times 30 = 27.00$
Combined Rating	84.05	72.50	79.00
Overall Rating	1st	3rd	2nd



ATTACHMENT 1 TO PART 4 - TECHNICAL EVALUATION CRITERIA

It is recommended that you use “Attachment 2 to Part 4 – Bidder’s Response Framework provided in order to answer to the Mandatory Criteria and the Point-Rated Criteria” but, it is not mandatory. Please note that you may need less or more tables.

1.0 Mandatory Technical Criteria

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

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

Mandatory Technical Criteria (M)			
#	Mandatory Technical Criterion	Met/ Not Met	Reference to Proposal
M1	<p>Bidder’s Corporate Profile</p> <p>At the time of bid closing, the Bidder must be a provider of commercial cleaning services, registered with appropriate authorities in India. The Bidder must have a permanent office and must operate in New Delhi National Capital Region (NCR) to be eligible for this contract.</p> <p><u>The Bidder must provide the following information:</u></p> <ul style="list-style-type: none"> a) Evidence of registration of the company (i.e. Certificate of Incorporation issued by Ministry of Corporate Affairs). b) Address of the permanent office in New Delhi NCR; c) Valid Goods and Services Tax Identification Number (GSTIN) Registration Certificate; d) Valid Employees State Insurance (ESI) registration certificate; e) Valid Employees Provident Fund Organization (EPFO) registration certificate. 		



Mandatory Technical Criteria (M)			
#	Mandatory Technical Criterion	Met/ Not Met	Reference to Proposal
M2	<p>Company Experience</p> <p>The Bidder must demonstrate it has a minimum of three (3) years of experience in providing commercial cleaning services and waste management services to client facilities similar to the High Commission of Canada to India, over 5,000 square meters.</p> <p>Experience must have been acquired within the last five (5) years.</p> <p><u>In order to demonstrate the Bidder's experience, the following information must be provided:</u></p> <ul style="list-style-type: none"> • A list of past/present projects where the experience was gained, that are similar in size, scope, and should include the following information: <ul style="list-style-type: none"> a) Client/Company name; b) Location (city, country); c) Brief description of the work, d) Start and end dates of the work (i.e. month/year); and e) Size of the facility in square meters; f) Value of each contract. • The bidder must provide a reference for each project, and should include the following information: <ul style="list-style-type: none"> g) Name and title of reference; h) E-mail address of reference; and i) Telephone number of references. <p>References may be contacted to verify the validity of the information provided by the bidder.</p>		



2.0 Point-Rated Technical Criteria

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

Bidders must obtain the required minimum of 60 % overall of the points in order to be evaluated on the basis of their financial proposal.

Any bid which fails to obtain the required minimum will be declared non-compliant. Each point rated technical criterion must be addressed separately.

Point Rated Technical Criteria (R)			
#	Point Rated Technical Criteria (R)	Points Allocation	Score
R1	<p>Proposed Supervisor’s Experience</p> <p>The Bidder should demonstrate that the proposed Supervisors have the following experience:</p> <p>A minimum of three (3) years of experience in providing supervision of commercial cleaning services in a facility over 5,000 square meters.</p> <p>Experience must have been acquired within the last five (5) years.</p> <p><u>In order to demonstrate the experience:</u></p> <p>The Bidder should provide a resume, detailing how the experience was gained. The following information should be provided for each position, where the experience was gained:</p> <p>a) Name of the proposed supervisor b) Name of Company; c) Location (City, Country); d) Size of cleaning area in square meters; e) Brief description of the work; and f) The number of team members that the proposed resource supervised.</p> <p>The bidder should provide a reference for each position where the experience was gained and should include the following information:</p> <p>g) Name and title of reference; h) Telephone number; i) E-mail address.</p> <p>References may be contacted to verify the validity of the information provided by the Bidder.</p>	<ul style="list-style-type: none"> • Less than 36 months of experience as a supervisor on similar projects = 0 point • 36 months and more of as a supervisor on similar projects = 15 points • 48 months and more of experience as a supervisor on similar projects = 20 points • 60 months and more of experience as a supervisor on similar projects = 25 points 	/25



Point Rated Technical Criteria (R)			
#	Point Rated Technical Criteria (R)	Points Allocation	Score
R2	<p>Company Superior Management Practices</p> <p>The Company should demonstrate superior management practices.</p> <p><u>In order to demonstrate the superior management practices, the Bidder should submit the following:</u></p> <p>1) ISO 9001 certification;</p> <p>2) ISO 14001 certification;</p>	<ul style="list-style-type: none"> • NO CERTIFICATION OR PROOF PROVIDED = 0 point • One (1) certification PROVIDED = 5 points • Two (2) certifications PROVIDED = 10 points 	/10
R3	<p>Understanding of the Statement of Work</p> <p><u>Bidders should demonstrate how they intend to approach the work and meet the requirements described in Annex A—Statement of Work. In order to do that Bidders should provide a work plan.</u></p> <p><u>The work plan should provide sufficient details to allow a clear understanding of how the Bidder expects to carry out the tasks described in Annex A—Statement of work and should include the following information:</u></p> <p>a) Each of the requirements described in Annex A—Statement of Work should be detailed and include elements such as the following, but not limited to:</p> <ul style="list-style-type: none"> - the specific cleaning methods used; - mechanical equipment used to carry out the services including the make and model number, year of manufacture, commercial type and quantity; - materials and supplies (products) used to carry out the services including, brand name and/or manufacturer, item description and indication if certified environmentally friendly; - the titles and roles of proposed resources(s) that will do the work. <p>b) Demonstrate capacity to provided replacement cleaning personnel in case of absenteeism and/or additional personnel and, details processes/procedures on the recruitment, training and retention of cleaners to meet the requirements.</p>	See Rating Table below	/ 65



Point Rated Technical Criteria (R)			
#	Point Rated Technical Criteria (R)	Points Allocation	Score
	<p>c) The firm's support including:</p> <ul style="list-style-type: none"> - Processes/Procedures to verify and control employee's arrival, departure times and absences; - Processes/Procedures in case of employees' replacements; - Procedures to monitor day-to-day work and reporting on deliverables; - Procedures to verify quality assurance; - Demonstrate how performance issues will be managed; - Description of the communication system between the mission and the company; and - Procedures to verify compliance with all health and safety regulations and measures. <p>d) Demonstrate company environmentally friendly practices such as, but not limited to:</p> <ul style="list-style-type: none"> - use of certified environment friendly products; - use of electric vehicles; etc. <p>e) A description of how transition work plan will be implemented to ensure a smooth and orderly transition with the current service provider. It should include elements such as, but not limited to:</p> <ul style="list-style-type: none"> - steps; - timeline; - confirmation of whether current cleaners' services will be retained; - how will you work with the current service provider; etc. <p>If you are the current service provider, you should demonstrate how you would support transition to the new service provider.</p>		



Rating Table: This Rating Table applies to Point Rated Technical Criterion 3 (R3)	
Allocation of Points	Description
0 point	The response includes very limited or no information.
20 points	The response includes some information, however, a substantial amount of information is missing.
35 points	The response includes most of the information required to meet the minimum requirements established, however, there are weaknesses.
45 points	The response meets the minimum requirements and contains no significant weakness.
65 points	The response has demonstrated how the Bidder will meet the requirements. The response contains value added elements and demonstrates a complete and thorough understanding of the requirement.

SCORE SUMMARY

#	Mandatory Technical Criteria	Met	Not Met
M1	Bidder's Corporate Profile		
M2	Company Experience		

#	Point Rated Technical Criteria	Results	Maximum Points
R1	Proposed Supervisor's Experience		25
R2	Company Superior Management Practices		10
R3	Understanding of the Statement of Work		65
Total:			100

Bids must achieve an overall minimum percentage of 60%. Bids that do not meet this requirement will be declared non-responsive.	
Overall Maximum Points Available =	100
Overall Minimum Points Required to obtain 60% =	60



ATTACHMENT 2 TO PART 4 – BIDDERS’ RESPONSE FRAMEWORK PROVIDED IN ORDER TO ANSWER TO THE MANDATORY CRITERIA AND TO THE POINT RATED CRITERIA

It is recommended that you use “Attachment 2 to Part 4 – Bidder’s Response Framework provided in order to answer to the Mandatory Criteria and the Point-Rated Criteria” but, it is not mandatory. Please note that you may need less or more tables.

Mandatory Technical Criterion - Bidder’s Corporate Profile – M1

At the time of bid closing, the Bidder must be a provider of commercial cleaning services, registered with appropriate authorities in India. The Bidder must have a permanent office and must operate in New Delhi NCR to be eligible for this contract.

Information Required	Description	Included in my PDF Technical Bid file	
The Bidder must provide the following information:	1) Evidence of registration of the company (i.e. Certificate of Incorporation issued by Ministry of Corporate Affairs)	Yes <input type="checkbox"/>	No <input type="checkbox"/>
	2) Address of the permanent office in New Delhi NCR		
	3) Valid Goods and Services Tax Identification Number (GSTIN) Registration Certificate	Yes <input type="checkbox"/>	No <input type="checkbox"/>
	4) Valid Employees State Insurance (ESI) registration certificate	Yes <input type="checkbox"/>	No <input type="checkbox"/>
	5) Valid Employees Provident Fund Organization (EPFO) registration certificate	Yes <input type="checkbox"/>	No <input type="checkbox"/>



Mandatory Technical Criterion – Company Experience – M2

The Bidder must demonstrate it has a minimum of three (3) years of experience in providing commercial cleaning services and waste management services to client facilities similar to the High Commission of Canada to India, over 5,000 square meters.

Experience must have been acquired within the last five (5) years.

Information Required	Description
<p>In order to demonstrate the Bidder's experience, the following information must be provided:</p>	<p>A list of past/present projects where the experience was gained, that are similar in size, scope, and should include the following information:</p> <ul style="list-style-type: none"> a) Client / Company name; b) Location (city, country); c) Brief description of the work, d) Start and end dates of the work (i.e. month / year); e) Size of the facility in square meters; and f) Value of each contract. <p>The bidder must provide a reference for each project, and should include the following information:</p> <ul style="list-style-type: none"> g) Name and title of reference; h) E-mail address of reference; and i) Telephone number of reference.



Project # 1	
(a) Client / Company name	
(b) Location (city, country)	
(c) Brief description of the work	
(d) Start and end dates of the work (i.e. month / year);	
(e) Size of the facility in square meters	
(f) Value of the contract	
Reference	
(g) Name and title of reference	
(h) Email address	
(i) Telephone number	
	References may be contacted to verify the validity of the information provided by the bidder.



Project # 2	
(a) Client / Company name	
(b) Location (city, country)	
(c) Brief description of the work	
(d) Start and end dates of the work (i.e. month / year);	
(e) Size of the facility in square meters	
(f) Value of the contract	
Reference	
(g) Name and title of reference	
(h) Email address	
(i) Telephone number	
	References may be contacted to verify the validity of the information provided by the bidder.



Project # 3	
(a) Client / Company name	
(b) Location (city, country)	
(c) Brief description of the work	
(d) Start and end dates of the work (i.e. month / year);	
(e) Size of the facility in square meters	
(f) Value of the contract	
Reference	
(g) Name and title of reference	
(h) Email address	
(i) Telephone number	
	References may be contacted to verify the validity of the information provided by the bidder.



Project # 4	
(a) Client / Company name	
(b) Location (city, country)	
(c) Brief description of the work	
(d) Start and end dates of the work (i.e. month / year);	
(e) Size of the facility in square meters	
(f) Value of the contract	
Reference	
(g) Name and title of reference	
(h) Email address	
(i) Telephone number	
	References may be contacted to verify the validity of the information provided by the bidder.



Project # 5	
(a) Client / Company name	
(b) Location (city, country)	
(c) Brief description of the work	
(d) Start and end dates of the work (i.e. month / year);	
(e) Size of the facility in square meters	
(f) Value of the contract	
Reference	
(g) Name and title of reference	
(h) Email address	
(i) Telephone number	
	References may be contacted to verify the validity of the information provided by the bidder.



Point Rated Technical Criterion – Proposed Supervisor’s Experience – R1

The Bidder should demonstrate that the proposed Supervisors have the following experience:

A minimum of three (3) years of experience in providing supervision of commercial cleaning services in a facility over 5,000 square meters.

Experience must have been acquired within the last five (5) years.

Information Required	Description
<p>In order to demonstrate the experience:</p>	<p>The Bidder should provide a resume, detailing how the experience was gained. The following information should be provided for each position, where the experience was gained, for a maximum of three(3):</p> <ul style="list-style-type: none"> a) Name of the proposed supervisor; b) Name of Company; c) Location (City, Country); d) Size of cleaning area in square meters; e) Brief description of the work; and f) The number of team members that the proposed resource supervised. <p>The bidder should provide a reference for each position where the experience was gained and should include the following information:</p> <ul style="list-style-type: none"> g) Name and title of reference; h) Telephone number i) Email address.



Proposed Supervisor # 1	
(a) Name of the proposed supervisor	
(b) Name of company	
(c) Location (City, Country)	
(d) Size of cleaning area in square meters	
(e) Brief description of the work	
(f) The number of team members that the proposed resource supervised	
Reference	
(g) Name and title of reference	
(h) Telephone number	
(i) Email address	
	References may be contacted to verify the validity of the information provided by the Bidder.
Included in my PDF Technical Bid file	
Résumé of the proposed supervisor	Yes <input type="checkbox"/> No <input type="checkbox"/>



Proposed Supervisor # 2	
(a) Name of the proposed supervisor	
(b) Name of company	
(c) Location (City, Country)	
(d) Size of cleaning area in square meters	
(e) Brief description of the work	
(f) The number of team members that the proposed resource supervised	
Reference	
(g) Name and title of reference	
(h) Telephone number	
(i) Email address	
	References may be contacted to verify the validity of the information provided by the Bidder.
Included in my PDF Technical Bid file	
Résumé of the proposed supervisor	Yes <input type="checkbox"/> No <input type="checkbox"/>

Point Rated Technical Criterion – Company Superior Management Practices – R2

The Company should demonstrate superior management practices.

Information Required	Description	Included in my PDF Technical Bid file	
		Yes <input type="checkbox"/>	No <input type="checkbox"/>
In order to demonstrate the superior management practices, the Bidder should submit the following:	1) ISO 9001 certification	Yes <input type="checkbox"/>	No <input type="checkbox"/>
	2) ISO 14001 certification	Yes <input type="checkbox"/>	No <input type="checkbox"/>



Point Rated Technical Criterion – Understanding of the Statement of Work – R3

Bidders should demonstrate how they intend to approach the work and meet the requirements described in Annex A - Statement of Work. In order to do that, Bidders should provide a work plan.

Information Required	Description
<p>The work plan should provide sufficient details to allow a clear understanding of how the Bidder expects to carry out the tasks described in Annex A - Statement of work and should include the following information:</p>	<p>a) Each of the requirements described in Annex A – Statement of Work should be detailed and include elements such as the following, but not limited to:</p> <ul style="list-style-type: none"> - the specific cleaning methods used; - mechanical equipment used to carry out the services including the make and model number, year of manufacture, commercial type and quantity; - materials and supplies (products) used to carry out the services including, brand name and/or manufacturer, item description and indication if certified environmentally friendly; - the titles and roles of proposed resource(s) that will do the work. <p>b) Demonstrate capacity to provided replacement cleaning personnel in case of absenteeism and/or additional personnel and, details processes/procedures on the recruitment, training and retention of cleaners to meet the requirements.</p> <p>c) The firm's support including:</p> <ul style="list-style-type: none"> - Processes/Procedures to verify and control employee's arrival, departure times and absences; - Processes/Procedures in case of employees' replacements; - Procedures to monitor day-to-day work and reporting on deliverables; - Procedures to verify quality assurance; - Demonstrate how performance issues will be managed; - Description of the communication system between the mission and the Bidder; and - Procedures to verify compliance with all health and safety regulations and measures. <p>d) Demonstrate company environmental friendly practices such as, but not limited to:</p> <ul style="list-style-type: none"> - use of certified environment friendly products; - use of electric vehicle; etc. <p>e) A description of how transition work plan will be implemented to ensure a smooth and orderly transition with the current service provider. It should include elements such as, but not limited to:</p> <ul style="list-style-type: none"> - steps; - timeline; - confirmation of whether current cleaners' services will be retained; - how will you work with the current service provider; etc. <p>If you are the current service provider, you should demonstrate how you would support transition to a potential new service provider.</p>



<p>a) Each of the requirements described in Annex A – Statement of Work should be detailed and include elements such as the following, but not limited to:</p> <ul style="list-style-type: none">- the specific cleaning methods used;- mechanical equipment used to carry out the services including the make and model number, year of manufacture, commercial type and quantity;- materials and supplies (products) used to carry out the services including, brand name and/or manufacturer, item description and indication if certified environmentally friendly;- the titles and roles of proposed resource(s) that will do the work	
<p>b) Demonstrate capacity to provided replacement cleaning personnel in case of absenteeism and/or additional personnel and, details processes/procedures on the recruitment, training and retention of cleaners to meet the requirements</p>	



<p>c) The firm's support including:</p> <ul style="list-style-type: none">- Processes/Procedures to verify and control employee's arrival, departure times and absences;- Processes/Procedures in case of employees' replacements;- Procedures to monitor day-to-day work and reporting on deliverables;- Procedures to verify quality assurance;- Demonstrate how performance issues will be managed;- Description of the communication system between the mission and the Bidder; and- Procedures to verify compliance with all health and safety regulations and measures	
<p>d) Demonstrate company environmental friendly practices such as, but not limited to:</p> <ul style="list-style-type: none">- use of certified environment friendly products;- use of electric vehicle; etc.	



e) A description of how transition work plan will be implemented to ensure a smooth and orderly transition with the current service provider. It should include elements such as, but not limited to:

- steps;
- timeline;
- confirmation of whether current cleaners' services will be retained;
- how will you work with the current service provider; etc.

If you are the current service provider, you should demonstrate how you would support transition to a potential new service provider.



PART 5 - RESULTING CONTRACT CLAUSES

5.1 DEFINITIONS

In the Contract, unless the context otherwise requires:

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

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

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

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

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

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

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

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

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

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

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

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

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



5.2 PRIORITY OF DOCUMENTS

The Parties agree to be bound by the following documents:

- (a) Articles of Agreement;
- (b) General Conditions [2035](#) (2022-05-12);
- (c) Statement of Work (Annex A);
- (d) Basis of Payment (Annex B);
- (e) Security Requirements Check List (Annex C);
- (f) Contractor's bid dated yyyy-mm-dd. (*Inserted at Contract award*)

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

5.3 AUTHORITIES AND COMMUNICATION

5.3.1 Canada's Representative

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

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

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

5.3.2 Project Authority

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

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

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



5.3.3 Communication and Notices

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

5.3.4 Management of the Contract

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

5.3.5 Contractor's Representative

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

Name:

Title:

Company:

Address:

Telephone:

E-mail address:

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

5.3.6 Amendment

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

5.3.7 Assignment

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

5.4 STANDARD CLAUSES AND CONDITIONS

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



5.5 GENERAL CONDITIONS

[2035](#) (2022-05-12), *General Conditions - Higher Complexity - Services*, apply to and form part of the Contract.

5.6 ENTIRE AGREEMENT

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

5.7 APPLICABLE LAWS

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

5.8 NUMBER AND GENDER

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

5.9 POWERS OF CANADA / STATE IMMUNITY

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

5.10 TIME OF THE ESSENCE

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

5.11 EXCUSABLE DELAY

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

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

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

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



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

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

5.12 SEVERABILITY

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

5.13 SUCCESSORS AND ASSIGNS

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

5.14 SURVIVAL

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

5.15 PERFORMANCE OF THE WORK

5.15.1 Description of Work

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

5.15.2 Period of the Contract

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

5.15.3 Option to Extend the Contract

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

5.15.4 Exercise of Option to Extend

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



5.15.5 Independent Contractor

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

5.15.6 Conduct

The Contractor must:

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

5.15.7 Overtime – Fixed Time Rate

The Contractor must not perform any overtime under the Contract unless authorized in advance and in writing by the Canada's Representative. Any request for payment must be accompanied by a copy of the overtime authorization and a report containing the details of the overtime performed pursuant to the written authorization. Payment for authorized overtime will be calculated as follows:

Hourly Firm Rate for "As-and-When-Requested Cleaning Services" multiple by 1.5.

5.15.8 Assigned Individuals

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

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

5.15.9 Resources

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

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



5.15.10 Replacements

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

5.15.11 Compliance with Local Law

In the performance of Services under this Contract, the Contractor must comply with all applicable provisions of the laws in force in New Delhi, India.

5.15.12 Inspection and Acceptance

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

5.15.13 Security Requirements

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

- 5.15.13.1** At missions abroad, the Contractor and/or all other personnel involved in the work shall hold a valid personnel security screening level of **RELIABILITY STATUS** for work to be performed in the Mission, Official Residence (OR) or Staff Quarters (SQ). The Contractor and/or all other personnel involved in the work must be properly supervised on the premises of the Mission, OR or SQ. Access to the restricted zones of the Mission may only be granted under the escort and constant supervision of a member of the Canada-based staff (CBS). Failure to obtain the Reliability Status would render the Contract null and void. The minimum security screening level required is granted by the Mission Security Officer or other CBS authorized by the Head of Mission in accordance with the procedures outlined in the Personnel Security Screening Reference Guide for Mission Managers. Missions requesting a security clearance for Contractors to perform work in restricted zones of the Mission or to access classified information/assets must consult with Security Operations and Personal Safety Division (ISR) and Corporate Security Division (ISC).
- 5.15.13.2** The Contractor shall be responsible to identify the Security Requirements of the Contract to their Subcontractors and to ensure that these requirements are complied with by subcontractors.
- 5.15.13.3** If the **Contractor** breaches Sub-paragraph (1) above, DFATD shall terminate this Contract immediately without notice or any further obligation to the **Contractor**. The **Contractor** shall immediately refund to the Receiver General of Canada via DFATD all unspent funds provided under this Contract



5.15.14 Green Procurement

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

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

5.16 CERTIFICATIONS

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

5.17 HEALTH AND SAFETY

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

5.18 PAYMENT TERMS

5.18.1 Basis of Payment

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

5.18.2 Limitation of Price

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



5.18.3 Method of Payment – Monthly Payments

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

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

5.18.4 Audit

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

5.18.5 Invoicing Instructions

5.18.5.1 The Contractor must ensure that each invoice it provides to Canada **is supported by a copy of the employees' time sheet in order to demonstrate the worked hours claimed and;**

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

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

5.18.6 Discrepancies

If the contents of the invoice and its substantiating documentation are not in accordance with the Contract or the Work is not in acceptable condition, Canada will notify the Contractor within 15 Days of the invoice receipt. The 30-Day payment period begins upon receipt of the revised invoice or the replacement or corrected Work. Failure by Canada to notify the Contractor within 15 Days will only result in the date specified in subsection 16 of [2035](#) (2022-05-12) *General Conditions - Higher Complexity - Services*, to apply for the sole purpose of calculating interest on overdue accounts.



5.18.7 Termination Payments

If a termination for convenience notice is given pursuant to section 30 of [2035](#) (2022-05-12) *General Conditions - Higher Complexity - Services*, the Contractor will be entitled, in accordance with the Basis of Payment (Annex B), to be paid only the amounts that have been reasonably and properly incurred to perform the Contract to the extent that the Contractor has not already been paid or reimbursed by Canada. Under no circumstance will Canada be liable to the Contractor for early termination of this Contract.

5.18.8 Remittance to appropriate tax authority

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

5.19 SUSPENSION AND INFRACTION

5.19.1 Suspension of the Work

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

5.19.2 Infraction

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

5.20 INSURANCE TERMS

5.20.1 Insurance at Discretion of Contractor

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

5.21 GOVERNANCE AND ETHICS

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

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



5.21.2 Incapacity to Contract with the Government

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

- (a) paragraph 80(1)(d) (False entry, certificate or return), subsection 80(2) (Fraud against Her Majesty) or section 154.01 (Fraud against Her Majesty) of the Canadian Financial Administration Act (R.S.C. 1985, c. F-11); or
- (b) section 121 (Frauds on the government and Contractor subscribing to election fund), section 124 (Selling or Purchasing Office), section 380 (Fraud) for fraud committed against Her Majesty or section 418 (Selling defective stores to Her Majesty) of the Criminal Code of Canada (R.S.C. 1985, c. C-46); or
- (c) section 462.31 (Laundering proceeds of crime) or sections 467.11 to 467.13 (Participation in activities of criminal organization) of the Criminal Code of Canada (R.S.C. 1985, c. C-46); or
- (d) section 45 (Conspiracies, agreements or arrangements between competitors), 46 (Foreign directives) 47 (Bid-rigging), 49 (Agreements or arrangements of federal financial institutions), 52 (False or misleading representation), 53 (Deceptive notice of winning a prize) under the Canadian Competition Act (R.S.C. 1985, c. C-34); or
- (e) section 239 (False or deceptive statements) of the Canadian Income Tax Act (R.S.C., 1985, c. 1 (5th Supp.)); or
- (f) section 327 (False or deceptive statements) of the Canadian Excise Tax Act, (R.S.C., 1985, c. E-15); or
- (g) section 3 (Bribing a foreign public official) of the Canadian Corruption of Foreign Public Officials Act (S.C. 1998, c. 34); or
- (h) section 5 (Trafficking in substance), section 6 (Importing and exporting), or section 7 (Production of substance) of the Canadian Controlled Drugs and Substance Act (S.C. 1996, c. 19); or
- (i) any provision under the local law having a similar effect to the above-listed provisions.

5.21.3 Anti-Terrorism

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



5.22 DISPUTE RESOLUTION

5.22.1 Discussion and Negotiation

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

5.22.2 Procurement Ombudsman

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



ANNEX A - STATEMENT OF WORK

Cleaning Services for the High Commission of Canada and Official Residence Compound to New Delhi, India.

1. INTRODUCTION

The High Commission of Canada and Official Residence Compound in New Delhi require routine cleaning services and cleaning services required on an as-and-when-requested basis.

2. BACKGROUND

The Department of Foreign Affairs, Trade and Development (DFATD) consist in a network of 178 Diplomatic and Consular Missions located in 112 Countries. The Mission in New Delhi, India, requires cleaning services at the following properties:

2.1 High Commission of Canada Compound

Located at 7/8, Shantipath, Chanakyapuri, New Delhi 110021, India and measuring approximately 12 acres consisting of:

- Chancery building including roof (9,160 m²);
- Recreational Building including roof (238 m²);
- Services building including roof (581.30 m²);
- Gym Building including roof;
- Four residential blocks having a total of 30 dwelling units (7,190 m²), scope of work is limited to common areas, common stairwells, parking, mechanical rooms, staff day rooms, block entrances, hallways and walkways (1800 m²);
- Transport area and gates houses (Approx. 400 m²); and,
- Walkways, parking lots, driveways, roofs, hard surfaces & common areas in the compound.

Total estimated surface area: 12,179.3 m²

Scope of work also includes generator room, transformer room, mechanical room and contractor staff washroom.

Scope of work is limited to hard surface in common areas i.e. terraces, walkways, driveways, parking lots, service lanes, service building and guard huts.

Roof of all the buildings are part of the scope of work.

Scope of work does not include inside staff quarters.

2.2 Official Residence Compound (OR)

Located at 4, Dr. A. P. J. Abdul Kalam Marg, New Delhi -110003, India and measuring approximately 4 acres consisting of:

- Main Residence roof (1,520 m²);
- Domestic Staff quarters roof, having a total of 12 units (560 m²);
- Domestic Staff quarters front area (140 m²);
- Service Building (195 m²);



- Gate House—Main (including washroom) (9 m²);
- Gate House—Rear (including washroom) (8,7 m²);
- Parking lots (558 m²);
- Service Lane (252 m²);
- Drive Way (305 m²);
- Walk Way (1,320 m²);
- Back Courtyard (150 m²);
- Rear Washroom (22.5 m²);
- Rear Washroom Roof (22.5 m²);

Total estimated surface area: 5,062.7 m²

Scope of work also includes generator room, transformer room, mechanical room and contractor staff washroom.

Scope of work is limited to hard surface in common areas i.e. terraces, walkways, driveways, parking lots, service lanes, service building and guard huts.

Roof of the main residence and roof of the domestic quarters are part of the scope of work.

Scope of work does not include anything inside the personal residence of the High Commissioner and domestic staff quarters.

Cleaning inside the main residential building or inside the domestic staff quarters will be done at the request of the Project Authority only, on an as-and-when-requested basis.

3. OBJECTIVE

The objective of this requirement is to provide cleaning services for the High Commission of Canada and the Official Residence in New Delhi, India and this, on a seven (7) days a week basis, as per industry standards, thus, maintaining cleanliness and providing appropriate working conditions for the occupants of those buildings.

4. SCOPE OF WORK

The Contractor must provide a complete range of cleaning services including, but not limited to, qualified manpower, supervision, tools, materials, supplies, consumables, equipment, training, uniforms, personal protection equipment (PPE) and transportation to the High Commission compound and the Official Residence compound as detailed herein.

Are only exempt, items that are specifically indicated in section **5.6 Exempt items**.

The work is divided into two (2) categories:

4.1 Routine Cleaning Services

This work consists of predetermined tasks as outlined in section **5.1. Routine Cleaning Services**.

4.2 “As-and-When-Requested” Cleaning Services



Additional cleaning services of a planned or unplanned nature that may be requested in addition to the routine cleaning services.

5. TASKS/REQUIREMENTS

5.1 Routine Cleaning Services

This section of the specification covers the detailed requirements of the High Commission of Canada in terms of the required frequency of the routine cleaning services, and the manner in which such cleaning must be undertaken. The detailed requirements given are intended to provide minimum guidelines for the work without being limited to it. Quality Assurance inspections will be made by the Project Authority and will be rated according to quality standards listed in **section 12. Terminology**.

The routine cleaning services must be undertaken at the following locations:

- High Commission of Canada
- Official Residence Compound

The routine cleaning services at the Official Residence must be carried out only in the exterior areas. Cleaning inside the main residential building and/or the residential units shall be carried out only under “as-and-when-requested” Cleaning Services, when requested by the Project Authority.

As part of the work outlined in the above paragraph, supervised cleaning of the secure areas of the High Commission of Canada shall take place as advised by the Project Authority. A schedule giving detailed instructions will be provided by the High Commission for this portion of the cleaning service. These cleaners will be escorted by an employee of the High Commission of Canada.

In carrying out cleaning services, the Contractor, with due recognition of the special nature of the High Commission of Canada’s business, must take care and not inconvenience the activities of the High Commission personnel.

A detailed list of the routine tasks and their frequencies is available in the table below.

Item	Tasks	Daily	Weekly	Monthly	Yearly	Special instructions
Uncarpeted floors	Sweep all areas	X				
	Wet mop and dry buff all areas	X				
	Spot clean all areas	X				
	Wash all areas		X			
	Wash and clean all balconies with mop		X			
	Wash and clean all the tiles		X			
Carpeted floors	Spot clean, including entrance mats	X				
	Clip loose threads	X				
	Remove spills and stains	X				
	Vacuum		X			
	Vacuum entrance mats	X				
	Wash and replace the doormats			X		
All washrooms	Replenish hand soap, paper towels and toilet paper	X				



	Wash and clean with toilet cleaning liquid inside the toilets. Clean the outside of the toilets and toilet tanks with disinfectant.	X				
	Remove trash from strainers in urinals	X				
	Replace strainers/pads when deteriorated	X				
	Clean all mirrors	X				
	Polish all metal (fixtures, dispensers, receptacles).	X				
	Damp-wipe benches	X				
	Remove all debris/litter from shower floor and clean drains	X				
	Wash and disinfect shower walls and shower trays with detergent	X				
	Spot-clean doors, walls and partitions	X				
	Clean counters and the sinks	X				
	Low dusting		X			
	Pour a pail of clean water into floor drains		X			
	Descale toilet bowls and urinals		X			
	Clean the cabinet exteriors		X			
	Wash and clean all the shower sets which include: shower mixer, shower head, soap dispenser, shower caddy and shower walls and shower tray		X			
	Clean the water boiler		X			
	Dust the exterior of the bathroom ventilation fan		X			
	Restock the cleaning supplies, which includes: hand sanitizer, hand liquid soap, air freshener, toilet paper and hand paper		X			
	High dusting			X		
	Clean and disinfect door handles and frequently touched surfaces.	X				
	Wash and disinfect all garbage receptacles			X		
	Inspect shower curtain			X		If required or as instructed by the High Commission, the shower curtain will be removed and re-installed by cleaners. In the case that the shower curtain needs replacement, High Commission will provide a new shower curtain.
	Clean and disinfect all toilets, washbasins, counter tops, partitions	X				
Aerobic and gym rooms	Clean and disinfect floor mat and gym equipment	X				
	Clean window glasses and doors			X		
	Clean and disinfect door handles and frequently touched surfaces.	X				
Domestic and Driver Day Rooms.	Wipe all the furniture, art pictures and electric appliances such as light covers, lamps and TVs.	X				
	Clean and disinfect door handles and frequently touched surfaces.	X				



Entrances, Exits, Lobbies, Reception, and Security Areas	Clean both sides of door glass and frames	X			
	Damp wipe benches, countertops and cabinets exteriors	X			
	Spot clean signage	X			
	Spot-clean display cases, directory board glass, sidelights and walls	X			
	Clean sashes and doors	X			
	Clean the furniture	X			
	Restock cleaning supplies for the security rooms	X			
	Clean all security search rooms and area	X			
	Low dusting		X		
	Clean display cases and directory board glass		X		
	Clean signage			X	
	High dusting			X	
	Clean and disinfect door handles/railings and frequently touched surfaces.	X			
Food waste collection and handling	Carry food waste from all on-compound SQs (common areas), Club Canada, and Cafeterias	X			
	Feeding of food waste in "Big Greenie" (Composting machine) after sorting out any accidental non-bio degradable item in the food waste	X			
	Keep a daily log of composter feed and report to the Project Authority.	X			
	Handling and segregation of solid waste must be carried out as advised by the Project Authority	X			
Hallways, Corridors and stair wells	Spot-clean sashes, doors, walls, display cases, directory board glass, sidelights and frames	X			
	Clean art pictures and frames	X			
	Clean the furniture	X			
	Low dusting		X		
	Dust wall-hung fire extinguishers and First-Aid boxes		X		
	Dust fire extinguishers			X	
	High dusting			X	
Clean and disinfect door handles and frequently touched surfaces.	X				
Offices, Workstations, Boardrooms, and Conference Rooms	Wipe chairs and place chairs properly	X			
	Spot-clean tables, desks, workstations and doors	X			
	Restock cleaning supplies such as hand sanitizer, facial tissues, and air fresheners	X			
	Remove finger marks/stains from exterior of filing cabinets		X		
	Low dusting		X		
	Dust empty shelves		X		
	High dusting			X	
	Clean and disinfect door handles and frequently touched surfaces.	X			
Damp-wipe table legs			X		
Window Cleaning and Coverings	Clean interior sides of all glass surfaces and associated frames, sills, sashes, glass in doors and glass in interior partitions		X		



	Clean any mould from window frames	X				
	Clean lower level exterior windows		X			
	Clean all interior windows and window sills		X			
	Dust all blinds		X			
	Clean the window frames and window glasses on the inside and outside, depending on the accessibility from the exterior		X			
	Dust the wooden and aluminum curtains		X			
Elevator	Sweep/vacuum, dust walls, disinfect keypad/buttons	X				
	Polish all metal surfaces	X				
	Clean and disinfect door handles and frequently touched surfaces. e.g. Keyboard.	X				
Stairways	Remove all grease and grime from stairs, handrails, and baseboards		X			
	Clean and disinfect handrails	X				
	Remove all marks, dirt, smudges, scuffs and other foreign matter from adjoining stairwell walls to provide or maintain a clean, uniform appearance		X			
Tennis courts, basketball court, Children play area, swimming pool and wading pool deck area, all Electrical and Mechanical equipment rooms and Trade shops	floor—sweep, dust, mop and vacuum. Dust and mop all hard and resilient floors	X				
	Table Tops, Counters—dust and wipe	X				
	Walls—wipe all surfaces	X				
	Sink—clean and disinfect	X				
	Glass surfaces—clean with cleaning solvent twice a day, and include both sides of plates and doors	X				
	Waste disposal—empty waste paper baskets and remove other waste.	X				
	Clean and disinfect door handles and frequently touched surfaces.	X				
	Fire hose cabinets/extinguishers—dust and wipe	X				
	Pool deck area—sweep, dust mop or wash as per local weather conditions.	X				
	Sweep and pressure wash tennis court		X			
	Sweep and pressure wash pool deck		X			
	Dust mops all hard and resilient floors in shops and equipment rooms		X			
	Walls—remove marks, smudges, etc.		X			
Exterior	Wash and mop all main entrances	X				
	Clean patio furniture	X				
	Sweep walkways and roadways	X				
	Wash and clean all building roofs		X			
Cafeterias include Chancery building and Services building and its washrooms, Club and its washrooms	Floors—sweep, then wet mop	X				Twice a day, before and after lunch break.
	Counters and table tops—Wipe clean	X				
	Walls—Dust baseboard, ledges and mouldings, wipe stainless steel surfaces and remove marks off walls as required	X				
	Waste disposal—empty waste receptacles, wipe inside and outside as necessary	X				
	Mats—Vacuum and clean floor mats	X				
	Walls—Wipe tiles, clean mirrors, wipe exterior of waste receptacles, spot clean as necessary	X				



	Walls—remove marks, smudges		X			
	Covered canopy leading to Cafeteria — Cleaning/Washing		X			
	Wet or dry scrub and refinish on a full-floor basis			X		
	Scrub, wipe, clean and disinfect cafeteria furniture, door handles and frequently touched surfaces.	X				
Trash Collection and Removal	Remove all debris and litter	X				
	Remove waste from the shredders located in the office buildings	X				
	Remove all trash from waste baskets, trash bins, cigarette butt containers (located outside), and refuse containers. Replace liners when required.	X				Deposit trash in the large dumpster containers provided by the High Commission outside each of the compounds except food waste.
	Dispose of garbage twice a day to New Delhi Municipal Committee (NDMC) authorized dumping area by contractor's own vehicle at both High Commission and the Official Residence	X				
Bottled water cleaning and handling	Handling, Cleaning and replacement of 20L water bottle	X				
	Washing and cleaning using lukewarm water (between 35 to 40 degree Celsius) & disinfecting with liquid chlorine	X				
	Moving and replenishing the empty water bottles on water dispensers (within Chancery building, gate houses, services building & MPR)	X				
Staff Quarters	Pick up garbage in and around the area and sweep & mop common areas, hall ways, staircases		X			Note: Housekeeping services are not required inside staff quarters located in the High Commission compound and domestic/Locally Engaged Staff Quarters at the Official Residence
	Waste disposal—empty waste receptacles, wipe as required and disinfect	X				
	Clean glass window and doors in common areas including ventilators	X				
	Clean and disinfect living rooms' washrooms					
	Sweep and clean building roofs and roof/storm water drains					
Official Residence	Pick up garbage in and around the compound	X				
	Floors—Sweep & mop common areas, hall way, staircases, gate houses, equipment room, services area	X				
	Waste disposal—empty waste receptacles, wipe as required and disinfect. Washing & cleaning of staff toilets, DSQ no.4 library, gate-house toilets and guest toilets in rear lawn, driveways, walkways, paved and hard surfaces	X				
	Glass—clean window and door glasses	X				



	Pressure washing of the walk and drive ways		X			
	Washing/cleaning of rear patio screen, beams and floor		X			
	Clean of the rear guest washrooms and the gate-house toilets.	X				
	Sweep and clean building roofs and clean roof/storm water drains.		X			

5.2 “As-and-When-Requested” Cleaning Services

As-and-when-requested cleaning services are services of a planned or of an unplanned nature that may be required in addition to the routine services such as, but not limited to:

Item	Tasks	Frequency				Special instructions
		Daily	Weekly	Monthly	Yearly	
Uncarpeted floors	Scrub all areas				X	Floor scrubs must be scheduled in advance and approved by the Project Authority or a delegate.
	Buff all areas				X	Floor buffs must be scheduled in advance and approved by the Project Authority or a delegate
Carpeted floors	Steam or shampoo clean				X	As per the instructions of the Project authority or a delegate.
Window Cleaning Up to 40 ft height using safe access tackles.	Clean glass windows				X	As per the instructions of the Project authority or a delegate.

- Off-site cleaning;
- Emergency/On-call cleaning;
- Cleaning before and after an event held at the High Commission;
- Cleaning of the Official Residence before or after an event;
- General cleaning tasks of an unforeseen nature; and
- Assist maintenance team during annual maintenance on-site clean-up.

As-and-when-requested cleaning services may be undertaken at the following locations:

- High Commission of Canada Compound
- Official Residence Compound

When such work is required, a Service Authorization (SA) must be issued and signed by the Project Authority or his representative and the Contractor.

Upon notification, the Contractor must perform the as-and-when-requested cleaning services required in any building, area, or room covered under this contract. The High Commission will notify the Contractor as soon as a special requirement is known, but no less than 4 hours prior to the requirement. For events that take place during a statutory holiday or a weekend, the High Commission will schedule cleaning prior to the event, during routine cleaning services hours.

“As-and-when-requested” cleaning must be done in areas of the building called Representational Areas where events are held on an irregular basis. On some occasions as-and-when-requested cleaning services must be performed in other areas of the building when directed by the Project Authority. “Event” cleaning



must include the support facilities used when these functions are held, such as washrooms and elevators, as well as the hallways and corridors used to access the events.

On a monthly basis, the Contractor must submit invoices to the High Commission for the performance of any “as-and-when-requested” cleaning services. The pricing of such invoices must be charged at the rates indicated in the Basis of Payment.

5.3 High Commission of Canada to Supply

5.3.1 Materials, supplies, tools and equipment

The High Commission will supply toilet paper towels, cloth towel rolls, hand and surface sanitizer, tissue papers, paper cups, floor sealers, garbage bins and trolleys for use within the premises of the High Commission and Official Residence only, as well as the common areas of the four residential blocks.

Proper measures must be taken by the contractor to ensure that the equipment of the High Commission is protected against dust, physical damage, contamination and, by maintaining high standards of sanitation practices. Proper tools must be used for provision of requisite services.

If it is proven that the breakdown/loss of material at the High Commission was because of negligence on the part of the Contractor or its staff, it must be repaired and/or replaced by the Contractor at its own cost.

The High Commission will provide a charging point for the contractor’s garbage removal electric vehicle.

The High Commission will provide on-site limited storage space (e.g., stock rooms, closets and other designated areas) for the Contractor’s equipment and materials. The High Commission is not responsible for any loss or damages to the Contractor’s supplies, materials and equipment, or any personal effects brought or left on the premises of the High Commission by the Contractor’s personnel.

5.4 Contractor to Supply

5.4.1 Contractor’s Personnel

- The Contractor must provide workers (supervisors and regular cleaners) for cleaning services in order to fulfill the requirement as specified in this Statement of Work and this, for each locations.
- The Contractor must assign a minimum of **two (2) on-site cleaning supervisors,**** a minimum of one per each location, who will be responsible for the delivery and performance of the work and that will have the authority to represent and act on behalf of the Contractor. The Cleaning supervisors must lead the team and keep close liaison with the Project Authority to report on day-to-day activities and performance. **The Contractor must also maintain a pool of security cleared replacement staff in case of absenteeism. Canada will be invoiced as per the actual number of hours worked, as per the rates indicated in the Annex B - Basis of Payment).**
- Cleaning supervisors will act as the point of contact with the High Commission on all matters related to the requirement and the work undertaken. The point of contact must have the ability to communicate verbally and understand written instructions in English and Hindi.
- The Cleaning supervisors will assign cleaners on the High commission of Canada and the Official Residence, in a sufficient quantity so that it meets the requirements. Every month, the supervisor must develop a complete schedule/work plan for all the locations and must provide it to the Project Authority or its representative for their approval.

**** Note ****

This represents our estimation: the contractor is responsible to determine the number of personnel (supervisors and regular cleaners) required to complete the Work.



5.4.2 Cleaning Materials

The Contractor must supply branded, sealed & labelled material and maintain all tools, equipment, materials and products required to carry out the work as described within the present Statement of Work.

The approved brands of cleaning suppliers are:

- 3 M
- HARPIC
- DOMEX
- LYZOL
- CLOROX
- DIVERSEY
- COLIN
- CIFVIM
- ARIEL
- GODREJ
- DETTOL

The materials and supplies that the Contractor must supply include, but are not limited to, the following:

- Sanitary but non-corrosive floor cleaning products
- Sanitary but non-corrosive cleaning product that removes grease and grime
- Sanitary but non-corrosive cleaning product for toilets and sinks
- Sanitary but non-corrosive cleaning product for shower stalls
- Lint-free cloths and dusters of different colours
- Sponges
- Hand soap
- Gloves of different colours
- Dish soap
- Bleach liquid disinfectant
- Toilet bowl cleaner
- Air freshener
- Steel wool
- Biodegradable garbage bags (large bags for large bins; small bags for individual garbage bins)
- Floor scrubber drier solution and neutral floor cleaner
- Tile cleaner/disinfectant
- PPE (Mask/gloves/goggles)
- Multi-purpose cleaner/disinfectant
- Glass cleaner
- Urinal pads
- Scrubbing pads
- Sprayers
- Surface cleaner/disinfectant (Both soap & alcohol-based)
- Toilet bowl brush
- Micro fibre cloths/mops
- Brooms—hard and soft, sweepers, dust pans
- Squeegees for the windows
- Wet mopping system
- Squeegees for the floors
- Dust mopping system with pads
- Detergent powder



5.4.3 Cleaning Equipment

The Contractor must supply cleaning equipment to ensure the cleanliness and sanitation of all areas in the compounds. The equipment provided must be good quality and appropriate to the task.

The Contractor must itemize all intended equipment for use on the site for carrying out and executing the intended work.

The approved brands of cleaning equipment are:

- TASKI
- IPC
- RUBBERMAID
- KARCHER
- 3M
- PARTEK
- KIMBERLY CLARK

The equipment the Contractor must supply include, but are not limited to, the following:

- Caddy buckets—Quantity: 20
- Mop wringer double bucket trolley—Quantity: 12
- HEPA dry vacuum/HEPA carpet cleaner—Quantity: 2
- Hot and cold pressure washer—Quantity: 1
- Dry and wet vacuum—Quantity: 2
- Janitor utility trolley—Quantity: 6
- Floor scrubbing machine—Quantity: 1
- Safety and information signage—Quantity: 20 (wet floor & cleaning in progress)
- Telescopic rods—Quantity: 2

All equipment must be new and commercial grade.

The Contractor must handle and store all chemicals and cleaning products in a safe and responsible manner.

5.4.4 Garbage Collection & Electric Vehicle

The cost of garbage collection and removal by Contractor's own vehicle is the Contractor's responsibility. Any garbage considered for recycling must be turned over to the High Commission. The Contractor's waste removal vehicle must be electric.

5.5 Restricted Areas

The cleaning in the areas below shall be carried out under the supervision of one of the mission staff and as directed by Project authority.

- Transformer and boilers rooms
- UPS room
- Plants rooms
- Power rooms
- Shredder room
- IT/Server room



5.6 Excluded Items

Computers and associated electronic equipment, electrical and mechanical equipment's, facsimiles, photocopiers, shredders, personal items, books and papers, inside display cases and cabinets, tools, coffee or vending machines, dishes, the interior of appliances.

5.7 Schedule of Operation

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

- On a 7 days a week basis, between 7 a.m. and 5 p.m (Adjustable) as per site.
- Statutory holiday: When a statutory holiday falls on a weekday (Monday to Friday) the operations will resume on the following day.
- Exceptions: The Secured Area can only be cleaned with the presence of a designated employee escorting the cleaning personnel.

A minimum of one (1) supervisor must be provided on Saturdays and on Sundays at the High-Commission compound location. No supervisor will be required on holidays.

A minimum of 75% of the regular cleaner staff strength must be provided on Saturdays and a minimum of 25% of the regular cleaner staff strength must be provided on Sundays and on holidays (12 holidays per year representing a mix of Canadian and Indian holidays).

The High Commission of Canada has 12 statutory holidays per year. These days may change from year to year and do not necessarily correspond to the holidays observed by local people. Cleaning service provided to the High Commission must follow the holiday schedule and opening hours as determined by the High Commission. The holiday schedule and working hours will be provided by the Project Authority at the beginning of each contract year.

5.8 Uniforms

The Contractor must provide, at its expense, summer and winter uniforms, including footwear, to its personnel to clearly identify them as cleaners employed by the Contractor. The uniforms must be clean, tidy and in good condition. They must be approved by the Project Authority. The Contractor must ensure that its employees are in uniform and that they have their passes are clearly visible at all times.

The Contractor must also provide its staff with a professional uniform, such as a skirt or trousers (black) and a shirt (white) for assistance at official receptions (As-and-When Request).

5.9 Information related to Health and Safety

Please refer to Attachment 1 to Annex A –Occupational Health and Safety Guidelines.

6. DELIVERABLES

The contractor must meet and deliver the following:

The Cleaning Standards will be verified for compliance by the Project Authority or his representative throughout the duration of the Contract. Therefore, random inspections may be conducted. The Contractor's representative may be requested to be present during the inspections.

6.1 Communications

Cleaning Supervisor must meet daily with the Project Authority or his representative so that all parties are informed and up to date with the cleaning activities.



6.2 Logbook and Attendance Record

The Contractor must maintain a logbook and attendance record. This logbook will be used to record all requests, complaints, deficiencies or any other situations observed and relevant to the cleaning activities. The Contractor must also immediately report any malfunctions or issues to the Project Authority. Corrective actions must also be recorded. The logbook and attendance record must be available for consultation by the Project Authority.

6.3 Monthly Cleaning Supplies Inventory

The Contractor must provide monthly list of the cleaning supplies bought during the month including quantities. The Contractor must also provide a proof of delivery of these cleaning supplies.

6.4 Equipment Inventory

The contractor must itemize all intended equipment for use on the site for carrying out and executing the intended work.

6.5 Yearly Work Plan

The Cleaning Supervisors must develop a yearly cleaning work plan for both compounds and must submit the plan to the Project Authority for approval on commencement of the contract and at the beginning of each subsequent year of the contract.

6.6 Quality Assurance Plan

The contractor must submit a Quality Assurance Plan that demonstrates how he is going to ensure the quality of the deliverables. The format can be mutually discussed & finalized after the award of the contract. It must be submitted electronically on a monthly basis.

6.7 Material Safety Data Sheet (MSDS)

MSDS must be submitted by the contractor for approval of the Project Authority prior to the beginning of the contract.

7. CONSTRAINTS

All keys entrusted to the Contractor must be fully protected at all times, not leave the work premises and returned every day, before site departure. In the event keys are lost while in his custody (signed out), the Contractor must pay for expenses incurred for the replacement of all locks and keys affected by the loss.

8. LANGUAGE OF WORK

The Cleaning Supervisors who will supervise the work of the cleaning staff on both compounds must communicate verbally and understand written instructions in English and in Hindi.

9. TRAVEL REQUIREMENTS

There are no travel requirements, the Contractor will not be reimbursed for the cost of travelling to and from work.



10. LOCATION OF WORK

The work will be conducted at the following locations:

- High Commission of Canada Compound, located at 7/8, Shantipath, Chanakyapuri, New Delhi – 110021, India, and;
- The Official Residence Compound, located at 4, Dr. A.P.J. Abdul Kalam Marg, New Delhi – 110003, India.

11. APPLICABLE DOCUMENTS

- Attachment 1 to Annex A—Occupational Health and Safety Guidelines
- Attachment 2 to Annex A—Service Authorization Form (SA)

12. TERMINOLOGY

The standards described below must be strictly adhered to. All inspections made by the Project Authority will be rated according to these quality standards. The Contractor must meet the following standards:

Buffing

Consists of removing traffic marks and restoring the floor surface shine using a high-speed buffer equipped with an appropriate pad and spray solution, the floor must present an even shine and be clean after the buffing.

Carpet shampooing

Consists of using a buffer with an appropriate cleaning solution and pad in order to clean and remove stains to carpeted areas, followed by the application of a static guard. Floor must be vacuumed prior to carpet shampooing. This operation includes moving office items and putting them back to original locations after carpets/rugs are dry. Also include the cleaning of T mats. Carpets must look, feel and smell clean after carpet shampooing.

Clean/Cleaning

Consists of removing dirt, debris, litter, spillage, stains, finger marks and any other foreign matters from horizontal and vertical surfaces using appropriate supplies, tools and equipment.

Cleaning - General

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

Clean and Disinfect

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

Cleaning with a Hose

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



Damp Mopping

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

Damp Wiping

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

Debris

Consists of any foreign material that does not belong to a surface such as paperclips, paper, mop strings, pins, staples, gum and other items discarded on the floors, furniture or other horizontal surfaces.

Dust Mopping

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

Equipment

Refers to the tools required to execute the work.

Glass and Mirror Cleaning

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

High Traffic Areas

Includes entrance lobbies, elevator lobbies, corridors and traffic aisles in open office space.

High Dusting

Consists of removing loose dirt on vertical and horizontal surfaces over 1.5-meter-high using a damp cloth or an electrostatic duster without exceeding 4 meters high.

- a) All surfaces must be free of dust.
- b) High dusting must be done using either damp rag wiping or vacuuming. The method will be specified by the Project Authority.
- c) Dust must be contained and prevented from floating freely in the air during operations.

Hot Water Extraction

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

Low dusting

Consists of removing loose dirt on vertical and horizontal surfaces using a damp cloth or an electrostatic duster without exceeding 1.5-meter high.

Machine Scrubbing

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



Materials

Include, but are not limited to, toilet tissue paper, facial tissues, paper hand towels, hand soap, deodorant blocks, hand sanitizer, plastic bags and sani-bags, as required for the performance of the work, in addition to the supplies necessary for the physical cleaning of the building(s).

Neutralize

Consists of using water and vinegar to wash floors thoroughly, proceeding with a cold rinse to eliminate stripping solutions and old finish residue before applying sealer.

Office Items

Consists of items that are standardly part of an office such as chairs, T mats, garbage cans (waste baskets), recycling bins, coat racks, air purifiers, fans and other small items department owned, personal items are excluded.

Polishing Metal

Consists of removing soil, marks and stains from metal surfaces using an appropriate cleanser, following the manufacturers' directions and making sure no oil residue is left, restoring the metal to its original shine and leaving no smudges or streaks.

Routine Cleaning

Means cleaning operations which are specified to be performed daily, weekly, monthly, yearly or more frequently, if required.

Scrub and Refinish

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

Scrub or Scrubbing

Consists of removing top layers of wax on floors, using a low-speed buffer along appropriate pads and soap, neutralizing and rinsing the floor and applying two coats of wax or sealer afterwards. This operation includes washing baseboards, moving office items and putting it back to its original location.

Secured Area

Area identified as Restricted and where cleaning personnel must be escorted in order to proceed with the routine cleaning.

Service Call(s)

Means cleaning operations which are required as a result of accidental circumstances such as, but not limited to, floods, spills and blocked sinks/toilets/drains.

Spray Buffing

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

Spot Clean

Consists of doing a visual inspection of surroundings and cleaning obvious/major dirt/filth/spill and remove accumulated water.

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



Stain Removal (Carpets & Rugs)

Consists of identifying the type of stain and eliminating it using the appropriate remover solution and/or technic in accordance with the manufacturer's instructions. There must be no discoloration of the carpet fibers.

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

Steam Clean

Consists of using a jet extractor carpet machine with appropriate detergent to remove dust, dirt and stains from carpeted areas followed by an application of static guard. Floor must be vacuumed prior to steam clean. This operation includes moving office items and putting it back to its original location after carpets/rugs are dry and cleaning the T mats. Carpets must look and smell clean after steam clean.

Stairwells

Vertical structure which includes flight of stairs, risers, banisters, railings, landings, baseboards, walls, doors and glass partitions.

Stripping

Consists of removing layers of floor finish using a low-speed buffer equipped with the appropriate pad and stripping solution, neutralizing and rinsing the floor and applying water based sealer and two coats of wax afterwards, when applicable. This operation includes washing baseboards, moving furniture and putting it back to its original location. There must be no wax or sealer build up on surfaces after this operation has been completed.

Strip and Refinish

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

Supplies

Consists of items necessary for the cleaning of the buildings such as solvents, cleansers, mops, rags, brooms and other cleaning solutions and products.

Sweeping

Consists of removing dust, dirt and debris on floors, steps and landings using a dust control compound when applicable and the proper broom size for the work.

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

Trash Collection and Removal

Waste baskets must be left dry and free of sludge, dirt, deposits and odors and with fresh plastic liners, provided by the Contractor. The Contractor must also review all areas of the compounds daily to pick up trash that is on the ground (organic or otherwise) or left sitting on tables or outdoor seating areas.

Vacuuming

Consists of removing dust, dirt and debris on floors, carpets and other surfaces using a vacuum cleaner equipped with the appropriate attachments to reach everywhere.

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



Wash

Consists of applying, scrubbing and rinsing the appropriate cleaning solution, soap or solvent, on its own or diluted with water using the appropriate cleaning tool (rags, sponges and mops depending on the surface to be cleaned) leaving no dirt residue and streaks on the surfaces. No abrasives to be used.

Wash Floors

- a) All standards outlined in "Damp Mopping" apply.
- b) In addition, surfaces must be rinsed free of cleaning solution after floors are washed.
- c) All areas must be free of dirt, stains, splashing, cleaning chemical and water accumulations as well as scuff marks.
- d) When floors are wet during the cleaning process, caution signs must be installed until they are completely dry and safe to walk on.
- e) Floors must have a uniform, glossy appearance and are free of dirt, debris, dust, scuff marks, heel marks, other stains and discoloration and other foreign matter.
- f) All floor maintenance solutions must be removed from all cleaning areas. Chairs, tables, trash bins, and other moveable items must be moved to maintain the floors underneath these items. All moved items must be returned to their original and proper position upon completion of cleaning.
- g) The Contractor must clean each type of floor according to the manufacturers' specifications. The cost to correct any damage resulting from improper cleaning will be deducted from the payments to the contractor.

Water Base Sealer

Consists of a solvent that is applied to a clean, bare floor. Two coats must be applied. The second coats must be applied in opposite direction, after the first coats has completely dried.

Window Cleaning

All glass surfaces, including mirrors, must be cleaned free of streaks, stains, dirt, film and foreign matter and all adjacent surfaces must be wiped dry. The Contractor must not use any harsh or abrasive products. The Contractor will protect the surrounding area from any damage that may occur during glass cleaning operations. The Contractor will be responsible for all damage to glass during cleaning operations.



ATTACHMENT 1 TO ANNEX A – OCCUPATIONAL HEALTH AND SAFETY GUIDELINES

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

The Contractor must ensure that all equipment used to perform the work is in a state of good repair including performing periodicals testing of on-site equipment in accordance with any Health & Safety requirement under Indian Law. The Project Authority reserves the right to have equipment judged to be unsafe, not suitable or defective taken out of service. The Contractor must be responsible for supplying suitable replacement equipment.

The Contractor must provide proper training related to health and safety to all personnel assigned to the performance of the Work under this contract including proper handling, use and disposal of all cleaning products.

Following occupational Health & Safety guidelines must be applicable during the execution of work:

Subject	Rule	Reference
Towers, Antennas, and Antenna— Supporting Structure	No staff will climb on a tower, an antenna or antenna-supporting structure unless the mission has authorized the contractor to do so, the contractor employee has been trained and instructed in safe method of climbing and the contractor has provided a fall-protection system (safety belt).	Canada Labour Code, Part II, section 2
Temporary structures and Excavations	Standard ladders (metal will be used, non-standard [wooden or bamboo] ladders will not be permitted)).	Canada Labour Code, Part II, section 3
	All staff working at heights more than 6 meters on a temporary structure will use standard platforms with 900 mm high railing including an intermediate railing.	
	All platforms, scaffolding and catwalks should have railing of 900 mm of height with an intermediate rail and 125 mm toe board. All the catwalks should be at least 450 mm wide and of grill type.	
	All excavations, wells, pits carried out/dug up by the contractor shall be covered or encircled by a temporary fence/railing.	
Electrical Safety	All electrical equipment used by the Contractor will have double earthing.	Canada Labour Code, Part II, section 8
	No temporary electrical connections with loose wire will be permitted. For all electrical connections, proper sockets and plugs will be used and wiring/cablings clamped.	



Subject	Rule	Reference
Hazardous Substances	Inflammable materials like Petrol, Kerosene, Wax, etc., will not be allowed to be stored at site stores. Special storage space with fire protection arrangements will be provided.	Canada Labour Code, Part II, section 10
	The employer will be informed of all hazardous substances used by the contractor and material safety data sheets will be provided by contractors.	
	Use and manipulation of Asbestos is prohibited.	
Protective Headwear	Where there is a hazard of head injury, contractor's employees will wear a safety helmet.	Canada Labour Code, Part II, section 12
Protective Footwear	Where there is a hazard of a foot injury or electrical shock through footwear, workers, will wear appropriate safety boots or safety shoes (electrical shock proof with steel toe cap and steel sole). Wearing of chappals and sandals will not be permitted.	Canada Labour Code, Part II, section 12
Eye and Face Protection	Welding mechanics and electricians will wear protective eyewear and face protection.	Canada Labour Code, Part II, section 12
Hand Protection	Welding mechanics and electricians will wear leather gloves.	Canada Labour Code, Part II, section 12
Respiratory Protection	Respiratory protective equipment should be available with the Contractor when exposed to dangerous levels of airborne hazardous substances.	Canada Labour Code, Part II, section 12
Fall Protection	All staff working at heights more than 6 meters on a temporary structure will use a fall-protection system (safety belts).	Canada Labour Code, Part II, section 12
	All staff working at heights more than 2.4 meters on a permanent unguarded structure will use a fall-protection system (safety belts).	
Protection against Drowning	Where the work place, there is a hazard of drowning, the contractor shall provide a life jacket or buoyancy device, and emergency equipment's-such as fall-protection system (safety belts).	Canada Labour Code, Part II, section 12
Ear Protection	Workers will wear Ear Muffs, Ear Plugs when exposed to sound levels over 87 DBA.	Canada Labour Code, Part II, section 12
Tools	Contractors are to ensure that all equipment tools, brought on to the premises will be in a safe condition, have recently been checked and that all personnel using the equipment and tools have been trained in their safe use.	Canada Labour Code, Part II, section 13
	Electrical hand tools like drills or sows will be of 220 volts type.	
Material Handling	If correct manual handling is not used; it can result in back injuries. Therefore, all workers should be trained in safe manual handling. Special objects require special handling.	Canada Labour Code, Part II, section 14



Subject	Rule	Reference
	The Contractor's staff must be trained/qualified in the use of lifting devices such as lift trucks and hydraulic platforms.	
Accident reporting	All disabling injuries and accidents on-site must be reported to the Mission representative within 24 hours.	Canada Labour Code, Part II, section 15
First Aid	Each Contractor will keep a well-stocked FIRST AID KIT with easy accessibility.	Canada Labour Code, Part II, section 16
Emergency and Evacuation	The contractor must inform his staff on the emergency measures, evacuation plan, type of alarms, and staff must comply with emergency and evacuation rules.	Canada Labour Code, Part II, section 17
Fire Protection	Fire extinguishers will be used and located at appropriate locations.	Canada Labour Code, Part II, section 18



ATTACHMENT 2 TO ANNEX A – SERVICE AUTHORIZATION FORM

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



ANNEX B - BASIS OF PAYMENT

1. Routine Cleaning Services

Firm Hourly Rate

PERIOD	Personnel Categories	Firm Hourly Rates (INR) Taxes Excluded
Initial – Year 1	Supervisor	
	Regular Cleaner	
Initial – Year 2	Supervisor	
	Regular Cleaner	
Option Period 1 (Year 3)	Supervisor	
	Regular Cleaner	
Option Period 2 (Year 4)	Supervisor	
	Regular Cleaner	
Option Period 3 (Year 5)	Supervisor	
	Regular Cleaner	

2. As-and-When-Requested Cleaning Services

Firm Hourly Rates

PERIOD	Personnel Categories	Firm Hourly Rates (INR) Taxes Excluded
Initial – Year 1	Supervisor	
	Regular Cleaner	
Initial – Year 2	Supervisor	
	Regular Cleaner	
Option Period 1 (Year 3)	Supervisor	
	Regular Cleaner	
Option Period 2 (Year 4)	Supervisor	
	Regular Cleaner	
Option Period 3 (Year 5)	Supervisor	
	Regular Cleaner	



ANNEX C - SECURITY REQUIREMENTS CHECK LIST (SRCL)



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

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

PART A - CONTRACT INFORMATION / PARTIE A - INFORMATION CONTRACTUELLE		
1. Originating Government Department or Organization / Ministère ou organisme gouvernemental d'origine	2. Branch or Directorate / Direction générale ou Direction HIGH COMMISSION OF CANADA NEW DELHI	
3. a) Subcontract Number / Numéro du contrat de sous-traitance	3. b) Name and Address of Subcontractor / Nom et adresse du sous-traitant	
4. Brief Description of Work / Brève description du travail Supply of Cleaners and Housekeeping Services Location: High Commission of Canada, Official Residence, On & Off Compounds in New Delhi (India). The objective of this requirement is to provide Janitorial and Commercial Cleaning Services for the High Commission of Canada Installations in New Delhi and the Official Residence as per Industry standards, thus, maintaining cleanliness and providing decent working conditions for the occupants of those buildings.		
5. a) Will the supplier require access to Controlled Goods? / Le fournisseur aura-t-il accès à des marchandises contrôlées?	<input checked="" type="checkbox"/> No / Non	<input type="checkbox"/> Yes / Oui
5. b) Will the supplier require access to unclassified military technical data subject to the provisions of the Technical Data Control Regulations? / Le fournisseur aura-t-il accès à des données techniques militaires non classifiées qui sont assujetties aux dispositions du Règlement sur le contrôle des données techniques?	<input checked="" type="checkbox"/> No / Non	<input type="checkbox"/> Yes / Oui
6. Indicate the type of access required / Indiquer le type d'accès requis		
6. a) Will the supplier and its employees require access to PROTECTED and/or CLASSIFIED information or assets? / Le fournisseur ainsi que les employés auront-ils accès à des renseignements ou à des biens PROTÉGÉS et/ou CLASSIFIÉS? (Specify the level of access using the chart in Question 7. c) / (Préciser le niveau d'accès en utilisant le tableau qui se trouve à la question 7. c)	<input checked="" type="checkbox"/> No / Non	<input type="checkbox"/> Yes / Oui
6. b) Will the supplier and its employees (e.g. cleaners, maintenance personnel) require access to restricted access areas? No access to PROTECTED and/or CLASSIFIED information or assets is permitted. / Le fournisseur et ses employés (p. ex. nettoyeurs, personnel d'entretien) auront-ils accès à des zones d'accès restreintes? L'accès à des renseignements ou à des biens PROTÉGÉS et/ou CLASSIFIÉS n'est pas autorisé.	<input checked="" type="checkbox"/> No / Non	<input type="checkbox"/> Yes / Oui
6. c) Is this a commercial courier or delivery requirement with no overnight storage? / S'agit-il d'un contrat de messagerie ou de livraison commerciale sans entreposage de nuit?	<input checked="" type="checkbox"/> No / Non	<input type="checkbox"/> Yes / Oui
7. a) Indicate the type of information that the supplier will be required to access / Indiquer le type d'information auquel le fournisseur devra avoir accès		
Canada <input type="checkbox"/>	NATO / OTAN <input type="checkbox"/>	Foreign / Étranger <input type="checkbox"/>
7. b) Release restrictions / Restrictions relatives à la diffusion		
No release restrictions / Aucune restriction relative à la diffusion <input type="checkbox"/>	All NATO countries / Tous les pays de l'OTAN <input type="checkbox"/>	No release restrictions / Aucune restriction relative à la diffusion <input type="checkbox"/>
Not releasable / À ne pas diffuser <input type="checkbox"/>		
Restricted to: / Limité à: <input type="checkbox"/>	Restricted to: / Limité à: <input type="checkbox"/>	Restricted to: / Limité à: <input type="checkbox"/>
Specify country(ies): / Préciser le(s) pays:	Specify country(ies): / Préciser le(s) pays:	Specify country(ies): / Préciser le(s) pays:
7. c) Level of information / Niveau d'information		
PROTECTED A / PROTÉGÉ A <input type="checkbox"/>	NATO UNCLASSIFIED / NATO NON CLASSIFIÉ <input type="checkbox"/>	PROTECTED A / PROTÉGÉ A <input type="checkbox"/>
PROTECTED B / PROTÉGÉ B <input type="checkbox"/>	NATO RESTRICTED / NATO DIFFUSION RESTREINTE <input type="checkbox"/>	PROTECTED B / PROTÉGÉ B <input type="checkbox"/>
PROTECTED C / PROTÉGÉ C <input type="checkbox"/>	NATO CONFIDENTIAL / NATO CONFIDENTIEL <input type="checkbox"/>	PROTECTED C / PROTÉGÉ C <input type="checkbox"/>
CONFIDENTIAL / CONFIDENTIEL <input type="checkbox"/>	NATO SECRET / NATO SECRET <input type="checkbox"/>	CONFIDENTIAL / CONFIDENTIEL <input type="checkbox"/>
SECRET / SECRET <input type="checkbox"/>	COSMIC TOP SECRET / COSMIC TRÈS SECRET <input type="checkbox"/>	SECRET / SECRET <input type="checkbox"/>
TOP SECRET / TRÈS SECRET <input type="checkbox"/>		TOP SECRET / TRÈS SECRET <input type="checkbox"/>
TOP SECRET (SIGINT) / TRÈS SECRET (SIGINT) <input type="checkbox"/>		TOP SECRET (SIGINT) / TRÈS SECRET (SIGINT) <input type="checkbox"/>



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

PART A (continued) / PARTIE A (suite)

8. Will the supplier require access to PROTECTED and/or CLASSIFIED COMSEC information or assets?
Le fournisseur aura-t-il accès à des renseignements ou à des biens COMSEC désignés PROTÉGÉS et/ou CLASSIFIÉS?
If Yes, indicate the level of sensitivity:
Dans l'affirmative, indiquer le niveau de sensibilité : _____

No / Non Yes / Oui

9. Will the supplier require access to extremely sensitive INFOSEC information or assets?
Le fournisseur aura-t-il accès à des renseignements ou à des biens INFOSEC de nature extrêmement délicate?
Short Title(s) of material / Titre(s) abrégé(s) du matériel : _____
Document Number / Numéro du document : _____

No / Non Yes / Oui

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

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

<input checked="" type="checkbox"/> RELIABILITY STATUS COTE DE FIABILITE	<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 EMBLEMES			

Special comments:
Commentaires spéciaux : They remain fully escorted by CBS while working in SZ & HSZ area.

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?
If Yes, will unscreened personnel be escorted?
Dans l'affirmative, le personnel en question sera-t-il escorté?

No / Non Yes / Oui

No / Non Yes / Oui

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

INFORMATION / ASSETS / RENSEIGNEMENTS / BIENS

11. a) Will the supplier be required to receive and store PROTECTED and/or CLASSIFIED information or assets on its site or premises?
Le fournisseur sera-t-il tenu de recevoir et d'entreposer sur place des renseignements ou des biens PROTÉGÉS et/ou CLASSIFIÉS?

No / Non Yes / Oui

11. b) Will the supplier be required to safeguard COMSEC information or assets?
Le fournisseur sera-t-il tenu de protéger des renseignements ou des biens COMSEC?

No / Non Yes / Oui

PRODUCTION

11. c) Will the production (manufacture, and/or repair and/or modification) of PROTECTED and/or CLASSIFIED material or equipment occur at the supplier's site or premises?
Les installations du fournisseur serviront-elles à la production (fabrication et/ou réparation et/ou modification) de matériel PROTÉGÉ et/ou CLASSIFIÉ?

No / Non Yes / Oui

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

11. d) Will the supplier be required to use its IT systems to electronically process, produce or store PROTECTED and/or CLASSIFIED information or data?
Le fournisseur sera-t-il tenu d'utiliser ses propres systèmes informatiques pour traiter, produire ou stocker électroniquement des renseignements ou des données PROTÉGÉS et/ou CLASSIFIÉS?

No / Non Yes / Oui

11. e) Will there be an electronic link between the supplier's IT systems and the government department or agency?
Disposera-t-on d'un lien électronique entre le système informatique du fournisseur et celui du ministère ou de l'agence gouvernementale?

No / Non Yes / Oui



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

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

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

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

SUMMARY CHART / TABLEAU RÉCAPITULATIF

Category / Catégorie	PROTECTED / PROTÉGÉ			CLASSIFIED / CLASSIFIÉE			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?
La description du travail visé par la présente LVERS est-elle de nature PROTÉGÉE et/ou CLASSIFIÉE? No / Non Yes / Oui
- If Yes, classify this form by annotating the top and bottom in the area entitled "Security Classification".
Dans l'affirmative, classifiez le présent formulaire en indiquant le niveau de sécurité dans la case intitulée « Classification de sécurité » au haut et au bas du formulaire.
12. b) Will the documentation attached to this SRCL be PROTECTED and/or CLASSIFIED?
La documentation associée à la présente LVERS sera-t-elle PROTÉGÉE et/ou CLASSIFIÉE? No / Non Yes / Oui
- If Yes, classify this form by annotating the top and bottom in the area entitled "Security Classification" and indicate with attachments (e.g. SECRET with Attachments).
Dans l'affirmative, classifiez le présent formulaire en indiquant le niveau de sécurité dans la case intitulée « Classification de sécurité » au haut et au bas du formulaire et indiquez qu'il y a des pièces jointes (p. ex. SECRET avec des pièces jointes).



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

PART D - AUTHORIZATION / PARTIE D - AUTORISATION

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

Name (print) - Nom (en lettres moulées)	Title - Titre	Signature	
Mira Chatt	First Secretary, Management	Chatt, Mira <small>Digitally signed by Chatt, Mira Date: 2022.04.07 13:39:37 +05'30'</small>	
Telephone No. - N° de téléphone	Facsimile No. - N° de télécopieur	E-mail address - Adresse courriel	Date

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

Name (print) - Nom (en lettres moulées)	Title - Titre	Signature	
Ryan Fortner	Counsellor, Readiness (RPM)	Fortner, Ryan <small>Digitally signed by Fortner, Ryan Date: 2022.04.19 14:31:18 +05'30'</small>	
Telephone No. - N° de téléphone	Facsimile No. - N° de télécopieur	E-mail address - Adresse courriel	Date

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

No / Non Yes / Oui

16. Procurement Officer / Agent d'approvisionnement

Name (print) - Nom (en lettres moulées)	Title - Titre	Signature	
Genevieve Gervais	Procurement Specialist	Gervais, Genevieve <small>Digitally signed by Gervais, Genevieve Date: 2022.08.10 11:55:20 -04'00'</small>	
Telephone No. - N° de téléphone	Facsimile No. - N° de télécopieur	E-mail address - Adresse courriel	Date
343-573-6038	S/O	genevieve.gervais@international.gc.ca	

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

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