



RETURN BIDS TO:

RETOURNER LES SOUMISSIONS À:

Travaux publics et Services gouvernementaux
Canada

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See herein

NA

Québec

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INVITATION TO TENDER

APPEL D'OFFRES

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

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

Soumission aux: Travaux Publics et Services Gouvernementaux Canada

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

Comments - Commentaires

Vendor/Firm Name and Address

Raison sociale et adresse du
fournisseur/de l'entrepreneur

Issuing Office - Bureau de distribution

Travaux publics et Services gouvernementaux Canada
Place Bonaventure, portail Sud-Oue
800, rue de La Gauchetière Ouest
7e étage, suite 7300
Montréal
Québec
H5A 1L6

Title - Sujet Cleaning, maintenance, disinfection Cleaning, maintenance, disinfection services of a hospital.	
Solicitation No. - N° de l'invitation W0138-20A056/A	Date 2022-10-25
Client Reference No. - N° de référence du client W0138-20A056	GETS Ref. No. - N° de réf. de SEAG PW-\$MTC-410-16532
File No. - N° de dossier MTC-1-44028 (410)	CCC No./N° CCC - FMS No./N° VME
Solicitation Closes - L'invitation prend fin at - à 02:00 PM Eastern Standard Time EST on - le 2022-11-25 Heure Normale du l'Est HNE	
F.O.B. - F.A.B. Plant-Usine: <input type="checkbox"/> Destination: <input type="checkbox"/> Other-Autre: <input type="checkbox"/>	
Address Enquiries to: - Adresser toutes questions à: Spina, Angelina	Buyer Id - Id de l'acheteur mtc410
Telephone No. - N° de téléphone (514) 703-4764 ()	FAX No. - N° de FAX () -
Destination - of Goods, Services, and Construction: Destination - des biens, services et construction: BFC Bagotville 25e C Svc S FC - B66 ALOUETTE Québec G0V 1A0 Canada	

Instructions: See Herein

Instructions: Voir aux présentes

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

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PART 1 - GENERAL INFORMATION

1.1 Security Requirements

1. Before award of a contract, the following conditions must be met:
 - (a) the Bidder must hold a valid organization security clearance as indicated in Part 6 - Resulting Contract Clauses;
 - (b) the Bidder's proposed individuals requiring access to classified or protected information, assets or sensitive work sites must meet the security requirements as indicated in Part 6 - Resulting Contract Clauses;
 - (c) the Bidder must provide the name of all individuals who will require access to classified or protected information, assets or sensitive work sites;
2. Bidders are reminded to obtain the required security clearance promptly. Any delay in the award of a contract to allow the successful Bidder to obtain the required clearance will be at the entire discretion of the Contracting Authority.
3. For additional information on security requirements, Bidders should refer to the Contract Security Program of Public Works and Government Services Canada (<http://www.tpsgc-pwgsc.gc.ca/esc-src/introduction-eng.html>) website.

1.2 OPTIONAL SITE VISIT

1. There will be a site visit on October 27th at 1:00'. Interested bidders are to meet at BFC Bagotville, CP 5000, Succ Bureau-chef, Alouette, Qc, G0V 1A0.
2. Safety Attire: In order to be guaranteed access to the site visit all persons must wear : a mask for the duration of the visit.
4. Security pre-screening: At the arrival to the base (entry gate), all individuals must wait in the parking area. A temporary pass will be assign for the duration of the visit.

1.3 Statement of Work

The Work to be performed is detailed under Article A of the resulting contract clauses.

1.4 Debriefings

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

1.5 Canada Post Corporation's (CPC) Connect service

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

PART 2 - BIDDER INSTRUCTIONS

2.1 Standard Instructions, Clauses and Conditions

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

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

The 2003 2022-03-29 Standard Instructions - Goods or Services - Competitive Requirements, are incorporated by reference into and form part of the bid solicitation.

2.2 Submission of Bids

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

Note: For bidders choosing to submit using Canada Post Corporation's (CPC) Connect service for bids closing at the Bid Receiving Unit in the National Capital Region (NCR) the email address is:

tpsgc.pareceptiondessoumissions-apbidreceiving.pwgsc@tpsgc-pwgsc.gc.ca

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

2.4 Enquiries - Bid Solicitation

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

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

2.5 Applicable Laws

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

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

2.6 Bid Challenge and Recourse Mechanisms

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

PART 3 - BID PREPARATION INSTRUCTIONS

3.1 Bid Preparation Instructions

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

Canada requests that the Bidder submits its bid in separately bound sections as follows:

Section I: Financial Bid
Section II: Certifications

3.1.1 Electronic Payment of Invoices – Bid

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

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

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

3.1.3 SACC Manual Clauses

Section IV: Certifications

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

PART 4 - EVALUATION PROCEDURES AND BASIS OF SELECTION

4.1 Evaluation Procedures

- (a) Bids will be assessed in accordance with the entire requirement of the bid solicitation including "financial" evaluation criteria.

4.2 Basis of Selection

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

PART 5 – CERTIFICATIONS AND ADDITIONAL INFORMATION

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

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

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

5.1 Certifications Required with the Bid

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

5.1.1 Integrity Provisions - Declaration of Convicted Offences

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

5.2 Certifications Precedent to Contract Award and Additional Information

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

5.2.1 Integrity Provisions – Required Documentation

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

PART 6 - RESULTING CONTRACT CLAUSES

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

6.1 Security Requirements

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

6.2 Statement of Work

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

6.3 Standard Clauses and Conditions

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

6.3.1 General Conditions

2010C 2022-01-28), General Conditions - Services (Medium Complexity) apply to and form part of the Contract.

6.4 Term of Contract

6.4.1 Period of the Contract

The period of the Contract is from date of Contract to March 31st 2025 inclusive.

6.4.3 Option to Extend the Contract

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

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

6.5 Authorities

6.5.1 Contracting Authority

The Contracting Authority for the Contract is:

Name: _____
Title: _____
Public Works and Government Services Canada
Acquisitions Branch
Directorate: _____
Address: _____
Telephone: _____
E-mail address: _____

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

6.5.2 Project Authority

The Project Authority for the Contract is:

Name: _____
Title: _____
Organization: _____
Address: _____
Telephone: _____
E-mail address: _____

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

6.5.3 Contractor's Representative

Name: _____
Title: _____
Organization: _____
Address: _____
Telephone: _____
E-mail address: _____

6.7 Payment

6.7.1 Basis of Payment

In consideration of the Contractor satisfactorily completing all of its obligations under the Contract, the Contractor will be paid a firm price of \$ _____ (*insert amount at contract award*). Customs duties are *included* and Applicable Taxes are extra.

6.7.2 Limitation of Price

SACC *Manual* clause C6000C 2017-08-17, Limitation of Price

6.7.5 Electronic Payment of Invoices – Contract

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

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

6.8 Invoicing Instructions

The Contractor must distribute the invoices and reports as follows: The original invoices and the *monthly* maintenance reports must be forwarded to the address shown on page 1 of the Contract for certification and payment.

6.9 Certifications and Additional Information

6.9.1 Compliance

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

6.10 Applicable Laws

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

6.11 Priority of Documents

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

- (a) the Articles of Agreement;
- (b) the general conditions 2010C 2022-01-28), General Conditions - Services (Medium Complexity) apply to and form part of the Contract.
- (d) Annex A, Statement of Work;
- (e) Annex B, Security Requirements Check List;
- (h) the Contractor's bid dated _____ (insert date of bid) (If the bid was clarified or amended, insert at the time of contract award: “, as clarified on _____” **or** “, as amended on _____” and insert date(s) of clarification(s) or amendment(s)) including its Inuit Benefits Plan. (if applicable).

6.14 Dispute Resolution

- (a) The parties agree to maintain open and honest communication about the Work throughout and after the performance of the contract.
- (b) The parties agree to consult and co-operate with each other in the furtherance of the contract and promptly notify the other party or parties and attempt to resolve problems or differences that may arise.
- (c) If the parties cannot resolve a dispute through consultation and cooperation, the parties agree to consult a neutral third party offering alternative dispute resolution services to attempt to address the dispute.
- (d) Options of alternative dispute resolution services can be found on Canada's Buy and Sell website under the heading "Dispute Resolution".

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MTC410
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ANNEX "A"

STATEMENT OF WORK

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ANNEX "B"

SECURITY REQUIREMENTS CHECK LIST

ANNEX “C” to PART 3 OF THE BID SOLICITATION

ELECTRONIC PAYMENT INSTRUMENTS

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

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

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ANNEX “D” BASIS OF PAIEMENT

APPENDIX A: WORK

1. SCOPE

1.1 Objective

The Department of National Defence (DND), more specifically Canadian Forces Base Bagotville (CFB Bagotville) hopes to obtain cleaning, maintenance, disinfection and other related services for the premises of the 4 Canadian Forces Health Services Group (4 CF H Svcs) to provide a clean, safe and hygienic environment for patients, staff and visitors, in accordance with standards established in the contract.

1.2 Definitions

“Audit” means a systematic and independent examination to determine whether quality activities and related results comply with planned arrangements, and whether these arrangements are implemented effectively and are suitable to achieve objectives. Audits can be direct observation and/or measures of cleanliness (for example, environmental cultures or marking). The results of these inspections can cause a contract to be cancelled owing to public health risks.

“Business days” means every day except Saturdays, Sundays and federal statutory holidays.

“Cleaning” means the removal of foreign matter, such as dust and dirt, as well as organic material, such as blood, secretions, excretions and microorganisms, from a surface or object. Its primary role is to reduce the organism load by physical removal using water, detergents and mechanical action. Cleaning must always precede disinfection.

“Deep cleaning” of a floor means the removal of all dirt from floor surfaces prior to waxing.

“Deep cleaning” means the removal of marks, stains, graffiti and smudges with a moistened cloth followed by a dry cloth.

“Disinfection” means the destruction (or other inactivation) of harmful or undesirable organisms (e.g., bacteria and viruses), generally using chemicals (approved and appropriate cleaning solutions). It is particularly effective against vegetative forms of microorganisms but may not kill all spores. It can be measured with UV light.

“Dusting” means removing dust, dirt and cobwebs using an untreated dust mop or vacuum cleaner with appropriate attachments.

“Non-compliant” means failure to comply with or meet elements of the contract, as well as the related standards and inspections.

“OHS” means occupational health and safety.

“Semi-annually” means twice a year/every six months.

“Spot cleaning” means the removal of marks, dirt and stains with a moistened cloth followed by a dry cloth.

“Washing” means to scrub with clean water and an appropriate cleaning solution.

1.1 References

APPENDIX A: Environmental Cleaning and Disinfection Standards for Canadian Forces Health Services Centres And 1 Dental Unit Detachments.

APPENDIX B: Map of cleaning and disinfection zones.

2. REQUIREMENTS

2.1 Scope of work

- a) Provide DND with cleaning, maintenance, disinfection and other related services.
- b) Provide DND with the labour and supervision for the services listed in item 2.1a.
- c) Provide DND with the equipment and materials needed for the delivery of the services listed in item 2.1a.

2.2 Required services and equipment

2.2.1 Mandatory requirements

Contractor staff must have the training and have successfully completed the three-month Hygiene and Sanitation in Health Care Environments training course or show proof of equivalent training.

Example – Local course offered in Jonquière:

https://www.csjonquiere.qc.ca/web_cse/article.php?id_article=11

2.2.2 Contractor and supervisor responsibilities

- a) The contractor shall change the materials used, at a minimum, between zones while complying with the directives set out in the Hygiene and Sanitation in Health Care Environments program.
- b) The contractor shall designate a supervisor on site while the work is being performed.
- c) The supervisor shall make decisions on behalf of the contractor. DND must be able to communicate with the supervisor by email or telephone.
- d) The supervisor shall submit a weekly employee attendance record for the previous week on the morning of the first business day of each week.

2.2.3 Requirements

2.2.3.1 DND PROPERTY

- a) The contractor shall accept liability for damages caused to DND property resulting from work under this contract and shall repair or replace any damaged property at no cost to DND.
- b) Cleaning staff shall not open drawers or cabinets or disturb papers on desks.
- c) When desks or other furniture must be moved to facilitate work under this contract, such movement will be the responsibility of the contractor at no extra cost. After cleaning, all desks and furniture shall be replaced to the original position.

2.2.3.2 WORK DURING DND WORKING HOURS

- a) At all times, the contractor shall position materials and equipment so as to avoid impeding the passage of stretchers and access in case of fire.
- b) The contractor shall carry out the work with the least possible interference or disturbance to occupants and normal use of premises. Respect for patients and hospital staff shall be the priority.
- c) The contractor shall provide temporary barriers and/or warning signs in locations where risk to occupants has increased due to cleaning work (e.g., wet floors). Signs shall be at the contractor's expense.

2.2.3.3 SYSTEM MALFUNCTIONS

- a) The contractor shall report to DND any malfunction of the building's heating, electrical or plumbing systems, as well as any damage suffered by the building.

2.2.3.4 STANDING ORDERS

- a) The contractor shall obey all restrictions imposed by CFB Bagotville standing orders, such as restricted building access at certain times.

- b) At the start of the contract, DND shall provide the contractor with copies of all relevant CFB Bagotville standing orders.

2.2.3.5 TOBACCO AND DRUG USE

- a) Under no circumstances shall intoxicants be permitted or consumed in any areas under this contract.
- b) CFB Bagotville has a smoke-free environment policy in place. At the start of the contract, DND shall provide the contractor with a copy of this policy, with which the contractor shall comply.

2.2.4 Inspections

2.2.4.1 CONTRACTOR'S INSPECTIONS

- a) The contractor shall conduct monthly inspections to ensure that a high level of cleanliness is being maintained.
- b) Any instances of non-compliance shall be inspected jointly by the preventive medicine (Prev Med) representative and the contractor.

2.2.4.2 DND INSPECTIONS

- a) For the duration of the contract, a Prev Med or DND infection prevention and control (IPC) representative shall conduct random inspections in the morning, at opening time of the units covered by this contract.
- b) DND ICP or Prev Med representatives shall conduct formal inspections. The dates of these inspections shall be shared with the contractor. The contractor's presence during this type of inspection is required. Should the contractor be absent, they will not be able to refute the findings on the basis of their absence.
- c) The purpose of the random and formal inspections is to ensure that the contractor is using the appropriate quantities of germicidal and virucidal solutions.
- d) A total of three (3) non-compliant inspections shall lead to the termination of the contract with the contractor pursuant to clause J1000C of the Standard Acquisition Clauses and Conditions (SACC) Manual.

2.2.5 Security requirements

2.2.5.1 RULES

The contractor and staff are required to follow all CFB Bagotville and 4 CF H Svcs Gp safety rules as established by their respective commanders. A written notice shall be sent to the contractor informing them of any violation of safety rules. The contractor shall take steps to correct the situation within 24 hours to eliminate the risk of a recurrence. In the event of a recurring prejudicial safety rule violation, DND can terminate this contract.

2.2.5.2 IDENTIFICATION

- a) The contractor and personnel performing work under the contract shall wear clothing that makes them easily identifiable (gowns, aprons, uniforms) and have their own PPE (masks, safety goggles: washable daily or disposable).
- b) The contractor shall supply nametags with picture identification for all employees. Staff must always wear these badges, or any other badges provided by CFB Bagotville, in plain view at all times when on DND property.

2.2.5.3 SECURITY CLEARANCE

The contractor shall provide proof of Canadian Police Information Centre (CPIC) checks for all personnel working in DND buildings. At DND's request, the contractor shall remove any personnel deemed to be a security concern. Any cost associated with obtaining the CPIC check is the responsibility of the contractor.

2.2.6 Work schedule

2.2.6.1 REQUIREMENTS

- a) The contractor shall provide a labour distribution and shift schedule to DND showing the exact days and times that the cleaning and disinfection work will be carried out.
- b) All changes to the schedule must be approved by DND before becoming effective.
- c) The schedule must be approved by DND at least one (1) month prior to the first of each month.
- d) The contractor shall promptly report any issues it encounters to DND.
- e) At DND's request, the schedule for cleaning specific zones can be modified as needed: payment by square metre in accordance with Annex B – Appendix B – Map of cleaning and disinfection zones. In case of downward amendment, a maximum of 10% of square metres will be changed to a zone requiring less cleaning or will be withdrawn. In case of national or other emergency, priority shall be given to the contractor before asking another to meet the sudden and urgent need.

2.2.6.2 EMPLOYEES

- a) The contractor shall provide sufficient employees for the cleaning of the various areas and in accordance with the approved schedule. Training and cleaning equipment are described in the statement of requirement.
- b) If DND determines that the work is inadequate, the contractor will be required to increase staff at no additional cost to DND.
- c) All employees are to have Workplace Hazardous Materials Information System (WHMIS) training. The contractor shall produce certificates to that effect, upon request, within 48 hours.
- d) All new employees shall be properly instructed on cleaning procedures and are to have a minimum one-week training period prior to the work, including an orientation to the building in which they will be working, under the supervision of a Prev Med representative.

2.2.7 Copying of records

The contractor shall keep, in each building, a copy of each of the following documents (documents provided by DND shall be given to the contractor at the start of the contract):

- a) A building floor plan with the pre-established zones;
- b) A DND-approved bilingual (English and French) material safety data sheet (MSDS) for the germicidal/virucidal products used;
- c) A copy of the work schedule approved by DND;
- d) A record of entries into the building, placed outside the door of the storage room;
- e) CFB Bagotville's fire prevention and safety rules, placed outside the door of the storage room;
- f) An employee qualification certificate or document (WHMIS, cleaning in a hospital setting).

2.2.8 Site access

2.2.8.1 USE OF PREMISES BY CONTRACTOR

A storage room for cleaning equipment shall be provided by DND on the work premises.

Only the keys to rooms reserved for cleaning materials shall be provided to the contractor. No keys to the rooms to be cleaned and disinfected are provided.

It is the contractor's responsibility to find laundry facilities at their own cost and provide clean materials for all tasks.

2.2.8.2 HOURS OF OPERATION

The contractor has access to the site according to the provided, modifiable zone map for completion of work from 12:00 a.m. to 8:00 p.m., Monday to Friday. The contractor and

staff must complete all the required work between 12:00 a.m. and 8:00 p.m. every day, Monday to Friday (except statutory holidays).

3. MATERIALS AND EQUIPMENT

3.1 Equipment provisioning

- a) The contractor shall supply all equipment required to provide full cleaning and maintenance services (germicidal and virucidal solutions, gloves, goggles, masks, carts, rags, paper towel, vacuum with appropriate filter and/or broom, mops to be disinfected daily, etc.)
- b) All cleaning and machinery supplied by the contractor shall be maintained in accordance with manufacturer standards. The contractor shall immediately replace or repair any equipment that is worn out, broken, or that DND finds to be improperly maintained or hazardous.
- c) The contractor shall supply all toilet paper, paper towels, hand soaps, garbage bags, etc., necessary to provide complete sanitation throughout. Paper towel and toilet paper are to be a two-ply brand and fit in the existing dispensers. Damages to dispensers shall be reported to DND for repair or replacement.
- d) All products used, such as soap, detergents, germicides, virucides, scouring powder, cleaning solutions, waxes and sealing products, and all methods and materials used must be environmentally friendly, suitable for the surface being cleaned, and not cause damage to the cleaned or disinfected material.
- e) A Prev Med representative will conduct spot checks to ensure that the contractor is using appropriate concentrations of disinfectant.

3.2 Manufacturer's instructions

- a) Unless otherwise specified, the contractor shall comply with the manufacturer's latest written instructions for products and application methods.
- b) The contractor shall notify DND, in writing, of any conflict between these specifications and the manufacturer's instructions. DND will designate which document is to be followed.

3.3 Cleaning products

- a) The preventive medicine technician shall notify the contractor of any changes to directives and regulations or any unsatisfactory performance of the cleaning products used. The contractor shall make every effort to change over the products they are using in a timely manner.

3.4 Delivery and storage

- a) Products grouped or in lots shall be delivered, stored and maintained in their original packaging, with the manufacturer's seals and labels intact.
- b) The contractor shall prevent damage, adulteration and soiling of material and equipment during delivery, handling and storage. All rejected material and equipment shall immediately be removed from the site.
- c) The contractor shall store material and equipment in accordance with manufacturer's instructions.
- d) All cleaning materials shall be stored in approved, appropriately labelled containers.

3.5 Equipment

- a) All electrical equipment shall by Canadian Standards Association (CSA) approved.
- b) The contractor shall maintain the equipment in good working order.
- c) Equipment that is not in good working order shall be considered rejected and shall be removed from site.

- d) The contractor shall provide temporary warning signs in locations where work is adjacent to areas used by the public and creates a hazardous condition (e.g., “wet floor”).
- e) Vacuum cleaners shall be fitted with HEPA filters and cleaned and/or changed weekly.

4. SAFETY REQUIREMENTS

4.1 Safety precautions

CFB Bagotville general safety regulations shall be adhered to at all times. DND shall provide a copy of the regulations to the contractor at the start of the contract.

Contractor staff shall wear face and eye protection and gloves when required or necessary.

Contractor staff shall wear noise protection devices when working in a noise hazardous area. This includes but is not limited to areas where aircraft are running, shop operations where sound levels exceed 85 decibels, and areas where vehicles or equipment that produce excessive noise are operating.

4.2 Hazmat identification

- a) All hazardous material must be identified and labelled in accordance with the Workplace Hazardous Materials Information System (WHMIS 2020).
- b) The contractor shall provide copies of bilingual material safety data sheets (MSDSs) to the CFB Bagotville chief firefighter and support services manager for all materials and products subject to the WHMIS program.
- c) A copy of the material safety data sheets (MSDSs) must also be posted on the door of the product storage room in each of the buildings covered by the contract. They must be clearly visible and accessible in all cleaning product storage rooms in case of emergency and must be available in both official languages (English and French).
- d) Germicide and virucide product bottles must be identified as original undiluted product.
- e) All employees who handle or are exposed to hazardous materials as defined under the *Hazardous Products Act* (WHMIS 2020 act) shall be WHMIS 2015 certified in accordance with the act. The contractor shall supply DND with proof that all staff has received this training.
- f) All work sites which may pose a potential hazard to the public shall be cordoned off and signs prominently placed, warning of possible dangers.
- g) All Quebec occupational health and safety acts and regulations must be adhered to.

4.3 Fire safety plan

DND shall coordinate an information meeting between the contractor and the CFB Bagotville fire department prior to the start of the contract.

4.3.1 Reporting fires

The contractor shall be familiar with the locations of the nearest fire alarms and emergency telephone numbers.

All fire incidents must immediately be reported to the fire department as follows:

- 1) Activate the nearest fire alarm, or
Call 911 – IN AN EMERGENCY ONLY
- 2) When reporting a fire by telephone, be prepared to provide the following:
 - Location of the fire;
 - Building name or number;
 - Confirmation of location.

4.3.2 Interior and exterior fire protection and alarm systems

- a) Fire protection and alarm systems shall not be obstructed at any time.

- b) Fire hydrants, standpipes and hose systems shall not be used for other than fire fighting purposes.

4.3.3 Rubbish and waste materials

- a) The contractor shall keep rubbish and waste materials to a minimum.
- b) The burning of debris is prohibited at CFB Bagotville.
- c) The contractor shall remove all debris from the work site at the end of each work shift and place it in designated dumping containers on Crown property or as directed by DND.

4.3.4 Flammable liquids

- a) The contractor shall use, handle and store flammable liquids in accordance with the requirements of the latest version of the National Fire Code of Canada.
- b) Transfer of flammable liquids
 - 1) Transfer of any flammable liquid from one container to another is prohibited within any CFB Bagotville building.
 - 2) Transfer of flammable liquids shall not be carried out in the vicinity of open flame or heat producing devices.
- c) Naphtha or gasoline shall not be used as solvents or cleaning agents.
- d) The contractor shall store flammable liquids in approved containers located in a safe, ventilated area, and shall only keep a minimum quantity.

4.3.5 Fire inspections

- a) The CFB Bagotville fire chief shall be allowed unrestricted access to the work site.
- b) The contractor shall cooperate with the CFB Bagotville fire chief during routine inspections of the work site.
- c) The contractor shall immediately remedy any unsafe situation observed by the CFB Bagotville fire chief or their representative.

4.3.6 Various

- a) The contractor shall ensure that mops used for floor waxing are stored in a suspended position to allow free air flow around the mop heads. A drip pan shall also be used as required.
- b) Storage areas shall be kept clean, tidy, and organized to reduce any fire and safety hazards. There shall be no food storage in storage rooms. The contractor shall be responsible for conducting regular inspections.
- c) No hot plates or electric utensils shall be used in rooms or storage areas where cleaning equipment is kept.

5. STATUTORY HOLIDAYS

The following days are recognized as statutory holidays:

New Year's Day (1 January)
Good Friday (Friday preceding Easter Sunday)
Easter Monday (Monday following Easter Sunday)
Victoria Day (Monday preceding 25 May)
Quebec provincial holiday (24 June)
Canada Day (1 July)
Labour Day (first Monday in September)
National Day for Truth and Reconciliation (30 September)
Thanksgiving Day (second Monday in October)
Remembrance Day (11 November)
Christmas Day (25 December)

Boxing Day (26 December)

Statutory holidays are days when services are not required. When a statutory holiday falls on a Saturday or Sunday, it is pushed back to the first normal day of work after the weekend.

6. ENVIRONMENTAL PROTECTION

6.1 Fire

Fires and/or burning of debris are prohibited at CFB Bagotville.

6.2 Disposal of waste

- a) Debris and waste materials shall not be buried at CFB Bagotville.
- b) Disposing of waste or volatile materials, such as mineral spirits, oils, or paint thinner into waterways, storm or sanitary sewers is prohibited.
- c) The contractor shall control the disposal or runoff of water containing suspended materials or other harmful substances in accordance with local authority requirements.
- d) Biohazard waste shall be disposed of in accordance with Health Canada guidelines.
- e) The contractor shall not be responsible for the collection or disposal of medical or contaminated sharps.

7. COMMUNICATION

All communication between the contractor and DND shall take place via email or telephone and be conducted through the project lead indicated in the contract.

Environmental Cleaning and Disinfection Standards for Canadian Forces Health Services Centres and 1 Dental Unit Detachments

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Amendments

2016-06-21 Amendment to paragraph 31 only - frequency of visual cleaning audits changed from “weekly” to “monthly”.

Background

1. This Canadian Forces Health Services Group (CF H Svcs Gp) Order provides the standard for environmental cleaning and disinfection at CF Health Services Centres and Detachments (CF H Svcs C/Dets) and 1 Dental Unit Detachments (Dent Dets). Application of this standard under the auspices of an Infection Prevention and Control (IPAC) program will help to protect the health of patients and staff. Maintaining a clean and disinfected physical environment is also a requirement for national accreditation.
2. The standard is based on the Public Health Ontario publication “*Infection Prevention and Control (IPAC) for Clinical Office Practice 2015 Edition*” (reference A). Chapter 7 of this reference, titled “Control of the Environment”, is particularly relevant to this Order. Practices to be followed in 1 Dent Dets for environmental cleaning and disinfection are found in publication A-MD-005-000/AA-001 *Royal Canadian Dental Corps Infection Prevention Program* (reference B). This document is based on the Royal College of Dental Surgeons of Ontario *Infection Prevention and Control in the Dental Office – 2010* (reference C); the Center for Disease Control *Guidelines for Infection Control in Dental Health-Care Settings – 2003* (reference D), and *Canadian Dental Association infection prevention guidelines* (reference E). The Royal Canadian Dental Corps Infection Prevention Program has been revised to be consistent with the environmental cleaning and disinfection standards in this CF H Svcs Gp Order.
3. This Order replaces “*Guide and Standards for Cleaning Services for CF Health Services Clinics and HS Administrative Facilities*” (reference F).

Application

4. At the local level, responsibility for environmental cleaning and disinfection program implementation and maintenance rests with Clinic Managers and Dental Detachment Commanders. It is recognized that there is variability in the delivery of environmental cleaning and disinfection services at each CF H Svcs C/Det and 1 Dent Det due to the cleaning staff contracts/agreements in place at the Base/Wing level. Clinic Managers and Dental Detachment Commanders will need to communicate these environmental cleaning expectations to the Base/Wing contracting authority responsible for the Base/Wing cleaners and identify any discrepancies with their existing cleaning contracts with the goal of having the contract amended so that the services delivered are compliant with the standard outlined in this Order. Identified gaps/duties unable to be reconciled at the local Base/Wing level are to be reported to the Deputy Commander of CF H Svcs Gp Headquarters (HQ), who retains national responsibility for implementation of this policy.

General Principles and Definitions

Definitions:

5. Audits: are systematic and independent examinations to determine whether quality activities and related results comply with planned arrangements, are implemented effectively and are suitable to achieve objectives. Audits can be direct observation and/or measures of cleanliness (for example environmental cultures or marking).

6. Cleaning: is the removal of foreign material (e.g., dust, soil, organic material such as blood, secretions, excretions and microorganisms) from a surface or object. Its primary role is to reduce the organism load by physical removal using water, detergents and mechanical action. Cleaning must always precede disinfection.

7. Disinfection: refers to the killing (or otherwise rendering inert) of unwanted/harmful organisms, usually through use of chemical agents. It is particularly effective against vegetative forms of microorganisms; but may not kill all spores.

8. Clinic areas:

- a. Public areas. These are not used for patient care and include offices, staff rooms, corridors, and service areas. Generally, these areas only require cleaning with a detergent; and
- b. Clinical areas. These include areas where patient care is provided and/or where patients wait for care. Examples include reception areas, examination rooms, radiography rooms, procedure rooms, patient bathrooms, soiled and clean utility rooms, and diagnostic and treatment areas. These locations require treatment with detergent to clean surfaces followed by application of a low to intermediate level hospital-grade disinfectant.

General Principles:

9. Maintaining a clean and safe health care environment is an essential component of IPAC for the safety of patients and staff. Environmental cleaning and disinfection and monitoring of these procedures by periodic audits must be performed on a regular and consistent basis.

10. The key to effective cleaning and disinfection of environmental surfaces is the use of friction to remove microorganisms and debris. Surfaces must be cleaned of visible soil before being disinfected, as organic material may inactivate a disinfectant.

11. Environment of the patient refers to the immediate space around a patient that may be touched by the patient and that also may be touched by the Health Care Provider when providing care or contaminated during the provision of care by the Health Care Provider. The patient environment includes walls, floors, ceilings, windows, blinds, medical or dental equipment, medical or dental devices, furniture, counters, telephone, personal belongings etc. It also includes other areas of the clinic that the patient uses (for example bathroom, reception areas, and corridors).

12. Generally environmental surfaces do not contact the patient or contact the patient's intact skin and as such do not pose a direct risk to their safety. However, such surfaces can become contaminated during patient care, acting as reservoirs of microorganisms which can be transmitted through hand contact or by touching the surface with a contaminated instrument. When this happens, micro-organisms can be transferred to other instruments, other environmental surfaces or to other patients and Health Care Providers.

13. Surfaces:

- a. High Touch areas are surfaces in the clinical areas which are frequently touched or contaminated with splatter or spray and may be a reservoir for pathogens. These pathogens are transmitted directly or indirectly by the hands of the Health Care Provider; and
- b. Low Touch areas are surfaces that have minimal contact with hands. Examples are floors, walls, ceilings, mirrors and window sills. These require cleaning on a regular (but not necessarily daily) basis and when soiling or spills occur.

Cleaning / Disinfection Agents

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14. Detergents remove organic material and suspend grease or oil. Equipment and surfaces in the clinical office setting must be cleaned with approved hospital-grade cleaner/disinfectants. Non-critical equipment cleaning/ disinfection should be done as soon as possible after items have been used. The manufacturer's instructions are to be followed when using cleaning and disinfecting agents; and use (including use of personal protective equipment) shall be in accordance with the product's Material Safety Data Sheet (MSDS). Additional information regarding cleaning/disinfection of non-critical medical equipment may be found in *PIDAC's Best Practices for Environmental Cleaning for Prevention and Control of Infections* (reference G) and chapter 7 of the *Royal Canadian Dental Corps Infection Prevention Program* (reference B)

15. Hospital grade disinfectants (and combined cleaner/disinfectants) will have a drug identification number (DIN) from Health Canada (www.hc-sc.gc.ca/dhp-mps/prodpharma/databasdon/index-eng.php).

16. Acceptable hospital disinfectants are Environmental Protection Agency (EPA)-registered for use in hospitals, clinics, dental offices, and other medical facilities, and must kill microorganisms often found in healthcare, including *S. aureus*, *S. enterica* and *P. aeruginosa*.

- a. Low-Level Disinfectants (EPA-registered hospital disinfectants) are effective for vegetative bacteria, most fungi, and most viruses. Typical active ingredients include quaternary ammonium (quats) or phenols; and
- b. Intermediate-Level Disinfectants (EPA-registered hospital disinfectants) are effective against TB, vegetative bacteria, fungi and viruses, and some may have spore claims. Typical active ingredients include 70-90% alcohol, hypochlorite, hydrogen peroxide, phenols, or some quats. The use of a disinfectant wipe, such as Accel TB or Accel Prevention, is an acceptable alternative if contact time requirements are met.

17. Skin antiseptics (e.g., Alcohol Based Hand Rub ABHR), chlorhexidine gluconate) must never be used as environmental disinfectants.

Approaches to Disinfection

18. Risk Stratification Matrix Levels/Cleaning Frequencies (Annex A):

- a. Very High Risk: Consistently high levels of cleanliness must be maintained via intense and frequent cleaning followed by disinfection;
- b. High Risk: Outcomes must be maintained by regular and frequent cleaning with "spot cleaning" in between, followed by disinfection;
- c. Significant Risk: In these areas high levels of cleanliness are required for both hygiene and aesthetic reasons. Outcomes must be maintained for regular and frequent cleaning with "spot cleaning" in between followed by disinfection; and

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- d. Low Risk: In these areas high levels of cleanliness are required for aesthetic and, to a lesser extent, hygiene reasons. Outcomes must be maintained by regular and frequent cleaning with "spot cleaning" in between.
19. Medical and Dental Equipment/Devices: The reprocessing level and products required for cleaning/disinfection of medical equipment/devices will depend on the intended use of the equipment/device and the potential risk of infection involved in the use of the equipment/device. The classification system, developed by Spaulding divides medical and dental equipment/devices into three categories (reference H):
- a. Critical Equipment/ Device: Equipment/device that enters sterile tissues, including the vascular system. Cleaning is always followed by sterilization. Examples are surgical instruments, implants, biopsy instruments, foot care equipment, and eye equipment;
 - b. Semi-critical Equipment/Device: Equipment/device that comes in contact with non-intact skin or mucous membranes but does not penetrate them. Cleaning is followed by High-Level Disinfection (as a minimum) and sterilization is preferred. Examples are respiratory therapy equipment, anaesthesia equipment, tonometers and dental handpieces; and
 - c. Noncritical Equipment/Device: Equipment/device that touches only intact skin and not mucous membranes, or does not directly touch the client/patient. Cleaning is followed by Low-Level Disinfection (in some cases, cleaning alone is acceptable. Examples are ECG Machines, Oximeters, BP cuffs, urinals, glucose meters and facebows.
20. For the purpose of this Order, only the cleaning/disinfection of non-critical equipment/devices is discussed. Medical clinics are to refer to the *Directive for all Clinics with a Central Sterile Process Department* (reference H) for additional information on reprocessing of semi-critical and critical equipment/devices. Dental clinics are to refer to the *Royal Canadian Dental Corps Infection Prevention Program* (reference B).
21. Noncritical equipment can be disinfected with a disposable cloth and a low-level disinfectant or with a disposable disinfectant wipe. Contact time must comply with the manufacturer's instructions.
22. Disinfectant wipes may be used for items that cannot be soaked IF adequate contact time can be achieved. This includes objects used by the primary care giver for the disinfection of low risk items (e.g., stethoscope, blood pressure cuff).
23. Cleaning and disinfecting agents may be combined into a single product (one wipe is used to clean followed by a second wipe for disinfection).

Frequency of Cleaning

24. Cleaning schedules are to be developed, with frequency of cleaning reflecting whether surfaces are high-touch or low-touch, the type of activity taking place in the area and the infection risk associated with it; the vulnerability of the patients housed in the area; and the probability of contamination. See Annex A for frequency guidelines on specific clinical areas. This is based on the risk stratification matrix in PIDAC's *Best Practices for Environmental Cleaning for Prevention and Control of Infections*, reference G, section III, appendix B.

25. Equipment that only comes into contact with the patient's intact skin and is used between patients requires cleaning and low-level disinfection after each use. Other items that come in contact with the patient should be replaced or discarded between patients (e.g., examination table paper coverings, stirrup covers). Further information is available in Appendix G of reference G.

26. Clinics must be cleaned at the end of every day. Garbage should be collected, floors cleaned and carpets vacuumed. Supplies should be replaced as required (e.g., soap, Alcohol Based Hand Rub (ABHR), paper towel, toilet paper, Personal Protective Equipment (PPE)) and full sharps containers should be sealed, removed and replaced. The frequency of cleaning is dependent on the risk classification of the area. The addition of disinfection following cleaning takes place in all patient care areas with special attention given to the high touch areas (e.g., doorknobs, telephones). See Annex A for items that require cleaning at the end of the day.

27. Items/areas that are not touched frequently and are not likely to become contaminated with blood or body fluids do not require daily cleaning, but should receive periodic, scheduled cleaning and disinfection. Annex A provides a sample cleaning schedule for these areas/items. Further information is available in Appendix B of reference G.

Laundry

28. CF H Svcs C/Dets and 1 Dent Dets should implement Standard Operating Procedures (SOP) that address the collection, transport, handling, washing and drying of soiled linen, including protection of staff and hand hygiene. Annex B provides recommendations for the management of laundry that may be used to develop such SOPs.

General Cleaning Practices

29. Sample cleaning practices are provided in Annex C for CF H Svcs C/Dets. Topics covered include:

- a. clean up of body fluids;
- b. cleaning electronic equipment;
- c. magazines and books;

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- d. waste management;
- e. sharps management; and
- f. bathroom cleaning.

30. 1 Dent Dets are to refer to the *RCDC Infection Prevention Program* (reference B) for guidance on cleaning procedures.

Environmental Cleaning Surveillance

31. In order to meet Accreditation Canada requirements for environmental cleaning, CF H Svcs Gp must demonstrate that CF H Svcs C/Dets and 1 Dent Dets are meeting the standards outlined in this Order. As such, monthly visual environmental cleaning audits and quarterly Ultra Violet (UV) Marker audits are required. Annex D provides directions and tools for completing these audits for CF H Svcs C/Dets and 1 Dent Dets.

32. CF H Svcs C/Dets and 1 Dent Dets are required to provide quarterly audit reports using Annex E “Reporting Tool for Environmental Cleaning Audits” that should include a summary of all visual/UV audits completed during the quarterly reporting period, the deficiencies noted, and an action plan which includes proposed timelines.

33. Quarterly reports are to be sent to the following Subject Matter Experts (SME):

- a. CF H Svcs C/Dets: submit reports to DFHP by email at:
+DFHP Inquiries@CMP DGHS@Ottawa-Hull
- b. 1 Dent Dets: submit reports through the chain of command to D Dent Svcs 2

34. Oversight of this environmental cleaning Order and program is the responsibility of the office of the Deputy Commander CF H Svcs Gp. DFHP and D Dent Svcs may be consulted for technical advice.

References

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- E. Canadian Dental Association Infection Prevention Guidelines.
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- G. Best Practices for Environmental Cleaning for Prevention and Control of Infections in All Health Care Settings - 2nd edition, Public Health Ontario, Provincial Infectious Diseases Advisory Committee, 2012. Available at: www.publichealthontario.ca/en/eRepository/Best_Practices_Environmental_Cleaning_2012.pdf
- H. Best Practices for Cleaning, Disinfection and Sterilization in All Health Care Settings | May 2013. Available at: http://www.publichealthontario.ca/en/eRepository/PIDAC_Cleaning_Disinfection_and_Sterilization_2013.pdf

Annexes

- A. [Annex A](#) – Cleaning Frequency Schedule
- B. [Annex B](#) – Laundry Management
- C. [Annex C](#) – General Cleaning Practices for CF Health Services Centres/Dets
- D. [Annex D \(XLS, 99 Kb\)](#) – Clinical Area Audit Tool
- E. [Annex E \(XLSX, 12 Kb\)](#) – Reporting Tool for Environmental Cleaning Audits

Annex A to CF H Svcs Gp Order 4440-03

Cleaning Frequency Schedule

Cleaning Frequency Schedule		
Risk Category	Examples of Functional Areas	Frequency of Cleaning/Disinfection
Very high <i>Consistently high levels of cleanliness must be maintained. Intense and frequent cleaning followed by disinfection.</i>	Central sterile reprocessing department, sterile supply	Minimum daily clean/disinfect with spot cleaning/disinfection; work from clean to dirty areas Floors: clean and damp mop daily Counters: 1 full clean daily and spot clean Shelves in sterile storage: 1 full clean every 3 months Case carts: clean after every use Walls: 1 full clean every 6 months, spot clean in between Light fixtures, sprinkler heads and other fixtures: 1 full clean every 6 months Sinks: 1 full clean daily Ventilation grills extract and inlets/radiators: 1 full clean daily Waste receptacles: 1 full clean daily Additional Cleaning: floor buffing, high dusting, ceilings and light fixtures should be performed on a scheduled basis; refer to PIDAC Best Practice for Environmental Cleaning
High <i>Outcomes should be maintained by regular and frequent cleaning with "spot cleaning" in between, followed by disinfection</i>	Urgent care, procedure rooms (medical/dental)	Minimum daily clean/disinfect with spot cleaning/disinfection; work from clean to dirty areas Patient shared equipment: cleaned between patients, includes exam table top/dental chair High touch contact points and surfaces: door knobs, keyboards, light switch, faucets, sink, bed rails, chairs, counters, tables, carts, cabinet doors; 1 full clean daily High surfaces: 1 full clean weekly + 1 check weekly Floors: clean and wet mop daily

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		<p>Walls: check clean daily, weekly dusting and wash yearly</p> <p>Low touch surfaces: 1 full clean daily including exam table frame</p> <p>Ventilation grills extract and inlets/radiators: 1 full clean weekly</p> <p>All dispensers and holders: 1 full clean daily</p> <p>Computer keyboards/telephones: 1 full clean daily</p> <p>Bed curtains: inspect bed curtains for visible soiling and change if necessary (change every 6 months)</p>
<p>High</p> <p><i>Outcomes should be maintained by regular and frequent cleaning with "spot cleaning" in between, followed by disinfection</i></p>	<p>Washrooms and showers</p>	<p>Minimum daily clean/disinfect with spot cleaning/disinfection; work from clean to dirty areas</p> <p>Floors: clean and damp mop daily and check clean</p> <p>Door handle, frame and switches: 1 full clean daily and spot clean</p> <p>Chrome wall attachments: 1 full clean daily and check clean</p> <p>Sinks: faucets, inside and outside of sink, mirror, plumbing under sink: 1 full clean daily and check clean</p> <p>Walls: spot clean wall surfaces surrounding fixtures, dust weekly and wash yearly</p> <p>Support railing, ledges, shelves: 1 full clean daily and check clean</p> <p>Toilet: entire toilet including handle, underside of flush rim; 1 full clean daily and check clean</p> <p>Showers, tub: clean faucets, walls and railing, soap dish, shower head and shower curtains, floors and inspect grout for mold</p> <p>Shower curtains: inspect and replace shower curtains monthly and as required</p> <p>Ventilation grills extract and inlets/radiators: 1 full clean weekly</p> <p>Waste receptacles: 1 full clean daily</p>

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<p>Significant Risk</p> <p><i>In these areas high levels of cleanliness are required for both hygiene and aesthetic reasons. Outcomes should be maintained for regular and frequent cleaning with "spot cleaning" in between followed by disinfection.</i></p>	<p>General pharmacy, physio, lab, medical imaging, exam rooms, waiting and public areas, staff kitchens.</p>	<p>Minimum daily clean/disinfect with spot cleaning/disinfection; work from clean to dirty areas</p> <p>Patient shared equipment: cleaned between patients, includes exam table top High touch contact points/surfaces: door knobs, keyboards, light switch, taps, sink, bed rails, chairs, counters, sinks, tables, carts, cabinet doors; 1 full clean daily High surfaces: 1 full clean weekly Floors: clean and wet mop daily Walls: spot clean weekly, dust monthly, wash yearly Low touch surfaces: 1 full clean daily including exam table frame Radiators: 1 full clean weekly Ventilation grills extract and inlets: 1 full clean monthly All dispensers and holders: 1 full clean daily Computer keyboards/telephones: 1 full clean daily Bed curtains: inspect bed curtains for visible soiling and change if necessary (change every 12 months) Microwave: 1 full clean daily Fridge and freezer: 1 full clean weekly</p>
<p>Low Risk</p> <p><i>In these areas high levels of cleanliness are required for aesthetic and, to a lesser extent, hygiene reasons. Outcomes should be maintained by regular and frequent cleaning with "spot cleaning" in between.</i></p>	<p>Administrative areas, non-sterile supply, medical records and archives, building maintenance areas, offices, staff lounges</p>	<p>Minimum Weekly Clean:</p> <p>Patient shared equipment: cleaned between patients, includes exam table top High touch contact points/surfaces: door knobs, keyboards, light switch, taps, sink, bed rails, chairs, counters, sinks, tables, carts, cabinet doors; 1 full clean daily High surfaces: 1 full clean weekly Floors: clean and wet mop daily Walls: spot clean weekly, dust monthly, wash yearly Low touch surfaces: 1 full clean daily including exam table frame Radiators: 1 full clean weekly Ventilation grills extract and inlets: 1 full clean monthly</p>

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		<p>All dispensers and holders: 1 full clean daily</p> <p>Computer keyboards/telephones: 1 full clean daily</p> <p>Bed curtains: inspect bed curtains for visible soiling and change if necessary (change every 12 months)</p> <p>Microwave: 1 full clean daily</p> <p>Fridge and freezer: 1 full clean weekly</p>
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Annex B to CF H Svcs Gp Order 4440-03

Laundry Management

1. CF Health Services Centres and 1 Dental Unit Detachments should implement SOPs that address the collection, transport, handling, washing and drying of soiled linen, including protection of staff and hand hygiene.
2. If a CF Health Services Centre/1 Dental Unit Detachment out-sources a process to a contractor (e.g., loaners, laundry, centralized processors), it is the Centre/Detachment's responsibility to ensure that the contractor is performing these functions to appropriate standards.
3. The following recommendations are based on Public Health Ontario's "Best Practices for Environmental Cleaning for Prevention and Control of Infections in All Health Care Settings - 2nd edition" (reference C).

Laundry Area

4. CF Health Services Centres and 1 Dental Unit Detachments SOPs should ensure that:
 - a. the laundry area is in a dedicated space;
 - b. staff do not consume food or beverages in laundry areas;
 - c. floors and walls are made of durable materials that can withstand the rigors of the laundry area (i.e., water/steam resistant);
 - d. hand hygiene facilities are located in all laundry work areas;
 - e. on site laundry equipment is used and maintained according to manufacturers' instructions;
 - f. gross soil is removed before washing and proper washing and drying procedures are used;
 - g. there is an established procedure to determine when laundry should be sorted in the laundry facility (i.e., before or after washing);
 - h. cloth linen bags are washed after each use and can be washed in the same cycle as the linen contained in them; and
 - i. clean laundry is sorted, packaged, transported and stored by methods that will ensure their cleanliness and protect them from dust and soil during inter-facility loading, transport and unloading.

Soiled Linen

5. All linen that is soiled with blood, body fluids, secretions or excretions should be handled using the same precautions, regardless of source or health care setting:
 - a. remove gross soil (e.g., faeces) with a gloved hand and dispose into toilet or hopper. Do not remove excrement by spraying with water;

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- b. bag or otherwise contain contaminated laundry at the point-of-care;
 - c. do not sort or pre-rinse contaminated laundry in care areas;
 - d. handle contaminated laundry with minimum agitation to avoid contamination of the air, surfaces and persons (e.g., roll up);
 - e. contain wet laundry before placing it in a laundry bag (e.g., wrap in a dry sheet or towel). Water-soluble bags and 'double-bagging' are not necessary and are not recommended;
 - f. transport collected soiled linen in closed leak-proof bags, containers with lids or covered carts;
 - g. linen bags should be tied securely and not be over-filled;
 - h. if laundry chutes are used, ensure that they are properly designed, maintained and used in a manner that minimizes dispersion of aerosols from contaminated laundry;
 - i. ensure that laundry bags are securely bagged and tightly closed before placing the filled bag into the chute;
 - j. do not place loose items in the chute;
 - k. laundry chutes should be maintained under negative pressure and discharge into the soiled linen collection area;
 - l. laundry chutes should be cleaned on a regular basis;
 - m. routine laundering practices are adequate for laundering all linens, regardless of source; and
 - n. except for linen from persons with a diagnosis of rare viral hemorrhagic fevers, all soiled linen should be handled in the same way for all patients regardless of diagnosis. Routine precautions should be used in all situations.
6. Patient laundry should be done as a separate cycle from environmental cleaning items such as cloths and mop heads. There should be posted instructions on washing and drying patient laundry:
- a. temperature:
 - (1) if linen is washed at a high temperature ($\geq 71^{\circ}\text{C}/160^{\circ}\text{F}$), a hot water detergent for a complete wash cycle (≥ 25 minutes) should be used; and
 - (2) if low temperature ($< 71^{\circ}\text{C}/160^{\circ}\text{F}$) water is used for laundry cycles: detergents suitable for low temperature washing at the appropriate concentration should be used.

Clean Linen

7. There should be a designated area to sort, package (if required) and store clean linen. Clean linen should be transported and stored in a manner that prevents inadvertent handling or contamination by dust and other airborne particles. Each client/patient floor should have a designated area (e.g., dedicated closet, clean supply room) for storing clean linen. If a closed cart system is used, storage of clean linen carts in an alcove is permitted if it is out of the path of normal traffic and under staff control.

Laundry Staff Protection

8. Protection of staff in laundry areas should include:
 - a. training for all health care providers and laundry staff in the procedures for handling of soiled linen that includes IPAC and WHMIS training;
 - b. dedicated hand washing sink and alcohol based hand rub (ABHR) that is readily available in laundry areas;
 - c. the provision of appropriate personal protective equipment, e.g., gloves, gowns or aprons, face protection, to provide protection from potential cross-infection when handling soiled linen;
 - d. hand hygiene whenever gloves are changed or removed;
 - e. disposal of sharps at point-of-use to ensure that there are no residual sharps in linen; laundry staff are at risk of injury from contaminated sharps, instruments or broken glass that may be contained with linen in the laundry bags; and
 - f. it is highly recommended that staff who handle laundry be to be vaccinated against Hepatitis B due to the high risk of sharps injury.

Laundry Recommendations Summary:

9. If the facility does its own laundry, published laundry SOPs should be followed.
10. There should be clear separation between clean and dirty laundry.
11. There should be SOPs to ensure that clean laundry is packaged, transported and stored in a manner that will ensure that cleanliness is maintained.
12. There should be designated areas for storing clean linen.
13. Routine laundering practices are adequate for laundering all linens, regardless of source.

Annex C to CF H Svcs Gp Order 4440-03

General Cleaning Practices for CF Health Services Centres and Detachments

Background

1. This annex is a supplement to Order 4440-03 and provides recommended procedures for environmental cleaning for CF Health Services Centres. It is based on the Public Health Ontario publication "Infection Prevention and Control for Clinical Office Practice 2015 Edition" (reference A). Reference B, "Best Practices for Environmental Cleaning for Prevention and Control of Infections in All Health Care Settings (Public Health Ontario, 2012), is another useful resource.

Selection of Surfaces and Finishes

2. The ease and effectiveness of cleaning and disinfection depends on the materials being treated. Ideally, this will be considered when designing and maintaining a clinic. General recommendations in this regard include:

- a. choose finishes, furnishings and equipment that are cleanable with a disinfectant;
- b. avoid furnishings that have seams, pores (e.g., fabric), hinges or are made of wood;
- c. check for compatibility of cleaning and disinfecting agents with the items/surfaces to be cleaned; and
- d. identify and replace items that can no longer be cleaned due to damage.

Clean-up of Body Fluids

3. Areas obviously contaminated with body fluids (blood, urine, feces and emesis), must be contained, cleaned and the disinfected immediately. If the spill is on a carpet, a disinfectant other than bleach should be used (to reduce the chance of damage to the carpet). NOTE: Carpeting is discouraged for areas where spills of blood or other body substances may be anticipated (e.g., procedure rooms). Carpeting, if used, must be easily removed and replaced (e.g., carpet tiles) if the cleaning/disinfection procedure is not effective.

4. The following procedure is recommended for cleaning blood or other body fluids:

- a. restrict the activity around the spill until the area has been cleaned and disinfected and is completely dry;
- b. put on gloves; if there is a possibility of splashing, wear a gown and facial protection (mask and eye protection or face shield);
- c. confine and contain the contamination; wipe up any blood or body fluid spills immediately using either disposable towels or a product designed for this

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purpose. Dispose of materials by placing them into a regular waste receptacle, unless the soiled materials are so wet that blood can be squeezed out of them, in which case they shall be segregated into the biomedical waste container (i.e., yellow bag);

- d. disinfect the entire spill area with a hospital-grade disinfectant used as per manufacturer's instructions;
- e. wipe up the area again using disposable towels and discard into regular waste;
- f. take care to avoid splashing or generating aerosols during the cleanup; and
- g. remove and dispose of gloves and perform hand hygiene. As necessary, clean and disinfect other equipment that was worn during the clean-up.

Cleaning Electronic Equipment

5. Electronic equipment includes monitoring equipment, handheld devices and keyboards. Inappropriate use of liquids on electronic medical equipment may result in fires and other damage, equipment malfunction and injury.

6. When selecting electronic equipment, it is important that it be compatible with the cleaning and disinfecting agents used in the clinic. Electronic equipment that cannot be adequately cleaned and disinfected should not be used in the care environment.

7. Protecting electronic equipment from contamination is preferred. This may be done by:

- a. positioning electronics to avoid contact with anticipated spatter;
- b. avoiding placement of contaminated items on unprotected electronics; and
- c. using barriers on surfaces that you expect to touch with contaminated hands or when contact with spatter cannot be avoided (e.g., keyboard covers).

8. Recommendations for cleaning electronics are:

- a. clean and disinfect all touch surfaces used at, or near, point-of-care with a hospital-grade disinfectant (per manufacturer's instructions) if used or touched during the encounter with the patient;
- b. clean the surface of telephone components and computer 'mice' in a manner that prevents damage to internal systems from excessive fluid;
- c. clean LCD screens in non-clinical areas with approved screen cleaning products; and
- d. use solid, fluid-resistant keyboards that can be cleaned and disinfected.

9. For more information related to cleaning electronic equipment, refer to IPAC Canada's Practice Recommendations for Infection Prevention and Control Related to Electronic (IT) Devices in Healthcare Settings (reference C).

Magazines/Books

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10. If magazines are provided in the waiting area of the office, ABHR should be available for patients and visitors to use before and after reading. Visibly soiled magazines should be discarded.

Waste

11. Waste is divided into two categories: biomedical and general. Management of biomedical waste shall follow provincial/territorial and local regulations.

12. When handling all waste:

- a. segregate waste into appropriate containers at the point where it was generated into a plastic bag or a rigid container with a lid;
- b. only double-bag if the first bag becomes stretched or damaged, or waste has spilled onto the exterior of the first bag;
- c. close waste bags when three-quarters full and tie in a manner that prevents contents from escaping; and
- d. remove waste to central holding areas at frequent intervals.

13. Waste is to be stored in a designated enclosed room with access limited to authorized staff. Biomedical waste storage areas shall be locked except when authorized staff is on hand (e.g., removing waste to trucks).

14. Transportation of infectious waste is to comply with Transport Canada's Transportation of Dangerous Goods Act and Regulation (reference D). In this respect, the clinic is to verify that the waste hauler holds an appropriate and valid certificate of approval.

15. Waste streams and disposal requirements:

- a. General Waste (green or black bag):
 - i. dressings, PPE, catheters, empty specimen containers;
 - ii. clinical office waste; and
 - iii. waste from washrooms, kitchens and public areas.
- b. Biomedical Waste:
 - i. Anatomic Waste (red bag)
 - I. tissues, body parts.
 - ii. Medical Waste (yellow bag):
 - I. blood, blood products, bloody body fluids;
 - II. drainage collection units (if possible, pour liquid into toilet);
 - III. empty vaccine vials; and
 - IV. diagnostic specimens (liquid may be poured into toilet, e.g., urine containers).

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iii. Sharps (sharps container):

- I. needles, syringes, lancets, blades, clinical glass (e.g., ampoules); and
- II. used vaccine vials.

c. Unused Vaccines:

- i. unused vaccines should be returned to the supporting Pharmacy or Medical Depot (CMED/CMED Det Trenton) for destruction or returns as applicable.

Sharps

16. Sharps are devices that are capable of causing a cut or puncture wound, e.g., needles, sutures, lancets, blades and clinical glass.

17. Sharps shall be managed according to municipal and provincial/territorial regulations and legislation.

18. Prevention of sharps-related injuries in health care staff may be achieved by:

- a. using safety-engineered needles and medical devices;
- b. never recapping, bending, or breaking needles;
- c. never reaching into waste or sharps containers;
- d. providing rigid, puncture-resistant sharps containers at or near the point-of-use for disposal of sharps;
- e. replacing sharps containers when full; and
- f. educating staff regarding the risks associated with unsafe procedures such as recapping.

Sharps Containers

19. Sharps shall be discarded into a puncture-resistant, tamper-resistant, leak-proof container that has a clearly identifiable biological hazard label and is designed so that used sharps can be dropped in with one hand. A sharps container must be easily accessible in every "point of use" area (e.g., individual examining room) and mounted above the reach of children. It must not be filled with disinfectant, or overfilled with sharps. Sharps containers must be sealed and replaced when the contents reach the fill line marked on the container or when three-quarters full. Used sharps are considered biomedical waste.

Sample Bathroom Cleaning:

20. Working from clean areas to dirty areas:

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- a. remove soiled linen from floor; wipe up any spills; remove waste, change bag and clean waste can if dirty;
 - b. clean door handle and frame, light switch;
 - c. clean chrome wall attachments;
 - d. clean inside and outside of sink, sink faucets and mirror; wipe plumbing under the sink; apply disinfectant to interior of sink; ensure sufficient contact time with disinfectant; rinse sink and dry fixtures;
 - e. clean all dispensers and frames;
 - f. clean call bell and cord;
 - g. clean support railings, ledges/ shelves;
 - h. clean shower faucets, walls and railing, scrubbing as required to remove soap scum; inspect grout for mould; apply disinfectant to interior surfaces of shower/ tub, including soap dish, faucets and shower head; ensure sufficient contact time for disinfectant; rinse and wipe dry; inspect and replace shower curtains monthly and as required;
 - i. clean bedpan support, entire toilet including handle and underside of flush rim; ensure sufficient contact time with disinfectant;
 - j. remove gloves and wash hands;
 - k. replenish paper towel, toilet paper, waste bag, soap and ABHR as require; and
 - l. report mould and cracked, leaking or damaged areas for repair.
21. Effective use of a hospital-grade disinfectant includes:
- a. application of disinfectant only after visible soil and other impediments to disinfection have been removed;
 - b. following the manufacturer's instructions for dilution and contact time;
 - c. frequently changing disinfectant solution with **no 'double-dipping'** of cloths into disinfectant;
 - d. appropriate use of personal protective equipment, if required, to prevent exposure to the disinfectant; and
 - e. One toilet brush per washroom or single swab brush.

References

- A. [Infection Prevention and Control for Clinical Office Practice 2015 Edition, Public Health Ontario, Provincial Infectious Diseases Advisory Committee](#)
- B. [Best Practices for Environmental Cleaning for Prevention and Control of Infections in All Health Care Settings - 2nd edition, Public Health Ontario, Provincial Infectious Diseases Advisory Committee, 2012](#)
- C. [IPAC Canada's Practice Recommendations for Infection Prevention and Control Related to Electronic \(IT\) Devices in Healthcare Settings](#)
- D. [Transportation of Dangerous Goods Act, 1992](#)

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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 DND		2. Branch or Directorate / Direction générale ou Direction 3 Ere / 25 Cf H Svcs C	
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 Contrat de désinfection de l'hôpital			
5. a) Will the supplier require access to Controlled Goods? Le fournisseur aura-t-il accès à des marchandises contrôlées?		<input checked="" type="checkbox"/> No Non <input type="checkbox"/> Yes Oui	
5. b) Will the supplier require access to unclassified military technical data subject to the provisions of the Technical Data Control Regulations? Le fournisseur aura-t-il accès à des données techniques militaires non classifiées qui sont assujetties aux dispositions du Règlement sur le contrôle des données techniques?		<input checked="" type="checkbox"/> No Non <input type="checkbox"/> Yes Oui	
6. Indicate the type of access required - Indiquer le type d'accès requis			
6. a) Will the supplier and its employees require access to PROTECTED and/or CLASSIFIED information or assets? Le fournisseur ainsi que les employés auront-ils accès à des renseignements ou à des biens PROTÉGÉS et/ou CLASSIFIÉS? (Specify the level of access using the chart in Question 7. c) (Préciser le niveau d'accès en utilisant le tableau qui se trouve à la question 7. c)		<input checked="" type="checkbox"/> No Non <input type="checkbox"/> Yes Oui	
6. b) Will the supplier and its employees (e.g. cleaners, maintenance personnel) require access to restricted access areas? No access to PROTECTED and/or CLASSIFIED information or assets is permitted. Le fournisseur et ses employés (p.ex. nettoyeurs, personnel d'entretien) auront-ils accès à des zones d'accès restreintes? L'accès à des renseignements ou à des biens PROTÉGÉS et/ou CLASSIFIÉS n'est pas autorisé.		<input type="checkbox"/> No Non <input checked="" type="checkbox"/> Yes Oui	
6. c) Is this a commercial courier or delivery requirement with no overnight storage? S'agit-il d'un contrat de messagerie ou de livraison commerciales 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"/>	
Not releasable À ne pas diffuser <input type="checkbox"/>			
Restricted to: / Limité à: <input type="checkbox"/>		Restricted to: / Limité à: <input type="checkbox"/>	
Specify country(ies): / Préciser le(s) pays:		Specify country(ies): / Préciser le(s) pays:	
7. c) Level of information / Niveau d'information			
PROTECTED A PROTÉGÉ A <input type="checkbox"/>		NATO UNCLASSIFIED NATO NON CLASSIFIÉ <input type="checkbox"/>	PROTECTED A PROTÉGÉ A <input type="checkbox"/>
PROTECTED B PROTÉGÉ B <input type="checkbox"/>		NATO RESTRICTED NATO DIFFUSION RESTREINTE <input type="checkbox"/>	PROTECTED B PROTÉGÉ B <input type="checkbox"/>
PROTECTED C PROTÉGÉ C <input type="checkbox"/>		NATO CONFIDENTIAL NATO CONFIDENTIEL <input type="checkbox"/>	PROTECTED C PROTÉGÉ C <input type="checkbox"/>
CONFIDENTIAL CONFIDENTIEL <input type="checkbox"/>		NATO SECRET NATO SECRET <input type="checkbox"/>	CONFIDENTIAL CONFIDENTIEL <input type="checkbox"/>
SECRET SECRET <input type="checkbox"/>		COSMIC TOP SECRET COSMIC TRÈS SECRET <input type="checkbox"/>	SECRET SECRET <input type="checkbox"/>
TOP SECRET TRÈS SECRET <input type="checkbox"/>			TOP SECRET TRÈS SECRET <input type="checkbox"/>
TOP SECRET (SIGINT) TRÈS SECRET (SIGINT) <input type="checkbox"/>			TOP SECRET (SIGINT) TRÈS SECRET (SIGINT) <input type="checkbox"/>



PART A (continued) / PARTIE A (suite)

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

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

10. a) Personnel security screening level required / Niveau de contrôle de la sécurité du personnel requis
- | | | | |
|---|---|---|--|
| <input checked="" type="checkbox"/> RELIABILITY STATUS
COTE DE FIABILITÉ | <input type="checkbox"/> CONFIDENTIAL
CONFIDENTIEL | <input type="checkbox"/> SECRET
SECRET | <input type="checkbox"/> TOP SECRET
TRÈS SECRET |
| <input type="checkbox"/> TOP SECRET - SIGINT
TRÈS SECRET - SIGINT | <input type="checkbox"/> NATO CONFIDENTIAL
NATO CONFIDENTIEL | <input type="checkbox"/> NATO SECRET
NATO SECRET | <input type="checkbox"/> COSMIC TOP SECRET
COSMIC TRÈS SECRET |
| <input type="checkbox"/> SITE ACCESS
ACCÈS AUX EMPLACEMENTS | | | |
- Special comments:
Commentaires spéciaux : _____
- NOTE: If multiple levels of screening are identified, a Security Classification Guide must be provided.
REMARQUE : Si plusieurs niveaux de contrôle de sécurité sont requis, un guide de classification de la sécurité doit être fourni.
10. b) May unscreened personnel be used for portions of the work?
Du personnel sans autorisation sécuritaire peut-il se voir confier des parties du travail? ☐ No Non ☒ Yes Oui
- If Yes, will unscreened personnel be escorted:
Dans l'affirmative, le personnel en question sera-t-il escorté? ☒ No Non ☐ Yes Oui
- On DND premises, unscreened pers. may only access public/reception zones

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



PART C (continued) / PARTIE C (suite)

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

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

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

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

SUMMARY CHART / TABLEAU RÉCAPITULATIF

Category Catégorie	PROTECTED PROTÉGÉ			CLASSIFIED CLASSIFIÉ			NATO				COMSEC					
	A	B	C	Confidential Confidentiel	Secret	Top Secret Très Secret	NATO Restricted NATO Diffusion Restreinte	NATO Confidential	NATO Secret	COSMIC Top Secret COSMIC Très Secret	Protected Protégé			Confidential Confidentiel	Secret	Top Secret Très Secret
											A	B	C			
Information / Assets Renseignements / Biens	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Production	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
IT Media Support TI	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
IT Link Lien électronique	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

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.

12. b) Will the document attached to this SRCL be PROTECTED and/or CLASSIFIED?
La documentation associée à la présente LVERS sera-t-elle PROTÉGÉE et/ou CLASSIFIÉE?

☒ No
Non

☐ Yes
Oui

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



PART D - AUTHORIZATION / PARTIE D - AUTORISATION

13. Organization Project Authority / Chargé de projet de l'organisme			
Name (print) - Nom (en lettres moulées) Luc Ouellet		Title - Titre Gestionnaire Services de soutien	Signature OUELLET, LUC 947 <small>Signature numérique de OUELLET, LUC 947 Date : 2021.04.28 14:59:49 -04'00'</small>
Telephone no. - N° de téléphone 41867740004334	Facsimile - Télécopieur	E-mail address - Adresse courriel luc.ouellet3@forces.gc.ca	Date
14. Organization Security Authority / Responsable de la sécurité de l'organisme			
Name (print) - Nom (en lettres moulées) Sasa Medjovic		Title - Titre Senior security analyst	Signature MEDJOVIC SASHA 234 <small>Digitally signed by MEDJOVIC, SASHA 234 DN: cn=CA, o=GC, ou=HND-MDN, ou=Personnel, ou=INTERN, cn=S MEDJOVIC, SASHA 234 Reason: I am the author of this document Location: your signing location here Date: 2021.05.04 13:36:48-04'00' Font: PhantomPDF Version: 10.1.0</small>
Telephone no. - N° de téléphone 613-996-0286	Facsimile - Télécopieur	E-mail address - Adresse courriel sasa.medjovic@forces.gc.ca	Date
15. Are there additional instructions (e.g. Security Guide, Security Classification Guide) attached? Des instructions supplémentaires (p. ex. Guide de sécurité, Guide de classification de la sécurité) sont-elles jointes?			<input type="checkbox"/> No Non <input type="checkbox"/> Yes Oui
16. Procurement Officer / Agent d'approvisionnement			
Name (print) - Nom (en lettres moulées)		Title - Titre	Signature
Telephone no. - N° de téléphone	Facsimile - Télécopieur	E-mail address - Adresse courriel	Date
17. Contracting Security Authority / Autorisé contractante en matière de sécurité			
Name (print) - Nom (en lettres moulées)		Title - Titre	Signature
Telephone no. - N° de téléphone	Facsimile - Télécopieur	E-mail address - Adresse courriel	Date

APPENDIX B: BASIS OF PAYMENT

1st year (issuance + 12 months)

1. **LABOUR:** at the firm monthly rate below, for cleaning, maintenance and disinfection services on the work site.

Zones	Firm hourly rate	Number of months	Total
Yellow Zone Approximately 778 m ²	\$ _____ / month	12	\$ _____
Red Zone > 133 m ²	\$ _____ / month	12	\$ _____
Red Zone < 133 m ²	\$ _____ / month	12	\$ _____

Est.: \$ _____
(Excluding applicable taxes)

Total estimated limitation of expenditure \$ _____ (Excluding applicable taxes)

With the exception of the firm rate(s), the amounts shown in the above items are only estimates. Minor changes to these estimates will be accepted for invoicing purposes while the work is being done, provided that the changes have the prior approval of the project lead, and provided that the estimated cost does not exceed the limitation of expenditure shown above.

If the currency is not CAD, please indicate the currency: _____

2nd year

1. **LABOUR:** at the firm monthly rate below, for cleaning, maintenance and disinfection services on the work site.

Zones	Firm hourly rate	Number of months	Total
Yellow Zone Approximately 778 m ²	\$ _____ / month	12	\$ _____
Red Zone > 133 m ²	\$ _____ / month	12	\$ _____
Red Zone < 133 m ²	\$ _____ / month	12	\$ _____

Est.: \$ _____
(Excluding applicable taxes)

Total estimated limitation of expenditure \$ _____ (Excluding applicable taxes)

1st option year

1. **LABOUR:** at the firm monthly rate below, for cleaning, maintenance and disinfection services on the work site.

Zones	Firm hourly rate	Number of months	Total
Yellow Zone Approximately 778 m ²	\$ _____ / month	12	\$ _____
Red Zone > 133 m ²	\$ _____ / month	12	\$ _____
Red Zone < 133 m ²	\$ _____ / month	12	\$ _____

Est.: \$ _____
(Excluding applicable taxes)

Total estimated limitation of expenditure \$ _____ (Excluding applicable taxes)

2nd option year

1. **LABOUR:** at the firm monthly rate below, for cleaning, maintenance and disinfection services on the work site.

Zones	Firm hourly rate	Number of months	Total
Yellow Zone Approximately 778 m ²	\$_____ / month	12	\$_____
Red Zone > 133 m ²	\$_____ / month	12	\$_____
Red Zone < 133 m ²	\$_____ / month	12	\$_____

Est.: \$ _____
(Excluding applicable taxes)

Total estimated limitation of expenditure \$ _____ (Excluding applicable taxes)

3rd option year

1. **LABOUR:** at the firm monthly rate below, for cleaning, maintenance and disinfection services on the work site.

Zones	Firm hourly rate	Number of months	Total
Yellow Zone Approximately 778 m ²	\$_____ / month	12	\$_____
Red Zone > 133 m ²	\$_____ / month	12	\$_____
Red Zone < 133 m ²	\$_____ / month	12	\$_____

Est.: \$ _____
(Excluding applicable taxes)

Total estimated limitation of expenditure \$ _____ (Excluding applicable taxes)