



**RETURN BIDS TO:  
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Bid Receiving/Réception des soumissions

[E\\_Pacific\\_Bids@rcmp-grc.gc.ca](mailto:E_Pacific_Bids@rcmp-grc.gc.ca)

**REQUEST FOR  
PROPOSAL**

**DEMANDE DE  
PROPOSITION**

Proposal to: Royal Canadian Mounted Police

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

Proposition aux : Gendarmerie royale du 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 appendices ci-jointes, les biens, services et construction énumérés ici sur toute feuille ci-annexée, au(x) prix indiqué(s).

Comments: - Commentaires :

THIS DOCUMENT CONTAINS A SECURITY REQUIREMENT

LE PRÉSENT DOCUMENT COMPORTE UNE EXIGENCE EN MATIÈRE DE SÉCURITÉ

<b>Title – Sujet</b> Janitorial Services RCMP M Division, Whitehorse		<b>Date</b> 2022-11-10
<b>Solicitation No. – N° de l’invitation</b> M8026-1-0323		
<b>Client Reference No. - No. De Référence du Client</b>		
<b>Solicitation Closes – L’invitation prend fin</b>		
<b>At / à :</b>	2pm	Pacific Standard Time (PST)
<b>On / le :</b>	December 20, 2022	
<b>Delivery - Livraison</b> See herein — Voir aux présentes	<b>Taxes - Taxes</b> See herein — Voir aux présentes	<b>Duty – Droits</b> See herein — Voir aux présentes
<b>Destination of Goods and Services – Destinations des biens et services</b> See herein — Voir aux présentes		
<b>Instructions</b> See herein — Voir aux présentes		
<b>Address Inquiries to – Adresser toute demande de renseignements à</b> Patty Yi <a href="mailto:Patty.Yi@rcmp-grc.gc.ca">Patty.Yi@rcmp-grc.gc.ca</a>		
<b>Telephone No. – No. de téléphone</b> 236-334-9653	<b>Facsimile No. – No. de télécopieur</b>	
<b>Delivery Required – Livraison exigée</b> See herein — Voir aux présentes	<b>Delivery Offered – Livraison proposée</b>	
<b>Vendor/Firm Name, Address and Representative – Raison sociale, adresse et représentant du fournisseur/de l’entrepreneur :</b>		
<b>Telephone No. – No. de téléphone</b>	<b>Facsimile No. – No. de télécopieur</b>	
<b>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)</b>		
<b>Signature</b>	<b>Date</b>	



**Important Notice to Bidders:**

**Conditional Set-Aside Under the Procurement Strategy for Indigenous Business (PSIB)**

This procurement is conditionally set aside under the federal government Procurement Strategy for Indigenous Business.

In order to be considered, the Bidder must certify that it qualifies as an Indigenous business as defined under PSIB and that it will comply with all requirements of PSIB. If bids from two (2) or more Indigenous businesses are compliant with the terms of the Request for Proposal, the contracting authority will limit the competition to those Indigenous businesses and will not consider bids from any non-Indigenous businesses that may have been submitted.

For more information on Indigenous business requirements of the Set-aside Program for Indigenous Business, refer to [Annex 9.4](#) of the Supply Manual.



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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's proposed individuals requiring access to classified or protected information, assets or sensitive work site(s) must meet the security requirements as indicated in Part 6 - Resulting Contract Clauses;
  - (b) 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](http://www.tpsgc-pwgsc.gc.ca/esc-src/introduction-eng.html) of Public Works and Government Services Canada (<http://www.tpsgc-pwgsc.gc.ca/esc-src/introduction-eng.html>) website. Please note, the above website is specific to PWGSC requirements and processes may differ from RCMP requirements.

### **1.2 Statement of Work**

The Work to be performed is detailed under Annex A.

### **1.3 Comprehensive Land Claims Agreement(s)**

This procurement is subject to the following Comprehensive Land Claims Agreement(s):  
Umbrella Final Agreement which encompasses all 11 CLCAs in the Yukon:

- [Carcross/Tagish First Nation](#)
- [Champagne and Aishihik First Nations](#)
- [Kluane First Nation](#)
- [Kwanlin Dun First Nation](#)
- [Little Salmon/Carmacks First Nation](#)
- [First Nation of Nacho Nyak Dun](#)
- [Selkirk First Nation](#)
- [Ta'an Kwach'an First Nation](#)
- [Teslin Tlingit Council](#)
- [Tr'ondëk Hwëch'in](#)
- [Vuntut Gwitchin First Nation](#)

### **1.4 Conditional Set-aside under the Federal Government Procurement Strategy for Indigenous Business (PSIB)**

This is an open tender. However, it will be conditionally set-aside under the Government of Canada's Procurement Strategy for Indigenous Business (PSIB) if two or more bids have been received by Indigenous businesses who are certified under the Procurement Strategy for Indigenous Business



(PSIB) criteria and who may be listed in the Government of Canada's Indigenous Business Directory (<https://www.aadnc-aandc.gc.ca/eng/1100100033057/1100100033058>).

If your Indigenous business is not yet registered in the Indigenous Business Directory, please do so at the link provided above. If bids from two or more Indigenous businesses are compliant with the terms of the Request for Proposal, the contracting authority will limit the competition to those Indigenous businesses and will not consider bids from any non-Indigenous businesses that may have been submitted.

If the bids from the Indigenous businesses are found to be non-compliant or non-responsive or are withdrawn, such that fewer than two compliant bids from Indigenous businesses remain, bids from all of the non-Indigenous businesses that had submitted bids will then be considered by the contracting authority.

### 1.5 Mandatory Site Visit

1. A mandatory site visit has been arranged for Tuesday, November 15, 2022 at 10am Local Time. Bidders are requested to meet at the main entrance of the RCMP M Division Headquarters located at 4100 4<sup>th</sup> Ave. Whitehorse, YT.
2. The site visit for this project is MANDATORY. The representative of the Bidder must sign the Site Visit Attendance Sheet at the site visit. Bids submitted by **Bidders who have not signed the attendance sheet will be rejected.**
3. Security pre-screening: The names of each individual attending the site visit, along with the name of the Bidder they represent, should be provided to the Contracting Authority (Patty Yi [patty.yi@rcmp-grc.gc.ca](mailto:patty.yi@rcmp-grc.gc.ca)) by Monday, November 14, 2022 in order to gain access to the site.

### 1.6 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.

### 1.7. Recourse Mechanisms

If you have any concerns relating to the procurement process, please refer to the [Recourse Mechanisms](#) page on the [Buyandsell.gc.ca](http://Buyandsell.gc.ca) website. Please note that there are strict deadlines for filing complaints with the Canadian International Trade Tribunal (CITT) or the [Office of the Procurement Ombudsman \(OPO\)](#).

<https://buyandsell.gc.ca/for-businesses/selling-to-the-government-of-canada/bid-follow-up/bid-challenge-and-recourse-mechanisms>

<http://opo-boa.gc.ca/plaintesurvol-complaintoverview-eng.html>



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## PART 2 - BIDDER INSTRUCTIONS

### 2.1 Standard Instructions, Clauses and Conditions

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

Revision to Departmental Name: As this solicitation is issued by Royal Canadian Mounted Police (RCMP), any reference to Public Works and Government Services Canada or PWGSC or its Minister contained in any term, condition or clause of this solicitation, including any individual SACC clauses incorporated by reference, will be interpreted as reference to RCMP or its Minister.

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.

Subsection 5.4 of [2003](#), Standard Instructions - Goods or Services - Competitive Requirements, is amended as follows:

Delete: 60 days

Insert: 180 days

### 2.2 Submission of Bids

Bids must be submitted only to RCMP Bid Receiving Unit email: [E\\_Pacific\\_Bids@rcmp-grc.gc.ca](mailto:E_Pacific_Bids@rcmp-grc.gc.ca) by the date, time and place indicated on page 1 of the bid solicitation.

NOTE: The RCMP has not been approved for bid submission by Canada Post Corporation (CPC) Connect service.

### 2.3 Enquiries - Bid Solicitation

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

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



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## 2.4 Applicable Laws

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

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

## 2.5 Promotion of Direct Deposit Initiative

The following information is not related to the solicitation process:

An initiative within the Government of Canada called the Cheque Standardization Project has been established whereby eventually for all payments, cheque stubs will no longer be printed and, with few exceptions, will be processed via direct deposit. This option is only available when payment is made in Canadian dollars for deposit into a Canadian bank account. In an attempt to be proactive, RCMP Corporate Accounting is promoting the registration of RCMP suppliers for the upcoming change in the payment process.

If you are the successful Bidder on this or any other RCMP requirement, you are encouraged to register with the RCMP for direct deposit. Please contact RCMP Corporate Accounting by email to receive a form entitled *Recipient Electronic Payment Registration Request* along with instructions for completion of the form.

Should you have any questions regarding the Cheque Standardization Project or if you want to register, please contact the following email: [corporate\\_accounting@rcmp-grc.gc.ca](mailto:corporate_accounting@rcmp-grc.gc.ca)

## 2.6 Volumetric Data

The volumetric data (estimated number of hours) has been provided to Bidders to assist them in preparing their bids. The inclusion of this data in this bid solicitation does not represent a commitment by Canada that Canada's future usage of the service identified in this bid solicitation will be consistent with this data. It is provided purely for information purposes.





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## PART 3 - BID PREPARATION INSTRUCTIONS

### 3.1 Bid Preparation Instructions

Canada requests that Bidders submit their bids in separately bound sections as follows:

**Section I:** Technical Bid (1) PDF format

**Section II:** Financial Bid (1) PDF format

**Section III:** Certifications (1) PDF format

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

Bids sent in hard copy or transmitted by facsimile will not be accepted.

Electronic submissions: Timely and correct delivery of electronic bids is the sole responsibility of the Bidder.

- a. Canada will not be responsible for any failure attributable to the email transmission or email receipt of the bid including, but not limited to, the following:
  - i. receipt of a garbled or an incomplete bid;
  - ii. delay in the email transmission or email receipt of the bid to the RCMP Bid Receiving Unit email: [E\\_Pacific\\_Bids@rcmp-grc.gc.ca](mailto:E_Pacific_Bids@rcmp-grc.gc.ca) (the date & time on the email received by the RCMP Bid Receiving Unit email: [E\\_Pacific\\_Bids@rcmp-grc.gc.ca](mailto:E_Pacific_Bids@rcmp-grc.gc.ca) is considered the date & time of receipt of the bid submission);
  - iii. failure of the Bidder to properly identify the bid and RFP number in the email subject line and in the electronic Bid Documents;
  - iv. illegibility of the bid;
  - v. RCMP server blocking emails and/or attachments (such as potential malware, file size, file formats (unacceptable file formats include, but are not limited to, .zip, .exe, .mp3, etc.));
  - vi. Security of bid data.
- b. Bids transmitted via email constitutes the formal bid submission.

The RCMP has restrictions on incoming email messages. The maximum email message size including all file attachments must not exceed 5MB. Zip/exe/mp3 files or links to Bid Documents will not be accepted. Incoming email messages exceeding the maximum file size and/or containing zip/exe/mp3 file attachments will be blocked from entering the RCMP email system. A bid transmitted by email that gets blocked by the RCMP email system will be considered not received. It is the responsibility of the Bidder to ensure receipt.

#### **Section I: Technical Bid**

In their technical bid, Bidders should explain and demonstrate how they propose to meet the requirements and how they will carry out the Work

#### **Section II: Financial Bid**

Bidders must submit their financial bid in accordance with the Basis of Payment.



**Section III: Certifications**

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

**PART 4 - EVALUATION PROCEDURES AND BASIS OF SELECTION**

**4.1 Evaluation Procedures**

- (a) Bids will be assessed in accordance with the entire requirement of the bid solicitation including the technical and financial evaluation criteria.
- (b) An evaluation team composed of representatives of Canada will evaluate the bids.
- (c) The evaluation team will determine first if there are two or more bids with a valid PSIB certification. In that event, the evaluation process will be limited to the bids with the certification; otherwise, all bids will be evaluated. If some of the bids with a valid certification are declared non-responsive, or are withdrawn, and less than two responsive bids with a valid certification remain, then all bids received will be evaluated.

**4.1.1 Technical Evaluation**

	Mandatory Technical Criteria	Compliant	
		Yes	No
1.	A letter confirming the Bidder has a minimum of two (2) years of experience in the last five (5) years in Janitorial Services on contracts of similar size and scope to the requirement identified in the solicitation. <i>(Similar in size and scope is defined as: A space that is a minimum of 50% of the size (m2) and A space of similar use or type (e.g. Guard room and cells, meeting rooms, office space etc.</i>		
2.	Two Written references from clients that clearly state the bidder has experience and a good reputation for providing janitorial services of a similar scope. (For each reference the bidder must provide the name of the client and contact information.) <i>(References may be verified)</i>		
	A Certificate for each employee who has completed the Blood borne Pathogen Training.		
3.	A Transition Plan that outlines the transitioning time line from the current service provider to the new contractor which includes an orientation of staff and coordination with the existing provider for the removal of their cleaning products and equipment etc.		
4.	The completed Green Products Matrix. (Attachment 2 to Part 4, Section 3)		
5.	The completed Power Equipment List. (Attachment 3 to Part 4, Section 4)		



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## Environmental Green Products

### 1. BACKGROUND

For purposes of this RFP, the minimum standards established for the performance of these products must be in accordance with The Environmental Choice M Program (ECP), Environment Canada's Eco Logo program, or the Green Seal as used in the United States of America, or other internationally recognized certification.

Green Seal Standard for Industrial and Institutional Cleaners (GS-37), [www.greenseal.org/standards/gs37.pdf](http://www.greenseal.org/standards/gs37.pdf), and the Green Seal Standard for Industrial and Institutional Floor-Care Products (GS40), [www.greenseal.org/standards/gs40.pdf](http://www.greenseal.org/standards/gs40.pdf), A list of certified cleaners meeting these standards is available at [www.greenseal.org/certproducts.htm#cleaners](http://www.greenseal.org/certproducts.htm#cleaners)

Canada's Environmental Choice Program certifies products based on strict environmental standards, as per the PRC-097 standard (see below). A list of janitorial cleaners qualified under these standards can be found at the following website: <http://www.environmentalchoice.com>:

Under PRC-097, certified cleaners must:

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

### 2. BIDDER SUPPLIED - CLEANING PRODUCTS MATRIX INSTRUCTIONS

**A minimum of 80% of the total products identified** by the Bidder must be in accordance with the specifications of the Product Standards Certification, described in the above section. Bidders must complete the matrix and list all the chemicals and cleaning products that will be used in the performance of the contract.



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

- General Purpose Cleaners
- Bathroom Cleaners
- Glass Cleaners
- Cleaners/Degreasers
- Carpet Shampoos
- Floor Cleaners
- Floor Care: Finishes and Strippers

**3. CLEANING PRODUCTS MATRIX**

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

CLEANING PRODUCTS MATRIX EXAMPLE							
	ITEM Description Including Manufactures Name	MSDS Incl.		Enviro Choice CAN		Green Seal (Optional) USA	
Column A	Column B.	Column C	Column D	Column E	Column F	Column G	Column H
#	<i>EXAMPLE</i>	YES	NO	YES	NO	YES	NO
1	DUSTBANE, ORBIT part # 69280 PURPOSE: Floor finish						
2	BIOBAG, 33 GALLON Bio-degradable trash bag. Part# 187626, 32 x43 NOTE: GARBAGE BAGS must meet Bio-Degradable standards (ASTM - American Society for Testing and Materials) or Canadian Equivalent.	Yes		Yes			

CLEANING PRODUCTS MATRIX							
	Item Description Including Manufactures Name	MSDS Incl.		Enviro Choice CAN		Green Seal (Optional) USA	
Column A	Column B	Column C	Column D	Column E	Column F	Column G	Column H
1.							
2.							
3.							
4.							
5.							
6.							
7.							



8.							
9.							
10.							

***If more lines/information is being provided please attach a separate sheet in the same format.***

<b>CALCULATIONS</b>
Step 1 From Column <b>C or E or G</b> add the Total number of environmentally approved products supplied by the contractor: =
Step 2 From Column B, add the Total number of all cleaning products supplied by the contractor =
Step 3 % of Environmentally approved products Step 1 ÷ Step 2 = ____% *
<b>* MUST BE EQUAL TO OR GREATER THAN 80% OVERALL OR YOUR BID WILL BE DEEMED NON-RESPONSIVE AND NO FURTHER EVALUATION WILL OCCUR</b>

**4 – Power Equipment List**

	Description	Age (years)	Quantity	Manufacturer	Model
1.					
2.					
3.					
4.					
5.					
6.					
7.					
8.					
9.					
10.					
11.					
12.					

***If more lines/information is being provided please attach a separate sheet in the same format.***



**POINT RATED TECHNICAL CRITERIA**

Point Rated Technical Criteria		Maximum Points	
		Max	obtained
<b>Organization</b>			
R.01	The Bidder has provided a company organization chart for this specific requirement that meets the scope of the Statement of Work and identifies the Roles and responsibilities of the Manager and the Onsite working Supervisor.	25	
R.02	The Bidder has provided the number of Individual positions, the titles of each position and has identified the roles and responsibilities of the individual positions.	25	
<b>Education/Training/Certifications: Manager and On Site Supervisor</b>			
R.03	<p>The Bidder has provided resumes for each individual Manager and On Site Supervisors which includes all related education, training and certification and specifically for;</p> <ul style="list-style-type: none"> <li>a) Janitorial Services from a recognized institution ;</li> <li>b) WHIMS;</li> <li>c) Health and Safety;</li> <li>d) Quality Assurance;</li> <li>e) and /or other related education, training and certification and experience related to janitorial services</li> </ul> <p><i>(0 to 02 points per each to a maximum of 10 points )</i>  <b>NOTE:</b> Points will be awarded for Bidder's in house training programs which address the above education and training. Bidders must be able to provide copies of their in house course programs, outlines or list of training materials (i.e. books, videos) as supporting documentation.</p>	10 10 10 10 10	
R.04	<p>The Bidder has indicated the number of years of:</p> <ul style="list-style-type: none"> <li>a) Over all janitorial experience. (5 point per year to a maximum of 20 points.)</li> <li>b) On Site janitorial supervisory experience. (5 points per year to a maximum of 20 points.)</li> </ul>	20 20	
<b>Experience/Education /Training/Certifications : Janitorial Staff</b>			
R.05	<p>The Bidder has identified the minimum requirements that on-site janitorial staff must meet prior to working on this contract including all related education, training certifications and years of experience specifically for;</p> <ul style="list-style-type: none"> <li>a) Janitorial Services from a recognized institution;</li> <li>b) WHIMIS;</li> <li>c) Health and Safety;</li> <li>d) First Aid;</li> <li>e) Quality Assurance;</li> <li>f) and/or other related education, training, certification and experience related to janitorial services.</li> </ul> <p><i>(0 to 2 points per each to a maximum of 10 points )</i>  <b>NOTE:</b> Points will be awarded for Bidder's in house training programs which address the above education and training. Bidders must be able to provide copies of their in house course programs, outlines or list of training materials (i.e. books, videos) as supporting documentation.</p>	10 10 10 10 10 10	
Maximum points Available		<b>200</b>	
Overall Points required to pass		<b>120</b>	
*Must be equal to or greater than 60 % overall or your bid will be deemed Non-Responsive and no further evaluation will occur.			

**4.1.2 Financial Evaluation**

The financial evaluation criteria are included in Annex B – Basis of Payment.



#### 4.2 Basis of Selection

1. To be declared responsive, a bid must:
  - a. comply with all the requirements of the bid solicitation; and
  - b. meet all mandatory technical evaluation criteria; and
  - c. obtain the required minimum of 120 points overall for the technical evaluation criteria which are subject to point rating. The rating is performed on a scale of 200 points.
2. Bids not meeting (a) or (b) or (c) will be declared non-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 Precedent to Contract Award and Additional Information

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

##### 5.1.1 Integrity Provisions

In accordance with the section titled Information to be provided when bidding, contracting, or entering into a real property agreement subject to 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:

- Declaration of Convicted Offences - Integrity Declaration Form (as applicable)
- Required Documentation (List of names for integrity verification form)

Please see the [Forms for the Integrity Regime](http://www.tpsgc-pwgsc.gc.ca/ci-if/formulaires-forms-eng.html) website for further details (<http://www.tpsgc-pwgsc.gc.ca/ci-if/formulaires-forms-eng.html>).

##### 5.1.2 Additional Certifications Precedent to Contract Award



### 5.1.2.1 Independent Bid Determination

The attached Certificate of Independent Bid Determination (attached Attachment 1) has been developed by the federal Competition Bureau for use by the Contacting Authority when calling for bids, tenders or quotations. The intention of this documentation is to deter bid-rigging by requiring Bidders to disclose, to the Contracting Authority, all material facts about any communications and arrangements which the Bidder has entered into with competitors regarding the call for tenders.

### 5.1.2.2 Former Public Servant

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

#### *Definitions*

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

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

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

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





### *Former Public Servant in Receipt of a Pension*

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

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

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

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

### *Work Force Adjustment Directive*

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

If so, the Bidder must provide the following information:

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

### **5.1.2.3 Status and Availability of Resources**

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

If the Bidder has proposed any individual who is not an employee of the Bidder, the Bidder certifies that it has the permission from that individual to propose his/her services in relation to the Work to be performed and to submit his/her résumé to Canada. The Bidder must, upon request from the Contracting Authority, provide a written confirmation, signed



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by the individual, of the permission given to the Bidder and of his/her availability. Failure to comply with the request may result in the bid being declared non-responsive.

#### **5.1.2.4 Education and Experience**

*SACC Manual* clause [A3010T](#) (2010-08-16) Education and Experience

## **5.2 Certifications Required with the Bid**

### **5.2.1 Conditional Set-aside for Indigenous Business**

This procurement is conditionally set aside under the federal government Procurement Strategy for Indigenous Business (PSIB). If the certification (refer to Attachment 2 to Part 5) is not provided by the Bidder, the bid will be evaluated as being from a non-Indigenous business. For more information on Indigenous business requirements of the Set-aside Program for Indigenous Business, see [Annex 9.4](#), Supply Manual.



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**Attachment 1 to PART 5**  
**CERTIFICATE OF INDEPENDENT BID DETERMINATION**

I, the undersigned, in submitting the accompanying bid or tender (hereinafter "bid") to:

\_\_\_\_\_

(Corporate Name of Recipient of this Submission)

for: \_\_\_\_\_

(Name and Number of Bid and Project)

in response to the call or request (hereinafter "call") for bids made by:

\_\_\_\_\_

(Name of Tendering Authority)

do hereby make the following statements that I certify to be true and complete in every respect:

I certify, on behalf of: \_\_\_\_\_ that:  
(Corporate Name of Bidder or Tenderer [hereinafter "Bidder"])

1. I have read and I understand the contents of this Certificate;
2. I understand that the accompanying bid will be disqualified if this Certificate is found not to be true and complete in every respect;
3. I am authorized by the Bidder to sign this Certificate, and to submit the accompanying bid, on behalf of the Bidder;
4. each person whose signature appears on the accompanying bid has been authorized by the Bidder to determine the terms of, and to sign, the bid, on behalf of the Bidder;
5. for the purposes of this Certificate and the accompanying bid, I understand that the word "competitor" must include any individual or organization, other than the Bidder, whether or not affiliated with the Bidder, who:
  - a. has been requested to submit a bid in response to this call for bids;
  - b. could potentially submit a bid in response to this call for bids, based on their qualifications, abilities or experience;
6. the Bidder discloses that (check one of the following, as applicable):
  - a. the Bidder has arrived at the accompanying bid independently from, and without consultation, communication, agreement or arrangement with, any competitor;
  - b. the Bidder has entered into consultations, communications, agreements or arrangements with one or more competitors regarding this call for bids, and the Bidder discloses, in the attached



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document(s), complete details thereof, including the names of the competitors and the nature of, and reasons for, such consultations, communications, agreements or arrangements;

7. in particular, without limiting the generality of paragraphs (6)(a) or (6)(b) above, there has been no consultation, communication, agreement or arrangement with any competitor regarding:
- a. prices;
  - b. methods, factors or formulas used to calculate prices;
  - c. the intention or decision to submit, or not to submit, a bid; or
  - d. the submission of a bid which does not meet the specifications of the call for bids;

except as specifically disclosed pursuant to paragraph (6)(b) above;

8. in addition, there has been no consultation, communication, agreement or arrangement with any competitor regarding the quality, quantity, specifications or delivery particulars of the products or services to which this call for bids relates, except as specifically authorized by the Tendering Authority or as specifically disclosed pursuant to paragraph (6)(b) above;
9. the terms of the accompanying bid have not been, and will not be, knowingly disclosed by the Bidder, directly or indirectly, to any competitor, prior to the date and time of the official bid opening, or of the awarding of the contract, whichever comes first, unless otherwise required by law or as specifically disclosed pursuant to paragraph (6)(b) above.

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(Printed Name and Signature of Authorized Agent of Bidder)

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(Position Title)

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(Date)



**ATTACHMENT 2 TO PART 5 – SET-ASIDE PROGRAM FOR INDIGENOUS BUSINESS – CERTIFICATION**

**1. Set-aside for Indigenous Business**

**1.1** This procurement is set aside under the federal government Procurement Strategy for Indigenous Business. For more information on Indigenous business requirements of the Set aside Program for Indigenous Business, see Annex 9.4, Supply Manual.

**1.2** The Bidder:

- i. certifies that it meets, and will continue to meet throughout the duration of any resulting contract, the requirements described in the above-mentioned annex;
- ii. agrees that any subcontractor it engages under any resulting contract must satisfy the requirements described in the above-mentioned annex; and
- iii. agrees to provide to Canada, immediately upon request, evidence supporting any subcontractor's compliance with the requirements described in the above-mentioned annex.

**1.3** The Bidder must check the applicable box below:

- i.  The Bidder is an Indigenous business that is a sole proprietorship, band, limited company, co-operative, partnership or not-for-profit organization.

**OR**

- ii.  The Bidder is either a joint venture consisting of two or more Indigenous businesses or venture between an Indigenous business and a non-Indigenous business.

**1.4** The Bidder must check the applicable box below:

- i.  The Indigenous business has fewer than six full-time employees.

**OR**

- ii.  The Indigenous business has six or more full-time employees.

**2. Owner/ Employee Certification – Set-aside for Indigenous Business**

If requested by the Contracting Authority, the Contractor must provide the following certification for each owner and employee who is Indigenous:

I am \_\_\_\_\_ (*insert "an owner" and/or "a full-time employee"*) of \_\_\_\_\_ (*insert name of business*), and an Indigenous person, as defined in Annex 9.4 of the *Supply Manual* entitled "Requirements for the Set-aside Program for Indigenous Business".

I certify that the above statement is true and consent to its verification upon request by Canada.

\_\_\_\_\_  
**Name of owner and/or employee**

\_\_\_\_\_  
**Signature**

\_\_\_\_\_  
**Date**



## 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) apply and form part of the Contract.

- a) All persons working on site must hold a valid "Reliability Status" Security Classification issued by the RCMP Departmental Security;
- b) All janitorial services staff must be escorted in any secure or high secure zone (records, cells, exhibits, IT rooms etc.);
- c) All janitorial services must be performed during core hours;
- d) If keys are necessary to access buildings, the janitorial staff must sign out all keys. All keys must be signed in at the end of each shift.

### 6.2 Statement of Work

The Contractor must perform the Work in accordance with the Statement of Work – 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) (https://buyandsell.gc.ca/policy-and-guidelines/standard-acquisition-clauses-and-conditions-manual) issued by Public Works and Government Services Canada.

Revision to Departmental Name: As this contract is issued by Royal Canadian Mounted Police (RCMP), any reference to Public Works and Government Services Canada or PWGSC or its Minister contained in any term, condition or clause of this contract, including any individual SACC clauses incorporated by reference, will be interpreted as reference to RCMP or its Minister.

#### 6.3.1 General Conditions

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

#### 6.3.2 Supplemental General Conditions

4013 (2022-06-30) Compliance with on-site measures, standing orders, policies, and rules, apply to and form part of the Contract.

### 6.4 Term of Contract



**6.4.1 Period of the Contract**

The Work is to be performed during a two-year period starting \_\_\_\_\_ (*fill in start date of the work*) to \_\_\_\_\_ (*fill in end date of the work*).

**6.4.2 Option to Extend the Contract**

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

Canada may exercise this option at any time by sending a written notice to the Contractor 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.

**6.4.3 Comprehensive Land Claims Agreement(s)**

This procurement is subject to the following Comprehensive Land Claims Agreement(s):  
Umbrella Final Agreement which encompasses all 11 CLCAs in the Yukon:

- [Carcross/Tagish First Nation](#)
- [Champagne and Aishihik First Nations](#)
- [Kluane First Nation](#)
- [Kwanlin Dun First Nation](#)
- [Little Salmon/Carmacks First Nation](#)
- [First Nation of Nacho Nyak Dun](#)
- [Selkirk First Nation](#)
- [Ta'an Kwach'an First Nation](#)
- [Teslin Tlingit Council](#)
- [Tr'ondëk Hwëch'in](#)
- [Vuntut Gwitchin First Nation](#)

**6.5 Authorities**

**6.5.1 Contracting Authority** (*to be inserted at contract award*)

The Contracting Authority for the Contract is:

Name: \_\_\_\_\_  
 Title: \_\_\_\_\_  
 Royal Canadian Mounted Police  
 Directorate: \_\_\_\_\_  
 Address: \_\_\_\_\_

Telephone: \_\_\_\_\_  
 Facsimile: \_\_\_\_\_  
 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** (to be inserted at contract award)

The Project Authority for the Contract is:

Name: \_\_\_\_\_  
Title: \_\_\_\_\_  
Organization: \_\_\_\_\_  
Address: \_\_\_\_\_

Telephone: \_\_\_\_\_  
Facsimile: \_\_\_\_\_  
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** (to be inserted at contract award)

Name: \_\_\_\_\_  
Title: \_\_\_\_\_  
Organization: \_\_\_\_\_  
Address: \_\_\_\_\_

Telephone: \_\_\_\_\_  
Facsimile: \_\_\_\_\_  
E-mail address: \_\_\_\_\_

**6.6 Proactive Disclosure of Contracts with Former Public Servants**

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

**6.7 Payment**

**6.7.1 Basis of Payment – Firm Rates**

For the Work described in Annex A, excluding, "Additional Janitorial Services – as and when needed" of the Statement of Work in Annex A.





The Contractor will be reimbursed for the costs reasonably and properly incurred in the performance of the Work as determined in accordance with the Basis of Payment in Annex B, to a limitation of expenditure of \_\_\_\_\_ *(to be inserted at contract award)*. Customs duties are included and Applicable Taxes are extra

#### **6.7.1.1 Basis of Payment – Additional Janitorial Services (Hourly Rates [As and When Needed])**

The Contractor will be reimbursed for the costs reasonably and properly incurred in the performance of the Work specified in Additional Janitorial Services, as determined in accordance with the Basis of Payment in Annex B, to the limitation of expenditure specified in the Additional Janitorial Services.

Canada's liability to the Contractor under the Additional Janitorial Services must not exceed the limitation of expenditure specified in the Additional Janitorial Services. Customs duties are included and Applicable Taxes are extra.

No increase in the liability of Canada or in the price of the Work specified in the Additional Janitorial Services resulting from any design changes, modifications or interpretations of the Work will be authorized or paid to the Contractor unless these design changes, modifications or interpretations have been authorized, in writing, by the Contracting Authority before their incorporation into the Work.

#### **6.7.2 Limitation of Price – Regular Cleaning**

Canada's total liability to the Contractor under the Contract must not exceed \$ \_\_\_\_\_, Customs Duties are included and Applicable Taxes are extra. *(to be determined at contract award)*

No increase in the total liability of Canada or in the price of the Work resulting from any design changes, modifications or interpretations of the Work, will be authorized or paid to the Contractor unless these design changes, modifications or interpretations have been approved, in writing, by the Contracting Authority before their incorporation into the Work. The Contractor must not perform any work or provide any service that would result in Canada's total liability being exceeded before obtaining the written approval of the Contracting Authority. The Contractor must notify the Contracting Authority in writing as to the adequacy of this sum:

- a. when it is 75 percent committed, or
- b. four (4) months before the contract expiry date, or
- c. as soon as the Contractor considers that the contract funds provided are inadequate for the completion of the Work, whichever comes first.

If the notification is for inadequate contract funds, the Contractor must provide to the Contracting Authority a written estimate for the additional funds required. Provision of such information by the Contractor does not increase Canada's liability

#### **6.7.2.1 Limitation of Expenditure – Cumulative Total of all Additional Janitorial Services**

1. Canada's total liability to the Contractor under the Contract for all authorized Additional Janitorial Services, inclusive of any revisions, must not exceed the sum of \$ \_\_\_\_\_. Customs duties are included and Applicable Taxes are extra. *(To be determined at contract award)*
2. No increase in the total liability of Canada will be authorized or paid to the Contractor unless an increase has been approved, in writing, by the Contracting Authority.



3. The Contractor must notify the Contracting Authority in writing as to the adequacy of this sum:
  - a. when it is 75 percent committed, or
  - b. four (4) months before the contract expiry date, or
  - c. as soon as the Contractor considers that the sum is inadequate for the completion of the Work required in all authorized TAs, inclusive of any revisions, whichever comes first.

If the notification is for inadequate contract funds, the Contractor must provide to the Contracting Authority, a written estimate for the additional funds required. Provision of such information by the Contractor does not increase Canada's liability.

### **6.7.3 Method of Payment - Monthly Payments**

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

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

### **6.8 Invoicing Instructions**

The Contractor must submit invoices in accordance with the section entitled "Invoice Submission" of the general conditions. Invoices cannot be submitted until all work identified in the invoice is completed.

1. Each invoice must be supported by:
  - a) a copy of the Janitorial Staff Sign in Sheets, (reference document) to support the time claimed for Additional Janitorial Services.
  - b) Additional Janitorial Services must be invoiced on a separate invoice and not included on the regular cleaning services monthly invoice.
  - c) A breakdown of Regular Janitorial Services provided in that month as per Annex B, Basis of Payment.
2. Invoices must be distributed as follows:
  - a) The original and one (1) copy must be forwarded to the following address for certification and payment.

M Division Royal Canadian Mounted Police  
4100 4<sup>th</sup> Avenue.  
Whitehorse, Yukon, Y1A 1H5  
Att: M Div. Property Management

OR email: MDIV\_Property\_Management@rcmp-grc.gc.ca



- b) One (1) copy must be forwarded to the Contracting Authority identified under the section entitled "Authorities" of the Contract.

## 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.

### 6.9.2 Indigenous Business Certification

1. The Contractor warrants that its certification of compliance is accurate and complete and in accordance with the "Requirements for the Set-aside Program for Indigenous Business" detailed in Annex 9.4 of the *Supply Manual*.
2. The Contractor must keep proper records and documentation relating to the accuracy of the certification provided to Canada. The Contractor must obtain the written consent of the Contracting Authority before disposing of any such records or documentation before the expiration of six years after final payment under the Contract, or until settlement of all outstanding claims and disputes, under the Contract, whichever is later. All such records and documentation must at all times during the retention period be open to audit by the representatives of Canada, who may make copies and take extracts. The Contractor must provide all reasonably required facilities for any audits.
3. Nothing in this clause must be interpreted as limiting the rights and remedies which Canada may otherwise have pursuant to 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 Yukon Territory.

## 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 supplemental general conditions 4013 (2022-06-20)
- c. the general conditions 2010C (2022-01-28)
- d. Annex A, Statement of Work;
- e. Annex B, Basis of Payment;
- f. Annex C, Security Requirements Check List;
- g. 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))



## 6.12. Procurement Ombudsman

### 6.12.1 Dispute Resolution

The Parties agree to make every reasonable effort, in good faith, to settle amicably all disputes or claims relating to the Contract, through negotiations between the Parties' representatives authorized to settle. If the Parties do not reach a settlement within 25 working days after the dispute was initially raised to the other party in writing, either Party may contact the Office of the Procurement Ombudsman (OPO) to request dispute resolution/mediation services. OPO may be contacted by e-mail at [boa.opo@boa-opo.gc.ca](mailto:boa.opo@boa-opo.gc.ca), by telephone at 1-866-734-5169, or by web at [www.opo-boa.gc.ca](http://www.opo-boa.gc.ca). For more information on OPO's services, please see the [Procurement Ombudsman Regulations](#) or visit the [OPO website](#).

### 6.12.2 Contract Administration

The parties understand that the Procurement Ombudsman appointed pursuant to Subsection 22.1(1) of the *Department of Public Works and Government Services Act* will review a complaint filed by the complainant respecting administration of this contract if the requirements of Subsection 22.2(1) of the *Department of Public Works and Government Services Act* and Sections 15 and 16 of the *Procurement Ombudsman Regulations* have been met.

To file a complaint, the Office of the Procurement Ombudsman may be contacted by e-mail at [boa.opo@boa-opo.gc.ca](mailto:boa.opo@boa-opo.gc.ca), by telephone at 1-866-734-5169, or by web at [www.opo-boa.gc.ca](http://www.opo-boa.gc.ca).

## 6.13 Insurance Requirements

SACC Manual clause [G1005C](#) (2016-01-28) Insurance – No Specific Requirements



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## ANNEX A - STATEMENT OF WORK

### 1. TITLE

Janitorial Services – RCMP M Division, Whitehorse

### 2. ACRONYMS AND ABBREVIATIONS

RCMP: Royal Canadian Mounted Police

HQ: Headquarters

BLDG: Building

SOW: Statement of Work

MSDS: Material Safety Data Sheet

HEPA: High Efficiency Particulate Air

CSA: Canadian Standard Association

ERC/OCC: Emergency Response Centre/Operational Command Centre

WHMIS: Workplace Hazardous Material Information System.

### 3. DESCRIPTION OF REQUIREMENT

The RCMP has a requirement for janitorial and snow clearing services for the M Division Headquarters which includes various buildings (described below). The contractor must provide all labour, materials, tools, equipment, transportation and supplies including daily site supervision necessary to provide janitorial and snow clearing services, during the period of the contract.

### 4. SITE LOCATIONS

#### 4.1 Assigned Space:

#### **NOTE: THERE ARE NO ELEVATORS IN ANY OF THE WHITEHORSE BUILDINGS**

The RCMP M Division Headquarters Complex consists of the following buildings, which include sidewalks, driveways, entrances and stairwells:

1. Headquarters Building including Guard Room and Cell Block-BU7;
2. Multipurpose/Gym Building-BU118;
3. Federal Office-BU3;
4. Office Duplex-BU5;
5. Stores Building (Snow clearing only)-BU8

The following sites are included in the requirement but are not located within the Whitehorse Headquarters Complex:

6. Emergency Response Centre/911-BU136
7. Hangar /Office Space-BU82.



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The Project Authority will provide the Contractor with such space as considered necessary for the performance of the Contractor's duties.

#### 4.2 **Change of Occupancy**

From time to time vacant areas of the building may be occupied or occupied areas may become vacant, the Project Authority or designated representative will notify the Contractor ten (10) days in advance of any major changes.

Adjustments of monthly payments will be made in accordance to areas occupied and based on the terms of the Contract.

### **5. SCHEDULE OF OPERATIONS**

The work must be performed from Monday to Saturday inclusive between the hours of 0700 to 1700 Local Time. No Janitorial Services are required for Federal Statutory/Territorial Holidays. Additional work or emergency call-out work may be requested at any time by the Project Authority or designate. All call out or emergency work must be entered into the headquarters log book. Statutory holidays are defined as:

- New Year's Day
- Good Friday
- Easter Monday
- Victoria Day
- National Indigenous Peoples Day
- Canada Day
- Discovery Day
- Labour Day
- National Day of Truth and Reconciliation
- Thanksgiving
- Remembrance Day
- Christmas Day
- Boxing Day



5.1 **Regular Janitorial Services**

- a) The Contractor must provide the janitorial and snow removal services described herein. Deviations from routine cleaning operations are subject to approval of RCMP's Project Authority or designate;
- b) All regular janitorial services performed during the core hours of (7AM to 17:00PM) Monday to Saturday must not interfere with RCMP staff operations.

5.2 **Schedules of Cleaning Operations**

Description/Location of Space/Area	Instructions	
<b>A. Main Headquarters Building</b> Square Meters: 3072.30 Address: 4100 4th Avenue City: Whitehorse, YT. Postal Code: Y1A 1H5	-Access between 07:00 AM to 17:00 PM -No Janitorial Services are required for the Mechanical Rooms.	
	<b>No of Days</b>	<b>Days per Week</b>
<b>Basement:</b> Meeting Room, 4 Back up Workstations, two (2) Washrooms	3 days	Mon, Wed, Fri
<b>Basement Janitorial Double Storage Utility Closet:</b> used for storing supplies	1 day	As required
<b>Main Floor:</b> Main front public entrance, Office Space, Special Purpose Space, Radio Telecom Work Shop, Informatices Workshop, Installation Bay, Three (3) Stair Wells, Three (3) Washrooms, Small Kitchen Area, hallway and water fountain	5 days	Mon, Tues, Wed, Thurs, Fri.
<b>Main Floor - Whitehorse Detachment:</b> Bullpen, front counter, general office space, rear hallway, rear entrance stairwells, three (3) washrooms	6 days	Mon, Tues, Wed, Thurs, Fri, Sat
<b>Rear Entry Level Janitorial Storage Room :</b>	1 day	As required
<b>Main Floor Janitorial Storage Room:</b>	1 day	As required
<b>Second Floor:</b> Office Space, One (1) Conference Room, two (2) washrooms, Mail Room, two (2) hallways and water fountain	5 days	Mon, Tues, Wed, Thurs, Fri.
<b>Second Floor Janitorial Storage Room :</b>	1 day	As required
Description/Location of Space/Area	Instructions	
<b>B. Cells and Interview area and Exhibits:</b> Square Meters: Included in the HQ Building HQ Building Address: 4100 4th Avenue City: Whitehorse, YT. Postal Code: Y1A 1H5	<b>NOTE: See Section 8 for additional Schedule and Cleaning Instruction for Cells and Hallway.</b>	
	<b>No of Days</b>	<b>Days per Week</b>
<b>Booking Station including staff washroom:</b>	2 days	Mon & Thurs
<b>Interview Areas (2 rooms) including 1 washroom and hallway :</b>	2 days	Mon & Thurs
<b>4 Cells including toilets in each cell :</b>	2 days	As required
<b>Secure Garage bay:</b>	2 days	As required



<b>Janitorial Storage Room:</b>	1 day	As required
<b>NOTE: See Section 8 for additional Schedule and Cleaning Instruction for Cells and Hallway.</b>		
<b>Description of Space/Area</b>		
<b>C. Multipurpose/Gym Building</b> Address: 4100 4 <sup>th</sup> Avenue City: Whitehorse, YT Postal Code: Y1A 1H5	Square Meters: 731.00	-Access between 07:00 AM to 17:00 PM
	<b>No of days</b>	<b>Days per Week</b>
<b>Basement:</b> No	N/A	N/A
<b>Main Floor:</b> Gym, Change Room Two (2) Washrooms, 4 Showers and water fountain	6 days	Mon, Tues, Wed, Thurs, Fri, Sat
<b>Second Floor:</b> No	N/A	N/A
<b>Janitorial Storage Room :</b>	1 day	As required
<b>Description of Space/Area</b>		
<b>D. Federal Investigation Building</b> Address: 4100 4th Avenue City: Whitehorse, YT., Postal Code: Y1A 1H5	Square Meters: 151.00	-Access between 08:30 AM to 13:00 PM
	<b>No of days</b>	<b>Days per Week</b>
<b>Basement:</b> Two (2) Washrooms, Two (2) Showers, common space, hallways	2 days	Tues and Thurs
<b>Basement: Janitorial Storage Area</b>	1 day	Thurs
<b>Main Floor:</b> One (1) single Washroom, Office Space, One (1) Boardroom, Small Kitchen Area.	2 days	Tues and Thurs
<b>Second Floor:</b> Office Space	2 days	Tues and Thurs
<b>Description of Space/Area</b>		
<b>E. Office Building -South</b> (Operational SRU) Square Meters: 135.50 Address: 4100 4th Avenue, Unit South City: Whitehorse, YT., Postal Code: Y1A 1H5		- Access between 8:30 AM to 16:00 PM
	<b>No of days</b>	<b>Days per Week</b>
<b>Second Floor:</b> Janitorial Storage Area	1 day	Thurs
<b>Main Floor:</b> Office Space and Kitchen Area	2 days	Tues and Thurs
<b>Second Floor:</b> Office Space, One (1) Washrooms	2 days	Tues and Thurs
<b>Basement Floor: Common space</b>		As Required
<b>Description of Space/Area</b>		
<b>F. Office Building Side North (Administrative unit)</b> Square Meters: 135.50 Address: 4100 4th Avenue, Unit North City: Whitehorse, YT., Postal Code: Y1A 1H5		- Access between 7:30 AM to 16:30 PM
	<b>No of days</b>	<b>Days per Week</b>
<b>Second Floor:</b> Janitorial Storage Area	1 day	Thurs
<b>Main Floor:</b> Office Space and Kitchenette Area	2 days	Tues and Thurs
<b>Second Floor:</b> Office Space, One (1) Washrooms	2 days	Tues and Thurs





<b>Basement Floor: Common space</b>		As Required
<b>Description of Space/Area</b>	<b>Instructions</b>	
<b>G. Emergency Response Centre/Operational Command Centre</b> Mile 917.088 Alaska Highway Square Meters: 159.00 City: Whitehorse, YT. Postal Code: Y1A 5X7	- Access between 08:30 AM and 16:00 PM <b>NOTE: See Section 7.2 for additional Schedule and Cleaning Instruction for the ERC/OCC</b>	
	<b>No of days</b>	<b>Days per Week</b>
<b>Basement: N/A</b>	N/A	N/A
<b>Main Floor: Office Space, kitchenette and break room</b>	2	Tues and Fri
<b>Second Floor: N/A</b>	N/A	N/A
<b>Janitorial Storage Room:</b>	1 day	Fri
<b>Description of Space/Area</b>	<b>Instructions</b>	
<b>H. RCMP Whitehorse, Hangar</b> Square Meters: 888.00 125 Condor Road City: Whitehorse, YT., Postal Code: Y1A 6E6	- No janitorial services are to be performed when aircraft is in the Hangar. - Access between 08:30 AM and 16:00 PM <b>NOTE: See Section 7.3 for additional Schedule and Cleaning Instruction for the RCMP Hangar</b>	
<b>Basement: N/A</b>	<b>No of days</b>	<b>Days per Week</b>
<b>Main Floor: Hangar Office Space, kitchenette, two (2 Washrooms) one (1) shower</b>	1	Wednesday
<b>Second Floor: N/A</b>	N/A	N/A
<b>Hangar Area: Power floor scrubber</b>	1	Month- Wednesday
<b>Janitorial Storage Room:</b>	1 day	Wednesday
<b>Additional Janitorial Services –As and When Requirements</b>		
<b>J. As and When - Upon Request *</b> All Buildings	24 hrs. / 07 days per week	Response in one (1) hour
<b>K. Meetings/Enquiries*</b> All Buildings	5 days	Response in one (1) business day
<b>L. Additional Janitorial Services including disinfecting use of a liquid disinfectant solution as a vapor, also known as "fogging"</b>		As and when required
<b>SNOW CLEARING</b>		
<b>Description of Space/Area:</b> Snow Clearing including the following sites: i. Main Headquarters Building; ii. Guard Room and Cell Block; iii. Multipurpose/Gym Building;	<b>Snow clearance must commence when an accumulation of 2 inches or more is present for the listed sites i,ii,iii,iv,v,vi. Snow clearance is part of the regular janitorial</b>	



iv. Federal Office Building; v. Office Duplex Building; vi. Stores Building	<b>services.</b> <b>NOTE: See Section 6.4 Snow Clearing instructions</b> <b>*Snow clearance required over and above regular janitorial services times will be considered Additional Janitorial Services.</b>
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5.3 **Additional Janitorial Services Response Time**

- a) It is a requirement of this contract that a Contractor be personally available to attend meetings requested by the Project Authority or designated representative within 24 hours' notice;
- b) The Contractor will provide Emergency response for on-site service within one hour of receiving a call, 24 hours a day, 7 days a week.

5.4 **Communication**

- a) The Contractor must provide a telephone number with voice and text messaging capability that will be answered from 0600 to 2200 hours (core hours) Monday to Friday. The Contractor must respond to a voice or text message request within one (1) hour of receipt during these times. An emergency response for requests outside of the core hours

5.5 **Scheduled Operations**

- a) Within two weeks of award of contract, the Contractor must submit to the Project Authority or designated representative a Schedule of Operation for approval. The Schedule must clearly indicate all special and periodic cleaning operations, i.e. those with a frequency of one month or more (i.e. monthly, quarterly semiannually, annually);
- b) Scheduled work is to be arranged with the Project Authority or designated representative one month prior to scheduled work. Prior to starting work, the Contractor will, on request, submit in writing, his/her plan of operation to conform to the routine cleaning, scheduled operations, and special cleaning conditions;
- c) Upon approval of the scheduled work, subject to changes requested by the Project Authority or designated representative to meet the RCMP's operational requirements, the Contractor must abide by this schedule, using it as a check list and entering the date when each periodic operation has been completed. A copy of the updated schedule must be submitted to the Project Authority or designated representative at the end of each month.

6. **CLEANING INSTRUCTION AND FREQUENCY**

6.1 **General**

- a) The **Definition of Terms and Cleaning Specification/Standards of Acceptance** for Janitorial Services are outlined in the attached Annex "C".



- b) All chairs, wastepaper baskets, etc., must not be placed on desks, tables, or work benches during cleaning operations. Care must be taken not to allow cleaning solutions to seep under furniture legs, file cabinets, or partitions.

6.2 **Weather**

Inclement weather conditions and other circumstances will at times necessitate additional cleaning of entryways and high traffic areas inside and/or outside of all buildings. The Contractor must comply without additional cost, when performance is required during normal working hours.

6.3 **Salt Stains**

- a) All salt stains must be removed from carpets and mats by first vacuuming the stained area, flooding the salt stained area with warm water and allow standing for 10 minutes. Vacuum up water with wet vacuum and repeat this operation until the salt stain has been removed.
- b) There must be no salt stain visible and no discoloration of the carpet or mat after the salt stain removal procedure has been completed. The floor area under the carpet or mat must be free of dust and dirt and present a clean appearance.

6.4 **Cleaning Instruction/Frequency**

This section is intended to provide the cleaning instructions and frequencies for regular cleaning and janitorial services.

<b>Emergency Fire Equipment:</b>				
	Daily	Weekly	Monthly	Semi/Annually
Dust all wall mounted equipment including Notice Boards		X		
Dust and clean Fire Hoses Cabinets, including the interior and exterior of glass;			X	
Clean and Polish all fire extinguishers;				Jan and June
<b>Disinfecting of high touched surfaces:</b>				
M Division Headquarters/Whitehorse Detachment/ Cells-BU7, Federal Office duplex-BU3 and Office Duplex-BU5				
	Daily	Weekly	Monthly	Semi/Annually
Manual wiping of all high touched surfaces with a disinfectant: railings, entrance and exit handles, light switches, taps, stall door handles	X			
Multipurpose bldg.-BU118 – GYM only				
	Daily	Weekly	Monthly	Semi/Annually
Manual wiping of all high touched surfaces with a disinfectant: railings, entrance and exit handles, light switches, taps, stall door handles; including all exercise handles, touch points on frames of equipment, seat pads, adjusting pins, handles, and edges	X			
<b>Waste Receptacles:</b>				
Plastic bags must be the correct size to fit in wastepaper baskets, garbage cans and waste receptacles; Plastic bags must be replaced if the bag is torn or dirty;				
	Daily	Weekly	Monthly	Semi/Annually
	X			



Empty all waste paper baskets, garbage cans and waste receptacles;				
Damp wipe the interior garbage cans, wastepaper baskets and waste receptacles;		X		
Damp wipe the exterior of wastepaper baskets;		X		
Wash and disinfect all garbage and wastepaper cans;				May and June
<b>Wastepaper:</b> All wastepaper and cardboard, unless marked otherwise, remain the property of the Crown and will not be disposed of as recyclable waste by the Contractor.				
<b>Recycle:</b> All cardboard in hallways or near waste Receptacles must be broken down and placed in the recycling bin outside the back entrance; The Contractor must notify the Project Authority or designated representative when the recycle bins are full and need to be emptied.				
The Contractor must take all compostable materials to the city dump for disposal on Friday..	Daily	Weekly	Monthly	Semi/Annually
		Friday		
<b>Garbage Removal Exclusions:</b> Construction material and debris (unless minor in quantity); Furniture and equipment crating (unless very small or cardboard); Obsolete furniture and equipment; Chemical and hazardous substances and their containers.				
<b>Drinking Water Fountains/Water Dispensers:</b> All porcelain, metal, or enamel surfaces must be clean and free of stains; The odor of disinfectant must NOT be objectionable.				
Wash and disinfect all drinking water fountains;	Daily	Weekly	Monthly	Semi/Annually
	X			
<b>Exterior Cigarette Urns:</b> Empty contents of cigarette urns into a separate metal container; Spot clean exterior surfaces as and when required				
Remove debris during mid-afternoons;	Daily	Weekly	Monthly	Semi/Annually
	X			
Remove debris from the interior of urn, damp wipe interior, clean and polish chrome parts;		X		
<b>Light Fixtures:</b>				
For Fluorescent Fixtures, remove shield, wash exposed pan, wash acrylic shield using antistatic procedure	Daily	Weekly	Monthly	Semi/Annually
			X	
For Incandescent Recessed fixtures, remove glass cover, wash cover, glass and replace			X	
Dust hanging Light fixtures and conduit 1.8 meters or more above floor level;		X		
<b>WINDOWS</b>				
<b>Glass Cleaning:</b> No abrasives are to be used when cleaning windows or glass to which a reflecting film has been attached. Window spot cleaning is required as and when needed.				
Wipe window frames and sills.	Daily	Weekly	Monthly	Annually
		X		
Clean Interior window glass thoroughly;			X	
Clean Exterior window glass thoroughly;				X



<b>Venetian Blinds:</b>				
	Daily	Weekly	Monthly	Semi/Annually
Dust all blinds;			X	
<b>FURNITURE</b>				
<b>Desk Top/Counters:</b>				
Papers and files left on furniture must <b>not be</b> disturbed or removed by cleaning staff.				
All wood surfaces must be cleaned by damp wiping, washing with a detergent and subsequent rinses allowed if necessary.				
All wood surfaces must be dry and free of streak marks.				
All defects on wood surfaces must be reported to the Project Authority;				
Soiled marks and stains must be removed from vinyl and leatherette upholstery using an approved cleaner.				
Spot clean upholstered furniture using an approved cleaner as and when required;				
Spot clean cabinets				
Do <b>NOT</b> clean paintings or Art Objects.				
	X			
Spot clean counter facings;	X			
Clean outside surfaces of lockers, storage and filing cabinets;		X		
Remove and clean on sides, all glass or plastic plates covering furniture and dust tops of furniture before replacing plates;		X		
Dust and remove stains from vertical surfaces;	X			
Dust empty stacks and shelves;		X		
Dust pictures and wall hangings		X		
Dust and remove stains from vertical surfaces;	X			
Clean and polish boardroom and executive furniture;		X		
Vacuum upholstered furniture, including removal and vacuuming of all sides of cushions and cushion bed;			X	
Clean bookcase glass doors;		X		
Clean counter facings, wickets, wood partitions and glass;	X			
<b>Metal Fixtures:</b>				
All metal fixtures must be cleaned with a detergent or approved metal cleaner and must be rinsed thoroughly;				
No abrasive cleaners to be used on metal fixtures;				
All defects in the metal or coatings must be reported to the Project Authority				
	Daily	Weekly	Monthly	Semi/Annually
All metal handrails, doorknobs and other metal surfaces must be polished using an approved metal polish;			X	
<b>Miscellaneous:</b>				
	Daily	Weekly	Monthly	Semi/Annually
Dust and remove finger marks and stains from vertical and horizontal surfaces of fixtures;	X			
Dust all open radiators and convention covers, remove debris from behind and underneath;		X		
Dust all display cases, directory board frames and spot clean glass.		X		
Dust or vacuum ledges, tops of partitions, pipes and other high areas.		X		
Clean all , air intake grilles, air diffusers, and metal surrounds, using a detergent solution or solvent;			X	



<b>Writing Boards: NOTE -</b> Do not clean writing boards containing written information. Do not use oiled or dust treated cloths to clean chalkboards; Vacuum erasers to remove dust; Clean white boards with an approved cleaner.				
	Daily	Weekly	Monthly	Semi/Annually
Dry clean writing boards				
Clean troughs on cleaning board;	"as and when required"			
Vacuum erasers to remove dust;	"as and when required"			
<b>Doors, Door Frames etc...</b>				
	Daily	Weekly	Monthly	Semi/Annually
Remove finger marks, smudges and stains from doors and door frames on a weekly basis;				
Dust all door grilles;		X		
Dust all doors and door frames;		X		
Clean all non-metallic kick and hand plates using a detergent solution;		X		
Clean all metal push bars, kick and hand plates ;		X		
Wash and dry all door grilles.				Apr and Oct
<b>Walls' Partitions, Baseboards and Ceilings:</b>				
	Daily	Weekly	Monthly	Semi/Annually
Remove all fingermarks, smudges and stains on painted walls, partitions and columns;		X		
Dust all baseboards, ledges and moldings;		X		
Spot clean vinyl covered walls, doors and partitions;		X		
Spot clean and spot dust ceilings;		X		
Vacuum all fabric and carpeted walls, columns and partitions				May and Nov
All must be vacuumed semiannually.				May and Nov
All painted walls and columns must be dusted semiannually.				May and Nov
<b>Corridors:</b>				
	Daily	Weekly	Monthly	Semi/Annually
Sweep all floors daily or vacuum carpets;	X			
Damp mop corridor floors;	X			
Scrub and refinish corridor floors;			X	
Strip and refinish corridor floors;				May
<b>Stairs and Landings:</b>				
	Daily	Weekly	Monthly	Semi/Annually
Sweep and wash stairs and landings;	X			
Vacuum carpeted landings and stairs;	X			
Remove all foreign residue;	X			
Dust hand rails, vertical grilles, baseboards, stringers and ledges.	X			
Wash all hand rails, baseboards, risers, steps, landings, stringers and ledges;			X	
Strip, wash and refinish stairs and landings;				Jan and July
<b>FLOORS:</b> There will be no adjustment to the contract amount where the existing floor covering is converted to another type during the term of the contract. All floors washed with detergents must be rinsed with clean hot water.				



	Daily	Weekly	Monthly	Semi/Annually
<b>Linoleum:</b>				
Remove foreign residue		X		
<b>Office floors:</b>				
Sweep and damp mop all floor areas;		X		
Spray buff all floors;		X		
Scrub and refinish all floor areas;			X	
Strip and refinish all floor areas;				Apr
<b>Concrete Floors:</b>				
Sweep concrete floors;	X			
Remove foreign residue;	X			
Damp mop to remove spillage;	X			
Wash all floors;			X	
<b>Gym Floors: (High Impact Mats)</b>				
Sweep prior to damp mopping	X			
Damp mop only with clean <b>DAMP</b> mop used only on gym mats.	X			
<b>Carpeting and Rugs:</b> All spills on carpet must be cleaned as soon as possible after observation or notification. The Contractor must report to the Project Authority or designated representative any spots on carpeting or rugs that cannot be removed by normal means and any damage to lifting of carpet.				
	Daily	Weekly	Monthly	Semi/Annually
Vacuum all carpets and rugs, loose threads must be clipped ;		X		
Shampoo all carpets and rugs;				X
Remove all spots and stains from carpeting and rugs, using methods and solutions that are approved by carpet manufacturers;		X		
Remove all debris/litter;		X		
Lift all T-mats , clean and replace to original area;			X	
Vacuum all carpet under T-mats ;			X	
<b>Janitorial Storage Room Floors:</b> All areas are to be kept free of debris; Mops must be washed before storing; All other equipment and supplies must be kept clean and neatly stored;				
	Daily	Weekly	Monthly	Semi/Annually
Sweep and wash floors;		X		
Wash all walls, shelves and other surfaces;				Apr and Oct
Wash and disinfect all sinks;		X		
Strip and refinish all floors;				April
<b>WASHROOMS-Public and Private</b> All blocked toilets, sinks, urinals and drains must be cleared immediately and if any plumbing repairs are necessary the contractor must notify the Project Authority or designated representative. All surfaces of wash basins, taps, exposed piping, flush tanks, toilet bowls, and urinals must be cleaned with a germicidal detergent and plumbing fixtures must be free of stains, soap build –up, dust and mold.				
	Daily	Weekly	Monthly	Semi/Annually
Remove all foreign residue/litter from floors;	X			
Sweep and wash all floors with a germicidal soap;	X			
Remove all trash from strainers in base of urinals;	X			
Descale toilet bowls and urinals;	X			
Flush hot water down each urinal		X		
Clean and disinfect all toilet seats (both sides), bowls, urinals	X			



and washbasins (including undersides) using a germicidal detergent;				
Clean flush tanks, flush valves, shelves and high ledges;	X			
Clean and disinfect all water taps, dispensers, door plates, and the exterior of wastepaper and refuse receptacles;	X			
Disinfect the inside and outside of wastepaper and refuse receptacles including metal containers;			X	
Empty sani-cans, wash disinfect and replace bag;	X			
Spot clean walls, partitions and doors to remove finger marks, graffiti and other marks;	X			
Replenish soap containers, toilet paper, lines and paper towel dispensers;	X			
Wash both sides of partitions and partition doors and the ceramic walls enclosed by the partitions using a germicidal detergent;	X			
Wash and disinfect all washroom walls and non-tiled ceilings;		X		Aug
Pour a pail of clean water into floor drains.	X			
All high surfaces, light fixtures, doors, door frames, walls etc., to be washed with a germicidal, fungicidal detergent solution.				
Exterior surfaces of toilets and urinals must be washed with a germicidal detergent solution. Sinks, bathtubs, and shower areas to be cleaned with a non-acid cleaner.	X			
To remove build-up of stains, iron deposits or hard-water salts, clean all interior surfaces with an <b>acid based cleaner</b> . Ensure proper ventilation while using acid based products.			X	
All glass and mirror surfaces to be cleaned utilizing the appropriate prepared solution of glass cleaner dispensed from a spray bottle, then dried and polished.	X			
<b>Shower Stalls:</b> To minimize damage or corrosion to surface & fixture finishes, the following maintenance methods are given for finishes in shower rooms:				
	Daily	Weekly	Monthly	Semi/Annually
Clean floors, walls and shower partitions with a germicidal detergent to remove soap and scum buildup;	X			
Spray shower curtains with a germicidal detergent and rinsed as and when required.	X			
Remove and wash shower curtains.			X	
<b>SNOW CLEARING-</b> includes <b>clearing</b> snow from ALL Compound entrance areas, walkways, front stairs etc. and clearing snow <b>periodically</b> during the day if there is a large snowfall. Parking lot snow clearing and removal is not included in this contract. NOTE: Although there is no cleaning requirement to the Stores building the RCMP require snow clearing for the entrance of the Stores Building.				
	Daily	Weekly	Monthly	Semi/Annually
All Main Front Entrances	X			
All Exterior Stairs	X			
All Walkways	X			

7. ADDITIONAL CLEANING DUTIES





**7.2 Schedule and Cleaning Instruction for the Emergency Response Centre/911**

This section is intended to provide additional cleaning descriptions and cleaning schedule for the Emergency Response Centre/operational Command Centre.

<b>Emergency Response Centre/Operational Command Centre:</b>				
All Standards, Cleaning Description and Instructions set out herein; apply to the ERC/OCC. Further cleaning requirements and are outlined in the table below. The ERC/OCC Building will be cleaned on <b>Tuesdays</b> and <b>Friday</b> of each week.				
	Daily	Weekly	Monthly	Annually
Interior Windows				X
Exterior Windows				X

**7.3 Schedule and Cleaning Instruction for the RCMP HANGAR SITE**

This section is intended to provide additional cleaning descriptions and cleaning schedules for the RCMP Hangar Office and Hangar area.

<b>RCMP M Division Hangar Area:</b>				
All Standards, Cleaning Description and Instructions set out herein; apply to the RCMP Hangar Building and Hangar Area. Further cleaning requirements and are outlined in the table below. The Hangar Office will be cleaned on <b>Wednesday</b> of each week. Note: The Hangar washroom has a basin for filling buckets and rinsing mops.				
	Daily	Weekly	Monthly	Annually
Sweep/vacuum and wash Office floors;		X		
Power Wash (Machine Wash-RCMP owned equipment) Hangar floor area			X	
Interior Windows				X
Exterior Windows				X

**8. SCHEDULE, CLEANING AND INSTRUCTION FOR CELLS and INTERVIEW AREA**

8.1 This section is intended to provide additional descriptions and procedures for cleaning Guard Rooms and Cell Blocks to ensure a safe environment for all staff and inmates;

- a) The Guard Room and Cell Blocks are located in the main Headquarters Building of the M Division, HQ Complex;
- b) The Project Authority or designated representative must provide the Contractor with such space as it is considered necessary for the performance of the Contractor's duties;
- c) The Contractor must not list, publicize or use in any fashion, for business purposes, the address of a building leased or owned by the Government of Canada;



- d) The Project Authority or designated representative may be required to modify procedures to meet the level of cleaning services deemed necessary for their unit.

**Note:** Individuals engaged in cleaning of cellblocks and detention areas should be aware of the potential for contact with infectious diseases and follow safe cleaning procedures as required.

## 8.2 Scheduled Cleaning Operations

Deviations from scheduled cleaning operations are subject to approval of the RCMP's Project Authority or designated representative.

The Schedule of Operations for the Janitorial Services for the Guard Room and Cell Blocks is outlined in the table below:

<b>Guard Room and Cell Blocks</b>				
All Standards, Cleaning Description and Instructions set out herein; apply to the RCMP Guardroom/Office Area including Breathalyzer Room, Washrooms, Storage Areas, Telephone Room, and Interview Rooms. <b>Cell Blocks:</b> including hallway. There are Four (4) Cells in "M" Division. Cleaning Schedule: Monday – Friday Cell 1 To Cell 4 including the corresponding walkway Further cleaning requirements and are outlined in the table below. Contractors are not to move or touch any papers that may be on counters or desks unless instructed to by employee; All employees are responsible for removing the papers etc. from their desktop in order for the contractor to access surface for cleaning.				
<b>Guard Room including Hallway:</b>	Daily	Weekly	Monthly	Semi/Annual ly
Clean Guard Rooms including Breathalyzer Room, Washrooms, Storage Areas, Telephone Room and Interview Rooms.		Mon & Thurs		
<b>Cell Blocks:</b> Cell block cleaning is to be completed as soon as possible after the cell block is vacant of prisoners. Contractor and/or contractor personnel must not clean cells unless vacated by RCMP.				
	Daily	Weekly	As and When Required	
Cells are to be scrubbed thoroughly with a germicidal soap, walls, floors, ceiling, doors and floors.			X	
All cells and part of exercise hallway.				
All cell blocks and hallway areas must be vacuumed thoroughly;			Mon & Thurs	X
Cell Block Janitorial Storage Room Floors: Note: There is no mop sink in the Cell Block area. The HQ entry level janitorial sink must be used to fill, empty and clean mops and buckets.  All areas are to be kept free of debris; Mops must be washed before storing; All other equipment and supplies must be kept clean and neatly stored;			Mon & Thurs	
<b>Secure Bay Area:</b> Hose down secure bay leading into the cell block area.				X



### 8.3 Cell Cleaning Instruction

Latex gloves to be used and then discarded in the appropriate location. Care must be taken so as not to damage cameras mounted in cells;

- a) All cell surfaces (walls, ceilings, floors,) must be cleaned with 1:09 bleach and water solution using a scrub brush with an extension in order to reach all areas of the cell, including the ceiling and rough surface of the concrete;
- b) The inside and outside of cell doors must be cleaned with the bleach and water solution (1:09);
- c) Cell and exercise hallways must be cleaned and rinsed using a neutral detergent - no ammonia compounds;
- d) All brushes and mops used to clean must be soaked in one part bleach to nine parts water for thirty (30) minutes after use;
- e) All plexiglass to be cleaned with approved cleaner. No window cleaner to be used on plexiglass products.

**NOTE: DO NOT USE STRAIGHT BLEACH- NEVER MIX BLEACH WITH AMMONIA COMPOUND**

### 8.4 Cell Toilets and Sinks

- a) Blocked toilets, sinks, urinal and drains to be cleared immediately by use of a plunger. If plumbing work necessary, the Contractor will notify the Project Authority;
- b) All toilet seats (both sides), bowls, urinals and washbasins (including undersides) must be washed using a germicidal detergent;
- c) All water taps, dispensers, door plates, flush valves and the exterior of wastepaper and refuse receptacles must be cleaned and disinfected.

### 8.5 Personnel Protective Equipment

The Contractor is responsible for providing safety glasses, disposable protective gloves, masks, gowns and coveralls.

### 8.6 Suit up and Removal of Protective Equipment

- 1.) **Gowns:** Long sleeved garments are preferred to minimize contamination of skin or clothes.  
To put on the gown:
  - a) unfold the gown and hold the gown so that the opening faces you;
  - b) put on the gown, one arm at a time;
  - c) pull the gown over the shoulders; and tie strings in the back so that the gown overlaps.  
To remove of gown:
  - a) untie the strings in the back of the gown;
  - b) remove the gown without touching the outside of the gown;
  - c) place the gown in the garbage; and wash hands.

- 2.) **Masks:**

To apply the mask:



- a) position the mask over the nose and mouth;
- b) Bend the nose bar if applicable, over the bridge of the nose; and depending on the type of mask, either tie the strings over the back of the head and behind the neck or place loops behind the ears.

To remove the mask:

- a) untie the mask strings or release the elastics;
- b) remove the mask from face without touching the outside surface with bare hands; and drop the mask into the garbage.

### 3) **Gloves:**

Gloves must be worn at any time contact with blood; body fluids, mucous membranes or non-intact skin is expected or can be reasonably anticipated. Gloves used are not sterile.

To apply gloves:

- a) remove gloves from the box by grasping them near the wrist and pull glove over the hand;
- b) change and discard gloves at the first sign of cracking, peeling and if torn or punctured.

To remove gloves:

- a) pinch first glove below the wrist;
- b) pull the glove so that it turns inside as you remove it;
- c) slide an ungloved finger inside the cuff of the remaining glove;
- d) pull downward toward the finger tips, off of the hand and over top of the first glove;
- e) drop the gloves into the garbage without touching the soiled outer surface of the used gloves with your bare hands; and wash hands immediately.

**NOTE:** Gloves must be the last to be removed.

## 9. **PROTOCOL FOR CELL BLOCKS**

**HEALTH AND SAFETY** the Guardroom and Cellblock area should be considered as a high risk area that may be contaminated with bio-hazardous waste and bodily fluids. It is the responsibility of ALL Cleaning Staff to take appropriate measures to ensure no contamination results from accidental or intentional contact with bio-hazardous waste and bodily fluids (including but not limited to blood, urine, feces, saliva, vomit, sperm and phlegm).

On occasion, the contractors will be asked by the RCMP guards, to leave the area. For safety reasons, it is of the utmost importance that contractor and all contractor personnel follow such instructions given by the guard(s) in charge at once.

### 9.1 **Awareness**

Persons working in cellblocks or detention areas should be aware that appropriate immunization for vaccine-preventable disease to reduce the risk of exposure to communicable diseases is available and should be obtained. For more information on immunization, consult the 'Canadian Immunization Guide'.

### 9.2 **General safeguards for cleaning cell blocks and detention areas**



- a) Wear personal protective equipment and clothing as directed by your employer;
- b) Know the potential hazards and safe handling practices for all cleaning and disinfecting products and equipment you use;
- c) Follow procedures and safe work practices as directed by your employer;
- d) Use cleaning products according to the supplier's recommendation to ensure proper and safe application
- e) Consider all biological waste as infectious.

### 9.3 **Routine Cleaning**

The Project Authority or the designated representative will determine the frequency and methods of cleaning and disinfecting according to the type of surfaces or areas to be cleaned, the amount of soiling, the number of people and degree of activity in the area, and risk to employees, visitors, custodial staff and persons in custody.

- a) Keep all cells, secure interview rooms, prisoner/visitor rooms, patrol corridor, breath test analysis and telephone access rooms, washrooms and other holding areas and guardroom counter free of garbage and debris;
- b) Check and dispose of feminine napkins in biohazard containers mounted in the cellblock daily or as necessary.
- c) Remove, as per schedule, visible dust and dirt from cells, secure interview rooms, prisoner/visitor rooms, breath test analysis and telephone access rooms, washrooms, patrol corridor, other holding areas and guardroom counter using appropriate equipment and detergent and use a brush, sponge or mop to remove stains.
- d) Routinely sanitize all areas using appropriate disinfectant and dedicated cleaning equipment;
- e) Clean and sanitize bunks and mattresses as required (and after each use when practicable) with appropriate products and recommended procedures;
- f) Clean floor drain grills and vent grills to keep them clear.;
- g) Clean/wipe all camera covers (plexiglass), where they exist;
- h) Report all spills, accidents, incidents, etc. to your onsite supervisor or the Unit Commander, as applicable.

### 9.4 **Cleaning of Feces and Bodily Fluids**

Note: All individuals who may come in contact with feces and bodily fluids must be properly trained to ensure they understand potential hazards, take necessary precautions, and use proper chemicals for clean-up.

- a) Restrict access to area;
- b) Wear appropriate personal protective equipment for the situation, such as gloves, face shield, safety boots or protective shoe covers, and gown or apron;
- c) Collect clothes, linen and material soiled with feces and bodily fluids with minimum agitation and put in appropriate sealed, labeled bio-hazard, leak proof container;
- d) Wash thoroughly and then sanitize area, including bunks with appropriate equipment and solution and allow to dry;
- e) Dispose of all contaminated articles as per municipal or territorial disposal regulation /protocols and use disposal equipment or if reusable, decontaminate equipment used for clean-up, such as buckets and mops;
- f) Remove protective equipment before leaving the location of the spill and wash hands thoroughly with warm water and soap, after removing gloves;



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- g) Shower and change as soon as possible if clothing was contaminated and dispose of clothes accordingly.

## 10. SUMMARY OF UNIVERSAL PRECAUTIONS

**HANDLE blood and body fluids as if infectious; WASH hands/skin surface after any contact with blood or other body fluids; WEAR disposable heavy duty rubber protective gloves when in contact with blood or other body fluids.**

- 10.1 **It is MANDATORY that the Contractor and contractor personnel complete and have certification (as applicable) in Blood Borne Pathogen Training or proven equivalents to ensure that basic safety and handling of bio-hazardous products is addressed;**

**It is recommended (not mandatory) that at least one (1) person complete and be certified (as applicable) in Bio-Technician Training or proven equivalent.**

- a) Cells must be scrubbed thoroughly with a bleach solution 1:09, walls, floors, ceiling, doors;
- b) On occasion, the janitors will be asked by the RCMP guards, to leave the area. For safety reasons, it is of the utmost importance that contractor and all contractor personnel follow such instructions given by the guard(s) in charge at once;
- c) Contractor and contractor personnel must take appropriate measures to ensure no contamination results from accidental or intentional contact with bio-hazardous waste and bodily fluids;
- d) It is strongly recommended that Contractor and contractor personnel obtain and maintain their hepatitis B vaccinations. These are available from Health Centers and provide protection from all bodily fluids that may be infectious. Vaccinations are 3 shots and the cost must be borne by the contractor;
- e) In all areas where bodily fluids are apparent or suspected, contractor and contractor personnel must utilize eye protection and thick, heavy-duty rubber protective gloves in the clean-up;
- f) If fluid(s) are dried when contractor and contractor personnel commence clean-up, the area must be sprayed down first in order to avoid inhaling any contaminated dust that may occur;
- g) Clean up spills, surfaces and items contaminated with blood or other bodily fluids using detergent and water. Disinfect with a solution of one part bleach to nine parts water (or appropriate chemical germicide);
- h) All items which come into contact with suspected fluids must be disposed of in the appropriate marked containers. This includes disposable gloves if used in the clean-up. Heavier, non-disposable gloves are to be washed in a bleach solution;



- i) All items soiled with blood or other bodily fluids must be placed in impervious bags and all bags must be labelled before sending for disposal;
- j) The Contractor and contractor personnel must clean or handle mattresses;

## 10.2 **Bio Hazardous Waste**

Contractor and contractor personnel must be knowledgeable and understand the possible contamination they are dealing with and use the correct procedures for prevention and clean up the areas and must follow the outline of the following Procedures:

- a) Use container labelled as "Bio-Hazardous Waste" only for potentially contaminated garbage i.e. Gloves, paper towels. Containers must be provided on-site by the RCMP;
- b) Container must be double lined with clear shredder bags;
- c) When emptying the container, each bag must be securely tied, (first bag tied and then second bag);
- d) For disposal, the bag will be taken by the RCMP to the "Material Management Section" at the Whitehorse General Hospital to be disposed of in the incinerator.

## 11. **INSPECTION**

- 11.1 The Contractor must notify the Project Authority or designated representative, when each major operation outlined in Section 6.4, "Cleaning Description and Frequency" is completed. Arrangements will be made to inspect the work to decide whether or not it is acceptable.
- 11.2 A Cleaning Log must be maintained in the building by the Contractor in which he/she must record on a daily basis, all of the work performed other than the normal day to day cleaning. The log must be made available for inspection by the Project Authority or designated representative as required.
- 11.3 The contractor will supervise the performance of their staff in accordance with the instructions, specifications and standards outlined in the contract. The contractor will perform regular inspections, frequency to be determined (based on performance) by the Project Authority or designated representative, a minimum 2 times/month and record the results on the form provided. Completed forms to be submitted to the Project Authority or designated representative upon completion for comparison to periodic inspections completed by the RCMP.
- 11.4 All work must be continually inspected by the Contractor's supervisory staff. The Project Authority or designated representative will perform periodic checks and inspections to ensure all general work and major operations are performed to the satisfaction of the Project Authority or designated representative. This inspection will include the use of a Project Cleaning Log to be completed and recorded for both the contractor and the Project Authorities or designated representative's records.



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- 11.5 If the work does not meet the requirements of the contract, the Contractor's supervisor on site will be informed by the Project Authority or designated representative and the Contractor must respond to any deficiencies Immediately and rectify within a maximum 3 days.

## **12. QUALITY CONTROL**

- 12.1 All work must be carried out in accordance to the Cleaning Specifications and Standards of Acceptance outlined in the Cleaning Reference Document.
- 12.2 At the commencement of the contract the Contractor and Project Authority will conduct a pre inspection of all premises to identify any existing damage or repairs. Any existing repairs or damage will be the responsibility of the RCMP.
- 12.3 Inspections made by the Project Authority or designated representative will be based on the specifications herein.
- 12.4 The Contractor must be available for discussion regarding any deficiencies in workmanship or materials.

## **13. REPAIRS AND MAINTAINANCE**

- 13.1 It is the Contractor's responsibility to examine the surfaces which are to be maintained, ascertain their condition and bring, to the Project Authority's or designates attention any defective surfaces or areas requiring repair. Notice must be provided in writing and within ten (10) days of award of contract to the Project Authority.
- 13.2 The Contractor must report in writing, all maintenance issues and repairs of the building, heating system, plumbing, electrical or water systems to the Project Authority or designate.
- 13.3 The Contractor must report in writing all emergency repairs immediately to the Project Authority or designate.

## **14. HEALTH AND SAFETY**

- 14.1 The Contractor must comply with all safety measures and regulations respecting personnel and hazards as stipulated by RCMP, National and Provincial laws and codes, and prescribed by the Authorities having jurisdiction concerning the equipment, work habits and procedures, including safety training of Contractor's staff. Contractor must provide proof of staff WHMIS training in their tender submission.
- 14.2 The Contractor must ensure that all equipment used to perform the work is in a state of good repair. The Project Authority reserves the right to have equipment judged to be unsafe, not suitable, or defective taken out of service. The Contractor must be responsible to supply suitable replacement equipment.
- 14.3 All materials are to be stored and handled in such a manner as to not present a danger to building occupants or members of the public.





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- 14.4 There must be a minimum of one, on-site employee on each site that has had First Aid Training and/or Certification available at all times.
- 14.5 It must be the Contractor's responsibility to forward all health and safety information on to the contractor's replacement staff.

## 15. FIRE SAFETY

- 15.1 a) All litter waste papers and sweepings must be picked up in an approved container. All litter waste papers and sweepings so collected must be removed from the work site and placed in the appropriate waste disposal bin;
- b) Janitorial rooms and storage closets must be kept clean, neat and tidy at all times. Mops and dusters that have been treated with furniture polish, wax or oil must be kept in closed metal containers to prevent spontaneous combustion;
- c) All mops must be stored in a suspended position to allow free circulation of air around the mop heads. Hot plates must not be used on base, electric appliances must not be used in rooms in which cleaning material or equipment is kept;
- d) Care must be taken when collecting combustible or flammable material, i.e. contents of cigarette stands, sand pails, etc. Combustible or flammable material must be collected in appropriate metal containers;
- e) All buildings are designated as NO SMOKING AREAS. Smoking is prohibited in buildings and is only allowed in certain areas of the base. No smoking signs are to be strictly adhered to;
- f) Employees must be familiar with the locations of exit routes, fire alarm pull stations, fire extinguishers and the nearest muster station to their work area. Staff members should establish, for themselves, a primary and alternate route leading to ground levels, and also assist others who may not be familiar with the site.

### 15.2 Fire Procedures

- a) If a fire is discovered, activate alarm by pulling fire alarm box;
- b) When the fire alarm sounds, close doors and windows behind you and evacuate the building immediately;
- c) Leave by the nearest safe exit and proceed to your designated muster station. Report your presence to the fire warden;
- d) Remain at the muster station until all alarms are silenced and you are instructed to return to work. Muster stations are located as per the building Fire Plan.

### 15.3 Fire Prevention Guidelines

The Contractor must provide the following Fire Prevention information to all janitorial staff working in all RCMP buildings.

- a) Know the locations of alarms, exits, and extinguishers;
- b) Have identified two exit routes;
- c) Be prepared to assist in an emergency by co-operating with others, and ensuring that visitors and others know how to protect themselves;



- d) Report blocked exits, inoperative fire doors, missing extinguishers, dangerous or defective equipment to the Safety Officer or Fire Warden;
- e) If you smell smoke or gas, pull the closest alarm and proceed to nearest exit.

## 16. BUILDING SECURITY

- 16.1
- a) Only those employees whose names appear on the Contractor's payroll will be allowed access to the site of the work. No other persons accompanying employees will be allowed on site;
  - b) The Contractor must fully comply with security requirements which are in effect in the building. This includes the wearing of picture security ID cards at all times, the protection of keys and access cards/codes issued to the cleaning staff;
  - c) The RCMP reserves the right to questioning and search of Contractor's personnel, cleaning material and equipment in relation to security matters.

### 16.2 Authorized Access to Building

- a) All Contractor's staff must enter and exit building via main entrances only;
- b) All cleaning staff employed by the Contractor, regardless of hours or work, must sign IN and OUT and enter the times of arrival and departure in registers or on sheets provided at the security guard's control desk or other designated area. The Register will be regarded as evidence of hours of work. Failure to sign "out" will render the entry invalid;
- c) The Contractor will provide a list of names of individuals working on this contract. This list must be updated any time changes are made to staff;
- d) The Contractor is responsible for the maintenance of security in the building to the extent of closing and locking interior doors which the Contractor is unlocking or opening with keys and access cards provided to him by RCMP for the purpose of performing the work;
- e) Each area must be locked again immediately after cleaning operation has been completed and secured doors must be closed and locked immediately after entering or exiting. Office doors must be left in the same security condition they were found. (i.e. closed and locked, closed and unlocked, open.);
- f) The Contractor and their staff must not provide access through normally secured doors to any other persons;
- g) Fire doors and normally locked doors must be kept closed at all times. The contractor must not prop doors open.



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16.3 **Security- Keys**

- a) The RCMP will maintain a key Log and if keys are necessary to access RCMP buildings, the key holder (RCMP) will sign out the key for all janitorial staff. All keys must be returned and signed in at the end of the janitors scheduled shift. Keys are not to leave any RCMP premises;
- b) All internal keys entrusted to the Contractor on a daily basis must be fully protected at all times;
- c) The contractor must carry insurance to cover re- keying costs in the event that locks must be re- keyed due to contractor staff losing RCMP keys;
- d) The Contractor staff must not make copies of keys.

17. **JANITORIAL**

17.1 **Assigned Janitorial Storage Space**

- a) The Project Authority or designated representative must provide the Contractor's janitorial staff with space to store janitorial supplies and equipment considered necessary for the performance of janitorial services;
- b) Basement Janitorial Storage Areas will be assigned by the Project Authority or designated representative.
- c) Dusters and mops, both wet and dry must be thoroughly cleaned and hung to dry after each use to avoid odors and hygiene problems.
- d) All wet cleaning cloths are to be rinsed and hung to dry on towel bars to avoid odors, mold and mildew.
- e) All supplies, products and small cleaning equipment must be stored on shelves.
- f) All cleaning storage rooms and cupboards must be kept neat and organized at all times.
- g) All storage floor areas must be kept clear of supplies and equipment. (Large equipment must be stored against walls or in corners of the storage area).

18. **JANITORIAL STAFF**

18.1 **Identification**

Contractor's employees must wear their picture security ID cards at all times in a visible manner.



## 18.2 **Uniforms**

Personnel employed as Cleaners must be suitably uniformed as follows:

A clean industrial type shirt with company name or crest affixed to the shirt.

## 18.3 **Communication**

The Contractor's employees must have a working knowledge and full comprehension of WHMIS, Safety SOP's, fire orders, and interaction with RCMP staff. It is therefore of prime importance that the Contractor's staff is able to communicate fluently with RCMP and Security staff, so that related signage, instructions concerning daily operations and announcements in day-to-day and emergency situations will be immediately understood and appropriately responded to.

## 18.4 **Cleanliness and Hygiene**

All cleaning staff must not wear any scents when working.

## 19. **CERTIFICATION/TRAINING**

19.1 All Cleaning Service providers and their personnel must be trained in the proper handling of chemicals, proper use and maintenance of cleaning equipment, and proper cleaning procedures.

19.2 Unless otherwise stated, the Contractor must ensure that all staff must OR will have the following training and/or certification (as applicable) prior to commencement and for the duration of the contract. Copies of all certification/training documents must be available within 24 hours upon request by the Project Authority.

- a) Blood Bourne Pathogen Training;
- b) WHMIS Certified;
- c) MSDS Trained;
- d) First Aid (one staff member trained per site);
- e) Bio-Technician Training;
- f) Other Janitorial related training/certificates;

## 20. **MATERIALS AND SUPPLIES**

The Contractor must be responsible for supplying all cleaning materials/supplies, detergents, disinfectants, and related products required to carry out the work as outlined herein:

### 20.1 **Supplies**

- a) Paper Towel Rolls;
- b) En motion Paper towel rolls
- c) Facial Tissue;
- d) Liquid Dish Soap;
- e) Toilet Paper, Garbage Bags 20"X 22";
- f) Garbage Bags 35"X50";
- g) Compostable Bio Degradable Bags;



- h) Sani-bags;
- i) Liquid Hand Soap;
- j) Large Vacuum Bags;
- k) Cleaner Degreaser;
- l) Rubber matting;
- m) Sand/ice melt.

20.2 The Contractor must transport the supplies from the storage area to the required buildings, stock the shelves and maintain levels of product at each location.

### 20.3 Cleaning Materials

- a) The Contractor must supply all cleaning materials, detergents, disinfectants, and related products required to carry out the work as outlined herein;
- b) All cleaning products must be approved by the Project Authority or designated representative and the use of environmental friendly cleaning products is Mandatory in all RCMP buildings;
- c) All Cleaning Service providers and their personnel must be trained in the proper handling of chemicals, proper use and maintenance of cleaning equipment, and proper cleaning procedures;
- d) Only those cleaning supplies intended for use on the surface to be cleaned are to be used;
- e) The Contractor must, on request, furnish a complete written statement of the origin, composition and/or manufacturer of any or all materials supplied by him for use in the work and he may be required to provide samples of materials from his stock for testing purposes.

## 21. ENVIRONMENTAL

### 21.1 Environmental Cleaning Materials

All materials such as soaps, detergent, cleaning materials, waxes, sealers, must be biodegradable, phosphate-free, odorless, low-odor, low volatile organic compounds (VOC) products for all general purpose cleaning and comply with the latest issue of the Canadian General Standards Board specifications or meet the intent of the current specification. Cleaning agents and materials must be of the best industrial quality and meet the Environmental Choice Program Certification ("Eco-Logo") criteria or equivalent. These products must be supplied at no extra cost.

### 21.2 Environmental Considerations



- a) The use of strong detergents or abrasive cleaners is not acceptable and any such agents found on site will be confiscated and there will be no compensation. It is the responsibility of the Contractor to ensure that cleaning products will not cause damage to the surface being cleaned or to the environment in and/or around the sites herein;
- b) All cleaning materials and the methods used must be suitable to the application intended and follow the manufacturer's recommendations. Use of products other than those approved by the Project Authority or his designated representative will be subject to random sampling and laboratory testing at the Contractor's expense. A MSDS and sufficient product information to permit an assessment must accompany all requests for approval. An up to date MSDS file must be maintained for all controlled products used by the contractor. This file must be kept on site and must be easily accessible to contractor's employees and the Project Authority or his designate;
- c) The Contractor must provide notification to Project Authority or the designated representative of any cleaning products used in the building. This must include a list of all chemicals that may be used. It must also include the name, address, and phone number of the contact person in the building; a statement that the contact person maintains the product labels and MSDS of each product used in the building; and information that the label or MSDSs are available for review upon request. The contact person must be available for information and comment.

## **22. CONTRACTOR OWNED EQUIPMENT**

- 22.1 The Contractor must supply all tools, and equipment necessary to satisfactorily execute the work, including all necessary machines, vacuums, brushes, mops, pails, ladders and including an Industrial type Multi Filter (including a HEPA Filter), wet/dry vacuum cleaner, equipped with the proper tools and of sufficient suction, to remove wet or dry sand, water, etc., for the mat; including all snow removal equipment
- 22.2 The Contractor must use vacuum equipment which supports Green Cleaning processes. In particular, RCMP requires vacuums that have at a minimum, a HEPA filter, for dust containment;
- 22.3 The Contractor must supply all specialized equipment such as extraction vacuums, buffers etc. All equipment must be in new or excellent condition, certified for use in the application intended and CSA/ULC approved. Equipment is subject to inspection by the Site Authority or the designated representative at any time. If equipment is found to be defective, it must be removed from the work site and replaced/repared within twenty-four (24) hours;
- 22.4 Routinely utilized equipment must be held on site during the term of the contract. Specialized equipment, used periodically by the Contractor must not be stored in any of the buildings without prior approval of the Site Authority;
- 22.5 The Contractor is responsible for all their own equipment maintenance and repair expenses.



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## 23. RCMP OWNED EQUIPMENT

- 23.1 The RCMP has provided a Floor Cleaning machine which must be utilized to clean the Hangar Floor area. The contractor must use due care and attention when using the RCMP owned Hangar floor cleaning machine.
- 23.2 The contractor must notify the Project Authority or designated representative if the of the Hangar Cleaning machine is not working and requires repair.
- 23.3 After each use of the RCMP Hangar Floor Cleaning machine the contractor must clean and store the machine in the RCMP Hangar Janitorial Storage Room.

## 24. LIGHT, HEAT, POWER AND WATER

- 24.1 The RCMP will supply all heat, light, power, hot and reasonably required for the work. RCMP will determine delivery points. The contractor must be responsible for connection and delivery cold water to existing connection locations.
- 24.2 The contractor will be responsible for delivery to specific building work locations. All connections to power source must be in accordance with the Canadian Electrical Code.
- 23.3 The Contractors staff must turn off all lights upon completion of work of any area. Only 24 hour safety lighting must remain on.
- 23.4 If, in the operation of cleaning the building a circuit breaker is tripped it is imperative that RCMP Site Infrastructure or the Corps of Commissionaires is notified, so that the breaker may be reset and no damage occurs to other equipment.

## 25. REFERENCES

Janitorial Contract (SERVICE CONTRACT/SPECIFICATION - CUSTODIAL MAINTENANCE)  
Treasury Board of Canada Secretariat  
Procedures for Liaison with Private Contractors - Jurisdiction  
<http://www.tbs-sct.gc.ca/pol/doc-eng.aspx?id=12563&section=text>

Yukon Territory Occupational Health and Safety Act  
Part 10 - Self Employed Person's Duties  
[http://www.gov.yk.ca/legislation/acts/ochesa\\_c.pdf](http://www.gov.yk.ca/legislation/acts/ochesa_c.pdf)

Canadian Centre for Occupational Health and Safety (CCOHS)  
Canada's National Occupational Health & Safety Resource -Sanitation and Infection Control for  
Cleaning staff [http://www.ccohs.ca/oshanswers/hsprograms/cleaning\\_staff.html](http://www.ccohs.ca/oshanswers/hsprograms/cleaning_staff.html)

Public Health Agency of Canada  
Infection Control Guidelines - Hand Washing, Cleaning, Disinfection and Sterilization in Health  
Care <http://www.phac-aspc.gc.ca/publicat/ccdr-rmtc/98pdf/cdr24s8e>



**ANNEX B - BASIS OF PAYMENT**

**FOR EVALUATION PURPOSES ONLY**

**REGULAR JANITORIAL SERVICES:** The Bidder must provide their firm all-inclusive monthly rates in Table B1 below for the initial contract period and option periods.

**AS AND WHEN REQUESTED JANITORIAL SERVICES:** The Bidder must provide their firm all-inclusive hourly rates in Table B2 below.

**FINANCIAL EVALUATION CALCULATION** = Sum total of table B1 (a+b+c+d+e)

The price of the bid will be evaluated in Canadian dollars, Applicable Taxes excluded, FOB destination, Canadian customs duties and excise taxes included.

**B1. REGULAR CLEANING SERVICES**

	Square Meters	INITIAL PERIOD (2 Years) Dates to be inserted at award		OPTION YEAR 1 Dates to be inserted if exercised	OPTION YEAR 2 Dates to be inserted if exercised	OPTION YEAR 3 Dates to be inserted if exercised
		FIRM MONTHLY PRICE 1 <sup>ST</sup> YEAR	FIRM MONTHLY PRICE 2 <sup>ND</sup> YEAR	FIRM MONTHLY PRICE OPTION 1	FIRM MONTHLY PRICE OPTION 2	FIRM MONTHLY PRICE OPTION 3
1. Regular Janitorial Services in Contract Term						
A) HQ Building;	3072.30					
B) Cells and Interview area and Exhibits (Included in HQ Building) ;						
C) Multipurpose/Gym Building;	731.00					
D) Federal Investigation Building;	151.00					
E) Office Building – South (Operational SRU);	135.50					
F) Office Building – North (Administrative Unit)	135.50					
G) Emergency Response Centre/Operational Command Centre;	159.00					
H) M Division Hangar and Hangar Office Space.	888.00					
<b>Sub Total</b>		<b>a</b>	<b>b</b>	<b>c</b>	<b>d</b>	<b>e</b>





**B.2 “As and When Required” ADDITIONAL JANITORIAL SERVICES**

		INITIAL PERIOD (2 Years) Dates to be inserted at award		OPTION YEAR 1 Dates to be inserted if exercised	OPTION YEAR 2 Dates to be inserted if exercised	OPTION YEAR 3 Dates to be inserted if exercised
1. Additional Janitorial Services - Hourly Rates	*Estimated Hours per month	FIRM HOURLY RATE 1 <sup>ST</sup> YEAR	FIRM HOURLY RATE 2 <sup>ND</sup> YEAR	FIRM HOURLY RATE OPTION 1	FIRM HOURLY RATE OPTION 2	FIRM HOURLY RATE OPTION 3
J) Upon Request *all Buildings	20					
K) Meetings/Enquiries *All Building	20					
L) Additional Janitorial Services	20					
M) Snow Clearing	20					

\*For Evaluation purposes only: The volumetric data (estimated number of hours) has been provided to Bidders to assist them in preparing their bids



**ANNEX C - SECURITY REQUIREMENTS CHECK LIST (SRCL) & SECURITY GUIDE**

N. 2017 1112 4894



Government of Canada /  
Gouvernement du Canada

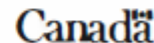
Contract Number / Numéro du contrat
Security Classification / Classification de sécurité

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

<b>PART A - CONTRACT INFORMATION / PARTIE A - INFORMATIONS CONTRACTUELLES</b>		
1. Originating Government Department or Organization / Ministère ou organisme gouvernemental d'origine RCMP/E Division	2. Branch or Directorate / Direction générale ou Direction E & M Division	
3. a) Subcontract Number / Numéro du contrat de sous-traitance	3. b) Name and Address of Subcontractor / Nom et adresse du sous-traitant Various Contractors	
4. Brief Description of Work / Brève description du travail Various Contractors Required for regular maintenance, replacement and repairs for Municipal Detachments - Blanket Scope of Work Attached.		
AMÉNDÉMENT ÉFFECTIF 2019-11-07 - SRCL will also apply to Federal Units and Federal Detachments for Maintenance only		
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 type="checkbox"/> No / Non <input checked="" type="checkbox"/> Yes / Oui	
6. b) Will the supplier and its employees (e.g. cleaners, maintenance personnel) require access to restricted access areas? No access to PROTECTED and/or CLASSIFIED information or assets is permitted. Le fournisseur et ses employés (p. ex. nettoyeurs, personnel d'entretien) auront-ils accès à des zones d'accès restreintes? L'accès à des renseignements ou à des biens PROTÉGÉS et/ou CLASSIFIÉS n'est pas autorisé.	<input checked="" type="checkbox"/> No / Non <input type="checkbox"/> Yes / Oui	
6. c) Is this a commercial courier or delivery requirement with no overnight storage? S'agit-il d'un contrat de messagerie ou de livraison commerciale sans entreposage de nuit?	<input checked="" type="checkbox"/> No / Non <input type="checkbox"/> Yes / Oui	
7. a) Indicate the type of information that the supplier will be required to access / Indiquer le type d'information auquel le fournisseur devra avoir accès		
Canada <input type="checkbox"/>	NATO / OTAN <input type="checkbox"/>	Foreign / Étranger <input type="checkbox"/>
7. b) Release restrictions / Restrictions relatives à la diffusion		
No release restrictions / Aucune restriction relative à la diffusion <input type="checkbox"/>	All NATO countries / Tous les pays de l'OTAN <input type="checkbox"/>	No release restrictions / Aucune restriction relative à la diffusion <input type="checkbox"/>
Not releasable / À ne pas diffuser <input type="checkbox"/>		
Restricted to: / Limité à: <input type="checkbox"/>	Restricted to: / Limité à: <input type="checkbox"/>	Restricted to: / Limité à: <input type="checkbox"/>
Specify country(ies): / Préciser le(s) pays:	Specify country(ies): / Préciser le(s) pays:	Specify country(ies): / Préciser le(s) pays:
7. c) Level of information / Niveau d'information		
PROTECTED A / PROTÉGÉ A <input type="checkbox"/>	NATO UNCLASSIFIED / NATO NON CLASSIFIÉ <input type="checkbox"/>	PROTECTED A / PROTÉGÉ A <input type="checkbox"/>
PROTECTED B / PROTÉGÉ B <input type="checkbox"/>	NATO RESTRICTED / NATO DIFFUSION RESTREINTE <input type="checkbox"/>	PROTECTED B / PROTÉGÉ B <input type="checkbox"/>
PROTECTED C / PROTÉGÉ C <input type="checkbox"/>	NATO CONFIDENTIAL / NATO CONFIDENTIEL <input type="checkbox"/>	PROTECTED C / PROTÉGÉ C <input type="checkbox"/>
CONFIDENTIAL / CONFIDENTIEL <input type="checkbox"/>	NATO SECRET / NATO SECRET <input type="checkbox"/>	CONFIDENTIAL / CONFIDENTIEL <input type="checkbox"/>
SECRET / SECRET <input type="checkbox"/>	COSMIC TOP SECRET / COSMIC TRÈS SECRET <input type="checkbox"/>	SECRET / SECRET <input type="checkbox"/>
TOP SECRET / TRÈS SECRET <input type="checkbox"/>		TOP SECRET / TRÈS SECRET <input type="checkbox"/>
TOP SECRET (SIGINT) / TRÈS SECRET (SIGINT) <input type="checkbox"/>		TOP SECRET (SIGINT) / TRÈS SECRET (SIGINT) <input type="checkbox"/>

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Security Classification / Classification de sécurité





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

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

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

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

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

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

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

Special comments:  
Commentaires spéciaux : \_\_\_\_\_

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

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

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

**INFORMATION / ASSETS / RENSEIGNEMENTS / BIENS**

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

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

**PRODUCTION**

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

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

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

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

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

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

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

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

**SUMMARY CHART / TABLEAU RÉCAPITULATIF**

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

12. a) Is the description of the work contained within this SRCL PROTECTED and/or CLASSIFIED?

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

No  
Non  Yes  
Oui

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

12. b) Will the documentation attached to this SRCL be PROTECTED and/or CLASSIFIED?

La documentation associée à la présente LVERS sera-t-elle PROTÉGÉE et/ou CLASSIFIÉE?

No  
Non  Yes  
Oui

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