



**REQUEST FOR PROPOSALS  
DEMANDE DE PROPOSITIONS**

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

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

<b>Title/Sujet</b>  <b>Cleaning Services (St-John's)</b>	
<b>Solicitation No./N. de l'invitation</b> <b>22-58112</b>	<b>Date</b> <b>January 30, 2023</b>
<b>Solicitation Closes/L'invitation prend fin</b> <b>at/à 14 :00</b> <b>on/le March 14, 2023</b>	<b>Time Zone/Fuseau Horaire</b> <b>EDT</b>
<b>Address Enquiries To/Adresser demandes de renseignements à :</b> Tania Backes Telephone No./N. de téléphone : <b>(613) 410-3834</b> Email / Courriel : <u>Tania.Backes@nrc-cnrc.gc.ca</u>	

**Instructions: See Herein**

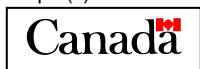
**Instructions: Voir aux présentes**

Proposal To:

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

Proposition aux:

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



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

## **CLEANING SERVICES (ST-JOHN'S)**

### **1.0 PRESENTATION OF PROPOSALS**

- 1.1 You are invited to submit **one** electronic Technical Proposal and **one** electronic Financial Proposal in two separate attachments to fulfil the following requirement forming part of this Request for Proposal. One attachment **must** be clearly marked 'Technical Proposal' and the other attachment **must** be marked 'Financial Proposal'. All financial information **must** be fully contained in the Financial Proposal, and only in the Financial Proposal. Vendors who provide financial information in the technical proposal will be disqualified. **All proposals should include the front page of this RFP duly completed.**
- 1.2 Proposals must be sent electronically to the contracting authority by email only.
- 1.3 Please submit your proposal to Tania.Backes@nrc-cnrc.gc.ca no later than 2pm EDT on March 14, 2023. Proposals received after this time will not be considered valid.

### **2.0 SCOPE OF WORK**

- 2.1 To provide Cleaning Services in accordance with the detailed Statement of Work attached as Appendix "A".

### **3.0 PERIOD OF CONTRACT**

- 3.1 NRC anticipates that the work will begin on **April 1, 2023** and be completed by **March 31, 2027**.
- 3.2 There is an option to renew at NRC's discretion for three subsequent one-year periods, subject to satisfactory performance and agreement upon a satisfactory fee structure for that period(s).
- 3.3 NRC is not obliged to exercise any of the option years. The exercise of any option year will be at NRC's sole discretion by providing notification in writing to the Proponent at least 120 days prior to the Contract expiry date or the expiry date of an exercised option year.

### **4.0 ENQUIRIES**

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

**Tania Backes**

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

- 4.2 To ensure the equality of information among Bidders, responses to general enquiries will be made available to all bidders unless such publications would

reveal proprietary information. The bidder who initiates the question will not be identified. Technical questions that are considered proprietary by the bidder must be clearly identified. NRC will respond individually to the bidder if it considers the questions proprietary. If NRC does not consider the question proprietary, the bidder submitting it will be allowed to withdraw the question, or have the question and answer made available through the Open Bidding System (OBS) to all bidders.

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

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

- 5.1 Proposals must be delivered not later than 2:00 PM EDT (according to NRC's Server Time), Tuesday, March 14, 2023, to the following **Contracting Authority**:

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

**\*\*The maximum file size that NRC can receive in a single email is 10MB\*\***  
**\*\*Bidders are urged to send their proposals well before closing time\*\***

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

- 5.2 All risks and consequences of incorrect delivery of electronic bids are the responsibility of the Bidder. **The NRC will not be held responsible for electronic bids that are received after the due date and time due to power failure or any other electronic failure issue.**
- 5.3 Due to the nature of this solicitation, NRC will not accept any proposal documents by facsimile.
- 5.4 Proposals received after the closing date will not be considered and will be returned to the sender. The sender has the sole responsibility for the timely dispatch and delivery of a proposal and cannot transfer such responsibility to the NRC. No supplementary information will be accepted after the closing deadline unless NRC requests a clarification.
- 5.5 All submitted proposals become the property NRC and will not be returned to the originator.

## **6.0 EVALUATION CRITERIA**

- 6.1 Proposals will be assessed in accordance with the mandatory and rated evaluation attached as **Appendix B**. Bidders shall provide a detailed response to each criterion. NRC reserves the right to verify any and all information provided by the bidder in his/her proposal.

6.2 See and complete Appendix "B"

## 7.0 **MANDATORY SITE VISIT:**

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

The site visit will be held on February 9, 2023 at 1:30pm (NST). Meet Monty Fudge at 1 Arctic Ave., St. John's, NL. Bidders who, for any reason, cannot attend at the specified date and time will not be given an alternative appointment to view the site and their tenders, therefore, will be considered as non-responsive. **NO EXCEPTIONS WILL BE MADE.**

At the site visit, to limit contact and risks:

- The proponents will sanitize their hands at the hand sanitizing station.
- The proponents will be asked to sign the Attendance Form. It is the responsibility of all proponents to verify information on the Attendance Form.
- The site visits could take longer than usual, therefore anticipate a longer meeting duration.
- Physical distancing: keeping a distance of at least 2 arms-length (approximately 2 metres) from others may not be possible at all times, therefore the use of NRC issued disposable face coverings to reduce the risk of transmission of COVID-19 is mandatory.
- The proponents shall not impede safe access to and from the facility.

Proposals submitted by bidders who have not attended the site visit or failed to submit their identification and contact information at the site visit will be deemed non-responsive.

## 8.0 **COST PROPOSAL**

- 8.1 The Contractor must complete the pricing schedule provided in **Appendix C** and include it as a separate attachment in the electronic bid submission.
- 8.2 The cost proposal must have sufficient structure to show how the total proposed cost was calculated. It should contain the following elements:
- a) The number, classification and per diem and/or hourly rate for all assigned personnel. For each classification, the number of workdays should be defined.
  - b) The amount and explanation for other miscellaneous expenses that could be incurred.
- 8.3 **GOODS AND SERVICES TAX (GST) and HARMONIZED SALES TAX (HST):** The GST and HST, whichever is applicable, shall be considered an applicable tax for the purposes of this RFP and extra to the price herein. The amount of GST or HST shall be disclosed and shown as a separate item.
- 8.4 Bids will be evaluated in Canadian currency, therefore, for evaluation purposes, the exchange rate quoted by the Bank of Canada as being in effect on date of bid closing, shall be applied as the conversion factor for foreign currency. Prices

quoted shall not be subject to, or conditional upon, fluctuations in commercial or other interest rates during either the evaluation or contract period.

**9.0 CONDITIONS OF SUBMISSION**

- 9.1 There shall be no payment by the National Research Council for costs incurred in the preparation and submission of proposals in response to this request. No payment shall be made for costs incurred for clarification(s) and/or demonstration(s) that may be required by NRC. The National Research Council reserves the right to reject any or all proposals submitted, or to accept any proposal in whole or in part without negotiation. A contract will not necessarily be issued as a result of this competition. NRC reserves the right to amend, cancel or reissue this requirement at any time.
- 9.2 Selection of the successful bidder will be on the basis of technical merit and best overall value, not on cost alone. A cost-per-point ratio will be calculated by dividing the total cost by the technical rating. The compliant bidder with the lowest cost-per-point ratio will be considered the successful bidder. NRC reserves the right to enter into negotiations with the successful bidder prior to contract award on any and all aspects of its offer. The following chart illustrates the relationship between point rating and bid price. The figures used are for illustration purposes only.

<b>Highest Management Merit (25%), Technical Merit (45%) and Price (30%)</b>				
<b>Bidder</b>	<b>Proposal 1</b>	<b>Proposal 2</b>	<b>Proposal 3</b>	<b>Winner</b>
<b>Management Score</b>	90	82	78	
<b>Technical Score</b>	92	85	80	
<b>Price Quoted</b>	\$70,000	\$65,000	\$55,000	
<b>Calculation</b>	Management Technical	Price Points	Total Score	
<b>Proposal 1</b>	$\frac{90}{100} \times 25 = 22.5$ $\frac{92}{100} \times 45 = 41.4$	$\frac{55}{70} \times 30 = 23.6$	87.5	XXX
<b>Proposal 2</b>	$\frac{82}{100} \times 25 = 20.5$ $\frac{85}{100} \times 45 = 38.25$	$\frac{55}{65} \times 30 = 25.38$	84.13	
<b>Proposal 3</b>	$\frac{78}{100} \times 25 = 19.5$ $\frac{80}{100} \times 45 = 36.1$	$\frac{55}{55} \times 30 = 30$	85.6	

The method of selection will be highest combined Management Proposal (25%), Technical Rating (45%) and Price (30%)

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

9.4 Your proposal should contain the following statement:

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

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

#### **10.0 CONFIDENTIALITY**

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

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

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

#### **12.0 DEBRIEFINGS**

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

### **ADDITIONAL CONTRACT CLAUSES**

<b>Bidder compliance with all of the following clauses, terms and conditions of the resulting contract is mandatory.</b>
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#### **13.0 T4-A SUPPLEMENTARY SLIPS**

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

#### **14.0 GOVERNMENT SMOKING POLICY**

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

15.0 **ACCESS TO GOVERNMENT FACILITIES / EQUIPMENT**

- 15.1 Access to the facilities and equipment necessary to the performance of the work shall be provided through arrangements to be made by the Project Authority named herein. There will be however; no day-to-day supervision of the Contractor's activities nor control of the Contractor's hours of work by the Project Authority.
- 15.2 The Contractor undertakes and agrees to comply with all Standing Orders and Regulations in force on the site where the work is to be performed, relating to the safety of persons on the site or the protection of property against loss or damage from any and all causes including fires.

16.0 **GENERAL CONDITIONS**

- 16.1 The General Conditions 2010C entitled General Conditions Services and attached as Appendix "E" form part of this Contract.

17.0 **PROGRESS REPORT**

- 17.1 As part of and together with each progress claim, the Contractor must submit a progress report consisting of a narrative of approximately one (1) page describing the technical progress achieved in terms of the "Statement of Work", explaining any variations in the work or expenditure plan, specifying any problems encountered or foreseen (relating to time, cost or technical matters) and any other matter considered reportable by the Contractor.

18.0 **ADDITIONAL WORK**

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

19.0 **NON-PERMANENT RESIDENT (CANADIAN COMPANY)**

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

20.0 **LUMP SUM PAYMENT - WORK FORCE REDUCTION PROGRAMS**

- 20.1 It is a term of the contract that:
- a. the Contractor has declared to the Departmental Representative whether the Contractor has received a lump sum payment made pursuant to any work force reduction program, including but not limited to the Work Force Adjustment

Directive, the Early Departure Incentive Program, the Early Retirement Incentive Program or the Executive Employment Transition Program, which has been implemented to reduce the public service;

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

## 22.0 **OFFICE OF THE PROCUREMENT OMBUDSMAN (OPO)**

- 22.1 The Office of the Procurement Ombudsman (OPO) was established by the Government of Canada to provide an impartial, independent venue for Canadian bidders to raise complaints regarding the award of certain federal contracts under \$26,400 for goods and \$105,700 for services. If you have concerns regarding the award of a federal contract below these dollar amounts, you may contact OPO 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 or to determine if your concerns are within the Ombudsman's mandate, please see the Procurement Ombudsman Regulations or visit the OPO website.

## 23.0 **ENVIRONMENTAL CONSIDERATIONS**

- 23.1 Canada is committed to greening its supply chain. In April 2006, Canada issued a policy directing federal departments and agencies to take the necessary steps to acquire products and services that have a lower impact on the environment than those traditionally acquired. Environmentally preferable goods and services are those that have a lesser or reduced impact on the environment over the life cycle of the good or service, when compared with competing goods or services serving the same purpose. Environmental performance considerations include, among other things: the reduction of greenhouse gas emissions and air contaminants; improved energy and water efficiency; reduced waste and support reuse and recycling; the use of renewable resources; reduced hazardous waste; and reduced toxic and hazardous substances. In accordance with the Policy on Green Procurement <https://www.tbs-sct.gc.ca/pol/doc-eng.aspx?id=32573> , for this solicitation:

- Offerors / suppliers are encouraged to offer or suggest green solutions whenever possible.
- Offerors / suppliers are requested to provide all correspondence including (but not limited to) documents, reports and invoices in electronic format unless otherwise specified by the Contracting Authority or Project Authority, thereby reducing printed material.



- The paper format of the offer / arrangement should be certified as originating from a sustainable managed forest and/or with a minimum of 30% recycled content.
- Offerors / suppliers should recycle (shred) unneeded copies of non-classified/secure documents (taking into consideration the Security Requirements).
- Product components used in performing the services should be recyclable and/or reusable, whenever possible.
- Offerors / suppliers are encouraged to offer goods and/or services certified to a reputable eco-label.
- Offerors / suppliers should use equipment that has high energy efficiency or produces low air emissions.
- Offerors / suppliers are encouraged to offer environmentally preferred products which supports a sustainable environment for nature and wildlife.
- Offerors / suppliers are encouraged to offer environmentally preferred products which ensure the comfort and air quality of building occupants.

Suppliers are encouraged to consult the following websites:

<https://www.tpsgc-pwgsc.gc.ca/app-acq/ae-gp/index-eng.html>

<https://www.tpsgc-pwgsc.gc.ca/app-acq/ae-gp/rle-glr-eng.html>

## 24.0 **INTEGRITY PROVISIONS**

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

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

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

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

24.3 In addition to all other information required in the procurement process, the Supplier **must** provide the following:

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

<u>SURNAME</u>	<u>GIVEN NAME(S)</u>	<u>TITLE</u>

25.0 **ATTACHMENTS**

- Appendix "A" - Detailed Statement of Work
- Appendix "B" – Evaluation Criteria
- Appendix "C" – Price Table
- Appendix "D" – Floor Plans
- Appendix "E" - General Conditions 2010C
- Appendix "F" – Security Requirement Checklist
- Appendix "G" – Integrity Declaration Form



National Research  
Council Canada

Conseil national  
de recherches Canada

**NRC - CNRC**

**RFP# 22-58112**

**Appendix A**

**Request for Proposal**

**To Provide**

**Building Cleaning Services**

**To**

**Real Property Planning and Management Branch**

**Canada**

## INDEX

Introduction

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Section 2 Operations & Frequencies

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Appendix "B" Evaluation Criteria

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DESCRIPTION OF WORK

Building Cleaning Services

National Research Council of Canada

1. NRC – Ocean, Coastal & River Engineering (OCRE)  
#1 Arctic Ave., St. John's, NL  
M.U.N. Campus
-

**SECTION 1**

**GENERAL REQUIREMENTS**

## 1. Building Cleaning Operations

1. The Contractor shall provide all labor, materials and equipment (this includes all necessary paper and liquid soap dispensers) necessary for the complete and satisfactory delivery of janitorial cleaning services to all of the buildings identified, to complete the services and frequencies indicated within this RFP, to include Routine Cleaning, Project Cleaning and On-Demand Cleaning unless otherwise specified.

### 2. Routine /Scheduled Cleaning Operations

- 1.1 Routine Cleaning is cleaning performed on a regular basis, which forms the bulk of the cleaning and shall be performed between the hours of 07:30 to 16:30, Monday through Friday. There must be at least one cleaner available on site between the hours of 7:30 am and 16:30 pm. Staggering of work shifts is permitted in order to cover these periods.
- 1.2
  - a) Building passes are required after regular working hours; Saturday, Sunday and statutory holidays.
  - b) The building is supervised 24/7 by the Corps of Commissionaires.
  - c) The general cleaning of offices and labs shall be performed during regular NRC working hours.
  - d) The cleaning of washrooms, corridors, equipment rooms and certain public areas can be completed during regular NRC working hours. For safety and security reasons certain offices and all laboratories must be cleaned by prior arrangement during regular office hours.
  - e) At all times other than normal Contractor or NRC working hours, special permission is required for access to the building site.
  - f) Obtain permission from the RPPM Project Authority to perform the specific tasks before scheduling any work outside normal working hours.
  - g) All persons employed by the contractor, or by any subcontractor, and working on the site will be required to sign in at the reception desk each day upon arrival at work and when leaving after the work period.
  - h) The successful contractor will be responsible for scheduling shifts. It is the intention of this contract that certain members of this contractor's staff are present and available at least one hour per day for consultation with the NRC staff and to assist in special clean-up duties.  
Cleaning staff are not permitted to have guests or to escort visitors.
  - i.) Scheduled cleaning such as floor stripping must be performed after normal working hours, if it interferes with NRC staff or is deemed to be unsafe to be performed during normal working hours by the RPPM Project Authority and the cost to perform the scheduled cleaning after normal working hours will be borne by the Contractor.
  - J) Within 45 days of award of contract, the Contractor shall submit in writing, his final plan of operations to conform within the routine cleaning (detailed schedules of daily, weekly and monthly duties to be performed in each building). A preliminary plan of routine cleaning operations shall be approved by the RPPM Project Authority for implementation.

### 3. Project Cleaning or On-Demand Cleaning

- a) Project or on-demand cleaning shall only be performed when ordered in writing by the RPPM Project Authority for cleaning areas of the building that do not require regular routine cleaning. The Contractor will be given at least 48 hours advance notification prior to performing this cleaning operation.

- b) The Contractor must not re-assign staff from Routine/Scheduled Cleaning Operations in order to perform Project, On-Demand, Post-Construction or Call-Up cleaning. Additional staff must be available to handle these regular cleaning requests.
- c) **Charges for these services rendered will be based on the established fixed rate cost or the hourly charge out rate per cleaner for the term of this contract.**

4. Emergency Clean Up – Regular Working Hours

In the event of an emergency, such as a water leak/flood, the Contractor's Supervisor shall direct regular staff to the affected areas for cleanup. Following the cleanup, every attempt will be made by the cleaning staff to complete their regular duties.

**There will be no additional charges during regular working hours.**

5. After Hours Emergencies

- a) Should an emergency arise after regular working hours including weekends and statutory holidays and should cleaning staff be called-in to the affected area for clean-up, **charges for these services rendered will be based on an established hourly charge-out rate per cleaning for the term of this contract.**
- b) The contact person assigned by the Contractor must be prepared to respond to emergency calls 24 hours a day, 7 days a week and be on-site within two hours of notification.

6. Special Events Clean-Up

When requested in writing by the RPPM Project Authority the Contractor will provide additional cleaning staff, trained to handle special projects. For special event set-up and extra cleaning requirements **additional costs for cleaning prior to, during or following the special event will be rendered for extra cleaning only based on an established hourly charge-out rate, other than regular cleaning scheduled for the area.**

7. Post Construction Clean-up

- a) The Contractor, when requested in writing by the RPPM Project Authority, will provide additional cleaners for construction clean-up other than regular cleaning staff based on an established hourly charge-out rate. If regular cleaning is not required in a designated area during construction, a credit for the cleaning will be given to NRC based on a cost per square meter as per established rates.
- b) **For any newly installed resilient floor finish, the Contractor shall bear the cost to clean/seal as per manufacturers recommendations.**

**2. Inspection of Project or on Demand Work**

The Contractor shall notify the RPPM project Authority when each Project Cleaning Operation and Scheduled Operation is completed. The RPPM Project Authority shall have the work inspected and decide whether or not it is acceptable.

**3. Personnel Requirements**

The following outlines the requirements for personnel to be applied to this service contract.

1. Staffing

The Contractor must submit a complete staffing plan for the building to conform to the cleaning requirements. The plan is to be approved by the RPPM Project Authority prior to implementation.

- i. The contractor's site staff shall consist of bondable persons, one of which shall be designated as the Lead Custodian.
- ii. The contractor shall employ a multi-site supervisor or manager to visit the building at least once per week to supervise the custodians and direct their work. The supervisor shall be responsible for ensuring that the quality of work and standards of performance are maintained. The supervisor shall plan and direct the work of the custodians on a weekly basis to ensure that all contracted tasks are performed on a timely basis.
- iii. Where possible, the contractor shall provide the same personnel on an ongoing basis in order to allow them to become familiar with building and provide more efficient service.

2. Key Personnel

The Contractor will be responsible for identifying and assigning sufficient personnel as necessary to accomplish timely completion of all requirements as specified in this Contract. Qualified replacement personnel must be used to cover any absences (i.e. sick or annual leave, jury duty etc.) for personnel normally responsible for performing services. These personnel shall already have uniforms, background checks, training etc. required to perform required services. All temporary and replacement personnel shall have qualifications that are equal to or higher than the qualifications of the person being replaced.

3. The Contractor shall provide trained qualified personnel. The personnel assigned to a specific area shall be used exclusively in that area/building and will not perform other additional duties unless approved by the RPPM Project Authority.

4. As part of the work required for the Routine/Scheduled cleaning operations, the Contractor shall provide, **as a minimum**, the following personnel to cover all the cleaning operations detailed in the RFP;

5. All staff must have and be given at regular intervals the following training requirements:

- WHMIS
- Laboratory Safety (provided by NRC when required)
- Spill Containment
- Introduction to Assignments to General Procedures
- Chemicals Safety
- Tools and Equipment
- Floor Care
- Washroom Cleaning and Disinfection
- Green Cleaning Techniques

6. The Contractor must have staff who will be comfortable working in a general office environment, laboratories, and noisy or dusty environments. Aversion to provide cleaning services will not be an acceptable excuse for failure to perform the janitorial duties of this contract.

7. Substitutions

Notwithstanding emergency requirements, all proposed key personnel substitutions shall be submitted in writing to the RPPM Project Authority at least two weeks in advance of substitution. Each request shall provide a detailed explanation of the circumstances necessitating the proposed substitution: a complete resume (s) for the proposed substitute



(s) and any other information required by the RPPM Project Authority to approve or disapprove the proposed substitution (s). All proposed substitutes should have qualifications that are equal to or higher than the qualifications of the person being replaced.

When there is a case of an unplanned absence the Contractor is responsible to provide replacement personnel during that day's shift to ensure all cleaning frequencies are maintained.

8. Additional Key Personnel

In the event the Contractor designates additional key personnel as deemed appropriate for the requirement, the Contractor shall submit to the RPPM Project Authority for approval the information required in Sub-Section 3, Personnel Requirements.

9. Training Facilitator

The Contractor must have an in-house training facilitator who must have completed WHMIS training.

The Contractor through his Training Facilitator shall maintain a training record for each employee. The training records shall show the employee's name, type and date of each training class attended.

Provide regular re-training in "green" cleaning techniques and products.

10. Subcontractor Support

The Contractor shall describe those services, which shall be sub-contracted to other organizations. The Contractor shall obtain prior written authorization from the RPPM Project Authority for any sub-contractor not described in this proposal.

**The Contractor is responsible for the supervision of any sub-contractors used in the performance of the work.**

11. Contractor Reporting/information

- a) All reports, information, plans, and other submittals provided by the Contractor are subject to the approval by the RPPM Project Authority.
- b) It is the view of NRC that the timely submittal of reports is crucial to the proper cleaning operation of the facilities identified in the RFP.
- d) The contractor shall be required to submit reports at specified times throughout the life of this Contract. They are considered critical to the successful completion of all contractual requirements. The following reports/information shall be provided by the Contractor no later than the dates set forth below:

<b>Deliverable</b>	<b>Frequency/Due Date</b>
Hazardous Material Inventory with MSDS Sheets	15 days after contract start date, Annually thereafter
Accident Reports	2 days after accident

List of proposed dedicated and non-dedicated tools that the contractor will bring to this contract	With proposal, approved before award, update as needed and annually on the 15 <sup>th</sup> of January of each year.
List of proposed materials and supplies to be used throughout this Contract.	With proposal, approved before award, update as needed and annually on the 15 <sup>th</sup> of January of each year.
Quality Inspection Reports	No greater than a week after the inspection date.
Security Clearances for all personnel	10 days after award Updated as needed

- e) All deliverables are to be provided in soft copy by e-mail to the RPPM Project Authority. Exceptions included are invoices and copies of security clearances.

#### 4. Fire and General Safety

1. The Contractor and his employees shall comply with all ordinances, rules and regulations relating to the janitorial services as well as comply with all related NRC policies and procedures.
2. The Contractor shall have an active WHMIS program (Workplace Hazardous Material Information System) and shall ensure that all products used in the workplace are classified and labeled according to WHMIS. All of the Contractor's employees must attend a WHMIS training session and prior to working on the NRC premise.
3. The Contractor shall ensure that all equipment used to perform the work is in a state of good repair. The RPPM Project Authority reserves the right to have equipment judged to be unsafe, not suitable or defective taken out of service. The Contractor shall be responsible to supply suitable replacement equipment.
4. **Do not handle or dispose of any chemicals, glues, fuel or oil and do not mix them with garbage.**
5. The Contractor shall adhere to all safety measures respecting personnel and fire hazards recommended by either National and/or Provincial codes and/or prescribed by the authorities having jurisdiction concerning the equipment, work habits and procedures.
6. The Contractor shall ensure that all staff attend a WHMIS training and "Green Cleaning Technique" session before performing work at the NRC sites.
7. The Contractor and his staff must attend a safety orientation and instruction session for building with specialized equipment and/or hazards.
8. All electrically operated equipment used shall be CSA and/or ULC approved and shall be of a size and type suitable for the work required.
9. Cleaning staff shall comply with related NRC safety policies and procedures by wearing the following:
  - CSA approved safety foot wear (if Project cleaning in an area under construction)
  - Approved closed toe footwear
  - CSA Safety eye wear
  - CSA approved hard hats (if Project cleaning in an area under construction)
  - NRC Lab coats (if entering labs)
  - Appropriate gloves subject to the task performed
10. Cleaning staff who will be required to work above 8'0" from the floor level must be trained and certified in "Fall Arrest Training".
11. Cleaning staff will not be expected to empty garbage cans weighing in excess of 11.3 kilograms (25 lbs).
12. The Contractor shall post visible bilingual signage during floor cleaning operation.

- Bilingual "Danger Wet Floor" and "Do Not Enter" signs are mandatory, a minimum 4 of each per building.
13. Contractors shall submit with their proposals details of their safety program. This program should include the specific action they will take to train their employees in:
    - Safe workplace training for general office areas, laboratories, clean rooms, etc.
    - WHMIS training
    - Safe use of cleaning agents
    - Safe use of cleaning equipment
    - The use of equipment, signs, barriers or other devices to protect the building occupants or equipment
    - Recognizing other hazards or other materials that are not allowed for use in this Contract.
  14. Instruct personnel to unplug all cords to avoid damage to the cord and to the outlets. Do not plug any equipment into orange receptacles. Do not use electrical receptacles on machinery in shops.
  15. Comply with NRC's hazardous signage program and not enter labs or specialized research areas without permission or escort from the posted lab safety custodian or delegate.
  16. Chairs, stools, waste baskets, etc. must not be placed on desks, laboratory benches, tables, equipment benches or work benches during cleaning operations.
  17. Protective Equipment: must be provided by the Contractor and used while executing the required work. Such equipment shall conform to the latest industry standards and be in good working order. Any personal protective equipment not in good working order must be replaced immediately. Safety cones or safety barriers must be used as required to identify obstructions or other unsafe conditions at the work site. The Contractor is responsible for the supply and installation of all signage, protection and barriers required to execute their work in a safe and secure manner.
  18. Accident Reporting: all accidents or injuries occurring on the NRC work site must be reported and documented to the RPPM Project Authority.
  19. Other Safety Issues: the Contractor is requested to immediately report to the RPPM Project Authority any safety issue that may affect his staff in the performance of their work. The contractor will be responsible for the health and safety of his workers, sub-contractors and vendors as regulated by Federal, Provincial and Municipal Act and Regulations.
  20. Comply with all applicable requirements of the Federal Treasury Board Secretariat Fire Protection Standards.

## 5. Workplace Hazardous Material Information System (WHMIS)

The Contractor shall comply with Federal and Provincial legislation regarding the WHMIS. The contractor's responsibilities include, but are not limited to the following:

1. To ensure that any controlled product brought on site by the Contractor, Sub-Contractor or their suppliers, is properly labeled.
2. To supply in the main janitorial office of each building and one copy to the RPPM Project Authority, a three ring binder containing all material safety data sheets (MSDS) for cleaning materials being used in the cleaning operations.
3. To inform other Contractors, Sub-Contractors, the RPPM Project Authority, authorized visitors and outside inspection agency personnel about the presence and use of such products on the site.
4. The Program Manager and On-Site Supervisor must be able to demonstrate, to the satisfaction of the RPPM Project Authority, that he/she has had WHMIS training and is knowledgeable in its requirements. The RPPM Project Authority can require replacement of this person if this condition or implementation of WHMIS is not satisfactory.

## 6. Security Criteria

### 1. Security Screening

- a) The Contractor must provide a list of all persons and/or sub-contractors to be employed to execute work to be provided under this service contract with personal data for security screening purposes. Such security will be security cleared to "Reliability Status".
- b) Only the employees who are security cleared will be permitted to work on the NRC premises. They will be photographed and get their ID badge only when security cleared.
- c) The Contractor must provide to the RPPM Project Authority on an as needed basis, updated and accurate lists of its employees requiring access to the work sites.
- d) The RPPM Project Authority shall have the right to have any of the Contractors employees removed from any of the sites for security reasons, notwithstanding the results or status of any security screening with respect to such employee (s).

### 2. Security Requirements

- a) Only those employees whose names appear on the Contractor's payroll and meet the conditions specified in this contract will be allowed access to NRC facilities. No other persons accompanying employees will be allowed into a building.
- b) The Contractor's staff must report abnormalities to the NRC by calling 902-401-9749 or 902-426-1966.
- c) All cleaning personnel will be photographed and issued an identification card which they must wear in a visible manner at all times.
- d) All ID or access cards entrusted to the Contractor must be fully protected and returned to the RPPM Project Authority upon completion or termination of this Contract or upon termination of employment. Stolen, broken or lost ID or access cards must be reported immediately to the RPPM Project Authority.
- e) If a Contractor's employee opens a window, he/she must ensure it is closed and locked before leaving the premises. All doors to rooms, private or general offices, etc. which need to be unlocked by the cleaning personnel must be locked after the performance of their duties.
- f) The Contractor shall be entirely responsible for the personal belongings of their employees' while they are on the work site. Lockers are available for valuables – staff will provide their own locks.
- g) The Contractor will be held responsible to see that no Government property or Government employee's property is lost, damaged, destroyed or removed from the premises by their staff.  
The workers will not be allowed to bring knapsacks or similar large bags into the building. All bags are subject to search. Articles will be kept in secure storage where necessary.

## 7. Quality Assurance Program

1. The Contractor must put in place a Quality Assurance Program which shall outline the following: (these shall be included in the submission)
  - Building inspections – identify the problem
  - Corrective action – identify a solution
  - Follow-up reports – ensure no re-occurrence
2. The Contractor assisted by the RPPM Project Authority (or designate) must carry out a monthly inspection to ensure the work performance stays at the same level and standard expected by the RPPM Project Authority. Any Quality Assurance Inspection Report which indicates a performance inferior to 80% for any part of a building may result in the application of corrective measures to be taken and such performance may be the object of

action taken against the Contractor pursuant to the Contract.

3. The Contractor's monthly reports will be reviewed, evaluated and be signed-off by the RPPM Project Authority or delegate. These reports will provide an overview of the cleaning service and identify tasks to be undertaken in the months ahead.
4. Any items or deficiencies noted in the inspection reports must be corrected within a minimum of 24 hours and to a maximum of 4 working days. Any work deemed to be urgent by the RPPM Project Authority shall be performed immediately.

## 8. Uniforms

1. All clothing worn on site must be neat and professional looking for the work that they are performing.
2. All cleaning personnel must wear their Photo Identification Card in a visible manner.

## 9. Training

1. All of the Contractor's employees shall be trained in the safe and proper use of all equipment, chemicals, cleaning agents and supplies required for their work and in organizing their duties in an efficient manner.
2. In some cases, employees will require special training to enter or clean special purpose spaces, especially laboratories and/or workshops. In the event of this happening NRC will provide any specially required training in coordination with RPPM and Lab Safety Custodians.

## 10. Communications

1. The successful Contractor shall establish an open line of communication that is effective in keeping a good rapport with all involved in this service contract.
2. The Contractor and the lead custodian must either be equipped with a radio or a cell phone (c/w voicemail) so they may be contacted immediately at any time by the RPPM Project Authority or designate.
3. The Lead custodian shall register complaints and/or requests for cleaning in a log book and keep entries up-to-date as a means to communicate with the RPPM Project Authority.

### Log book:

- Contractor is responsible to keep and maintain a log book.
  - It shall serve to register all requests, complaints, tasks and comments.
  - The Contractor shall record all activities other than routine cleaning.
  - The RPPM Project Authority will record any observations done that day to be rectified and compliments on work well done.
  - **This must be checked for entries several times per day. It will be located at the front desk.**
4. The Contractor must identify a contact person (s) who must be available after normal hours of work and ensure a quick response to emergency and/or service calls.
  5. The Contractor and the RPPM Project Authority shall schedule meetings as required regarding the cleaning operations at the site. Minutes of these meetings will be kept and distributed to each person in attendance. The log books and inspection sheets shall be presented, reviewed and signed off. The focus of these meetings will be on prevention and problem solving.

## 11. Transportation

1. Provide all transportation necessary for your employees, their tools, equipment and materials to do the work.

2. Deliveries shall be through the Shipping and Receiving area.

## 12. Estimates

1. The contractor may be requested to provide a cost estimate prior to starting certain special projects. Payment for that work cannot exceed the estimate by more than 10% without prior written notice and approval by the RPPM Project Authority.

## 13. Parking

1. Parking passes will be provided by NRC for the cleaning contractor's on site staff. This allows parking in the lot at any time. Passes must never be loaned.
2. Lost passes will be replaced after collection of a \$10 replacement fee.
3. The multi-site supervisor will be required to use visitor parking between 07:30 and 16:30 hrs during normal workdays. Parking will be enforced, and tickets received by the contractor for not displaying a valid pass will be the responsibility of the vehicle owner for payment.

## 14. Assigned Office Space

1. The Contractor must not list, publicize or use in any fashion, for business purposes the address of a building owned by NRC. A telephone, fax line, data line and internet may be installed at the expense of the Contractor but must be unlisted and must not, under any circumstances, appear in telephone directories or advertised as a business telephone.
2. NRC shall not be responsible for damage to the Contractor's supplies, material or equipment in the building nor to the Contractor's employees' personal belongings brought into the building.
3. The Contractor must have a local office. Corporate support, within 1 hour drive from the NRC office.

## 15. Storage Space

1. NRC will identify and provide space in each building where the Contractor may store supplies, equipment and materials. Space will be adequate for all materials and supplies for 20 days operation to be stored and kept in a neat, clean and safe condition.
2. The Contractor shall not bring or store hazardous chemicals or substances on NRC premises. The Contractor will be held liable for all costs associated with any misuse, spill, disposal, etc. of any chemical or substance which was brought or stored in a NRC building.
3. There are several janitors' closets in the building of various sizes and uses and a general cleaner's area. The custodial staff shall be responsible for keeping the rooms clean and neat at all times with materials and supplies stored in a safe and secure manner. Ensure materials and equipment do not cause disagreeable odors. Keys will be issued for doors with locks.

## 16. Light, Heat, Power and Water

NRC will supply all heat, light, power, hot and cold water reasonably required for the work.

## 17. Elevator Services

1. Where applicable, the Contractor shall be permitted the use of elevators and shall be responsible for their safe operation. Do not leave carts, garbage, or other materials or equipment in any elevator.

**18. Cooperation with other contractors**

The Contractor shall cooperate fully with other contractors or workers sent onto the site of the work by the RPPM Project Authority.

**19. Use of Site**

1. Restrict operations on site to the area approved by the RPPM Project Authority at the time of tendering
2. Locate all equipment, storage, etc., to the designated areas.
3. Do not restrict access to the building, routes, and services.
4. Do not encumber the site with materials or equipment.

**20. Glossary of Terms**

<b>Category and Type</b>	<b>Detailed Information</b>
1. Cleaner – Light Duty	Cleaner – picks up litter, empties waste containers and recycling containers, removes foreign material from drinking fountains, light emergency cleaning, spot cleans, cleans furniture, cleans fixtures and dusts all surfaces (not requiring climbing of any kind or the use of a ladder), damp mops, dust mops, vacuums; replenishes supplies in washrooms, cleans and/or washes toilet facilities, wash basins, chrome fittings, mirrors and dispensers.
2. Cleaner – Heavy Duty	Cleaner – empties, cleans and/or washes heavy waste/recycling receptacles; sweeps, damp mops, washes and scrubs floors, removes and applies floor finishes; seals floors; washes or vacuums walls and ceilings, cleans light fixtures, replaces lamps and tubes, operates powered cleaning and sanitation equipment, and other related heavy duties.
3. Routine Cleaning	Cleaning operations which are specified to be performed monthly, weekly or daily.
4. Scheduled Operations	Cleaning operations which are specified to be performed monthly, every two months, three times a year, quarterly, semi-annually or annually.

- |     |                                   |  |
|-----|-----------------------------------|--|
| 5.  | Project and/or On-Demand Cleaning | Cleaning operations which are specified to be performed in writing only when ordered by the RPPM Project Authority.  |
| 6.  | Flight of Stairs                  | A flight of stairs is the stairs between two floor levels including landing(s).  |
| 7.  | Materials                         | Materials consist of items such as, toilet tissues, paper hand towels, hand soap, deodorant cakes, plastic bags, sharps containers, string and sani-bags, as required for the performance of the work, in addition to the supplies necessary for the physical cleaning of the building (s).  |
| 8.  | Debris /Litter                    | Consists of the contents of waste and recycling receptacles, sani-cans and refuse in fire hose cabinets.<br>Consists of paper clips, paper, mop strings, pins, staples and other items discarded on floor or carpeting.  |
| 9.  | Common Areas                      | Consists of cleaning operations, emptying and removal of waste and recyclables from all entrances, corridors, hallways, photocopy rooms, lunchrooms, kitchenettes, washrooms, meeting rooms and conference rooms in all buildings.   |
| 10. | Sweeping                          | Consists of removing loose, dry surface soil with a., dust cloth or dust mop.  |
| 11. | Spray Buffing (Spray Clean)       | Consists of spraying buff on a swept floor, approximately 45.72 centimeters ahead of the floor machine. Care must be taken that no solution splashes against furniture, doors and baseboards. While the machine operates, the spray buffing pad abrades black marks and irregularities. When the working ace of the pad becomes loaded, turn the pad over or replace with a clean pad. Spray buffing is continued until all traffic marks are removed and shine restored. Floor shall be swept after spray buffing has been completed. |
| 12. | Wet or Dry Scrub                  | Consists of removing the top layer or layers of floor finish,  |



using either the wet (use minimum amount of water) or dry scrub method and the application of two (2) coats of a self-polishing, non-slip floor finish to the dry, clean floor. Complete operation by cleaning splash marks from baseboards, doors, door frames, furniture, etc.

13. Wash

Consists of applying a neutral detergent solution to the floor, agitating it with a mop, removing the solution, rinsing the floor and picking up the rinse water.

#### RESILIENT

14. - **Offices**  
- **Washrooms**  
- **Laboratories**

#### Strip and Refinish

Consists of moving furniture, sweeping floor, stripping using either the wet or dry method to remove all layers of finish. Applying a minimum of one coat of a water base sealer and three coats of a self-polishing, non-slip floor finish. Complete operation by cleaning baseboards.

#### NOTE :

1. Floor sealer to be applied up to the baseboards.
2. Floor finishes to be applied up to 30.48 centimeters from the baseboards except for the last coat which will be applied right up to the baseboards.
3. Each coat of finish to be laid in the opposite direction from the previous coat.
4. Baseboards to be cleaned after each scheduled operation to remove streaks and splashes.
5. When using either the wet scrub or wet strip method, use a minimum amount of solution.
6. When using the dry scrub or dry strip method, damp mop the floor twice before applying sealer or finish.
7. When using the wet scrub or wet strip method, rinse the floor twice before applying sealer or finish.

15. - **Corridors**  
- **Entrances**  
- **Lobbies**

#### Strip and Refinish

Same as for Offices EXCEPT that four coats of a self-polishing non-slip floor finish will be applied.

#### Polish or Buff

Consists of covering the full floor area with a machine and brush or pad to restore surface shine.

#### TILE, TERRAZO, MARBLE, UNPAINTED CONCRETE

16.	<b>Entrances and Lobbies</b>	<u>Strip and Refinish</u>	Same as for Resilient floors.
17.	<b>Machine Scrub</b>		Consists of applying a neutral detergent solution, agitating with A machine and brush or pad, picking up solution, rinsing with clear water and picking up rinse water.
18.	<b>Washrooms</b>	Machine Scrub	As above except rinse with a disinfectant solution.
19.	<b>Washrooms</b>	Wash	Consists of applying a neutral detergent solution to the floor, agitating it with a mop, removing the solution, rinsing with a disinfectant solution and picking up the rinse solution.
20.	<b>Washrooms</b>	<u>Strip and Refinish</u>	Consists of sweeping floor, stripping using either the wet or dry strip method to remove all layers of finish. Applying a minimum of one coat of a water base sealer and two coats of a self-polishing, non-slip floor finish.
21.	<b>Washrooms</b>	<u>Patrol Cleaning</u>	Consist of pickup up litter, wiping hand basins including al surrounds and shelves above, polishing mirrors, wiping up spillage and replenishing empty dispensers. This work is in addition the regular servicing.
22.	<b>Most</b>		Consists of sweeping, stripping and applying one coat of an approved sealer.
23.	<b>Rugs, Carpets</b>		<p>Consists of removing dust, dirt and litter using an upright or canister type vacuum cleaner, capable of having a crevice tool attached to clean in corners and along baseboards.</p> <p>Consists of identifying the type of stain by look, feel or odor and removal using the appropriate remover in accordance with instructions, in commercially available spot remover kits.</p>
24.	<b>Walk-Away Mats</b>		Consists of removing sand, slush or water using a wet and dry industrial type vacuum cleaner, equipped with the appropriate floor tools.

		<u>Salt Stain Removal</u>	
25.	<b>Dusting</b>		Consists of vacuuming, flooding salt stain with water and allowing to stand for ten minutes, vacuuming up water and repeating operation as many times as necessary until the stain is removed.
26.	<b>Spot Cleaning</b>		Consists of removing finger-marks, smudges, stains and graffiti using a moistened cloth followed by a dry cloth.
27.	<b>Vacuum</b>		Consists of removing loose dirt, dust and cobwebs using a vacuum cleaner equipped with the appropriate attachments.  Consists of removing loose dust using a vacuum cleaner, back rake with wand and drape attachment and covering all surfaces on both sides.
28.	<b>Clean Vinyl and Leatherette Upholstery</b>		Consists of removing soil marks and stains using an approved cleaner and applying an approved finish.
29.	<b>Wash Air Grilles/Air Diffusers</b>		Consists of applying a detergent solution with a cloth to remove dust and dirt and drying with a clean cloth.
30.	<b>Clean Lunch and Restroom</b>		Consists of cleaning up spillage, clearing off rubbish from all furniture, tables, chairs, sinks, etc. damp wiping of sinks, counters and fixtures, pickup up debris from floor emptying garbage cans and waste receptacles.
31.	<b>Shampooing &amp; Hot Water Extraction Method</b>		Remove and reinstall to their original location, desks filing cabinets and all other furniture and equipment within the space.  Dry vacuum the carpet with an industrial type vacuum cleaner with beater brush. Pick up all paper clips, pins and staples prior to wetting the carpet.  Remove spots and stains using special cleaners. Regulate the flow of cleaning solution to moisten

the fibers but not to penetrate the backing while using the scrubber. Repeat the above with extraction equipment and complete by using clear water only to extract the maximum amount of cleaning residue.

Dry wipe all furniture, walls and other surfaces moistened during the work to remove staining, streaking and spotting. Place protective material beneath the contact points of all furniture and equipment to prevent stains.

32. **Waste Management  
and Recycling Program**

Day-to-day management of a multi material recycling program. Collection and transportation of the various commodities and depositing them in appropriate containers at a central area.

**END OF SECTION 1**

**SECTION 2**  
**OPERATIONS AND FREQUENCIES**

**Work Included in the Scope of Work**

- .1 The Contractor will provide cleaning services to the Ocean, Coastal, River Engineering (OCRE) St. John's building which is a division of the National Research Council of Canada and it is located on an eight (8) hectare site on the Memorial University of Newfoundland's Campus in St. John's, NL at #1 Arctic Avenue. The facility has a staff of approximately one hundred (100) NRC personnel as well as approximately thirty (30) other clients and contractors. The facility conducts research and contract marine testing work for both national and international clients.

The facility has an area of approximately 22,000 m<sup>2</sup>. This includes 5000 m<sup>2</sup> of office and meeting room space and 15,000 m<sup>2</sup> of laboratory and shop space; mechanical and electrical rooms, stores areas; storage areas and large water filled tanks.

The facility has nine (9) 3m x 3m overhead doors, five (5) staff entrances, twenty three (23) fire exits and approximately 300m of concrete sidewalks varying in width from 3 to 5 meters.

Drawings provided for the facility are:

- 300838A04 – IPF – Floor Plan – Level 1
- 300838A05 – IPF – Floor Plan – Level 2
- 300838A06 – IPF – Floor Plan – Level 3
- NRC St. John's Floor 1 Rev 1
- NRC St. John's Floor 2 Rev 1
- NRC St. John's Basement 1 Rev 1
- NRC St. John's Basement 2 Rev 1

See section 6 key plans to view the following drawings.

- .2 Provide complete building cleaning services in the most efficient and environmentally friendly manner to maintain cleanliness and hygiene at each building and site.
- .3 All exposed surfaces of the interior of the buildings, including walls, floors, floor coverings (including rugs and mats), drapes, light fixtures, stairways and railings, plumbing and mechanical fixtures, interior windows, transoms and door frames, desks and office furniture.
- .4 Clean all building areas as outlined in this specification to the floor plan levels specified.
- .5 Inspect all areas for the cleaning requirements, respond to all calls, complaints, investigate the unsatisfactory conditions and take appropriate actions.
- .6 Supply all materials, dispensing units, supplies and products required to carry out the building cleaning services. Sufficient stock of materials and supplies must be maintained at each site

to satisfy the cleaning requirements. This includes but is not limited to Sharps containers and sanitary napkin disposal units as described in the Federal OHS regulations (9.17A) for bathrooms.

- .7 Premium quality, environmentally friendly (Eco logo or Green Seal) and unscented products waxes and polishes shall be used in all cases.
- .8 Cleaning contractor will supply paper toweling, toilet paper and hand soap for the lavatories, kitchen area, and 4 break/common areas. NRC will supply and install paper toweling and hand soap in lab areas and shops where dispensers exist.
- .9 Supply all equipment required for this work such as cube trucks, carts, mopping tanks, scrubbing machines, polishing machines, vacuum cleaners, brooms, mops (wet and dry), ladders, dusting clothes, pails, scrubbing brushes, scrapers, soaps, scouring materials, detergents, deodorants, disinfectants, polishing materials, waxes, signs, carpet cleaners, applicators, etc., shall be supplied by the Contractor.
- .10 Wherever possible and practical auto scrubbers will be used in place of mops.
- .11 Cleaning equipment shall be in good operating condition at all times.
- .12 All floor machines shall be equipped with a minimum 20 meters of electrical cord (red or yellow) of adequate size and gauge to permit machine operation over extended periods. Extension cords will not be acceptable.
- .13 Employ such methods as necessary to avoid defacement or damage to the buildings and ensure all materials and methods used are compatible with the surfaces on which they are used.
- .14 Provide waste and recyclable collection of the various commodities from the building and transport them to the designated container or to a central collection location.
- .15 **Work Excluded in the Scope of Work**
  - Collection of all hazardous and chemical waste.
  - Winter snow removal and ice control.
  - Maintenance of exterior furnishings.
  - Exterior perimeter window cleaning.
  - This contract does not include maintenance of the grounds, parking areas or roadways other than litter clean-up as per the cleaning schedule. It does not include washing the exterior part of exterior walls or windows other than entrance doors.

## 2 **Waste Removal**

- 2.1 Contract cleaning staff will empty common waste receptacles, replace liners and remove all waste immediately to the appropriate roll-off waste container, organics or blue recyclables bin located outside the Shipping and Receiving doors daily. NRC staff will place garbage, recyclables and organics into these common containers on each floor. Cleaning staff will not enter any office, workshop, or lab area to empty waste receptacles.
- 2.2 General waste from laboratories and offices will be placed in the corridors for pickup by cleaning staff (or placed in common hallway bins for collection).

- 2.3 The contractor shall supply new plastic liners for all common waste containers, clear bags for recycling. Clear bags can be used for organic bins but they cannot be placed into the organic bin outside the Shipping and Receiving doors.
- 2.4 Empty all waste, organics, and recyclable containers from common areas such as washrooms, entrances, hallways, lunchrooms, meeting rooms, theatre, etc. into central common containers for eventual disposal.
- 2.5 Paper recyclable materials are collected in the large bins in common areas by a separate contractor and are not the responsibility of this contractor.

### 3 **Floors in General**

- 3.1 Chairs, wastepaper baskets, etc. must not be placed on desks, tables or work benches during cleaning operations.
- 3.2 Care must be taken not to allow cleaning solutions to seep under furniture legs, file cabinets or partitions.
- 3.3 Supply and visibly locate international signs (glyph) or bilingual Danger signs when performing all floor cleaning operations.

### 4 **Washrooms Public/Private in General**

- 4.1 Washrooms shall be patrolled, cleaned and empty dispensers shall be replenished by mid-day.
- 4.2 Blocked toilets, sinks, urinals and drains to be cleared immediately by use of a plunger. If plumbing work is necessary, notify the RPPM Project Authority.
- 4.3 Replace plastic bags with correct size in wastepaper receptacles and refuse receptacles when dirty or torn.
- 4.4 Supply and install sanitary napkin bags and dispensers in all bathroom stalls.
- 4.5 Supply and install urinal screens and deodorant blocks as required in each urinal.
- 4.6 Supply/install and dispose of sharps containers in all bathrooms, these containers must comply with the National Standard of Canada (CAN)/CSA Standard CAN/CSA Z316.6, *Sharps Injury Protection- Requirements and Test Methods- Sharps Containers*.

### 5 **Hand Sanitizers in General**

- 5.1 Maintain and service all existing hands-free and manual sanitation units distributed throughout the hallways. Maintenance and servicing shall include, refilling dispensers with NRC supplied germicide liquid and replacement of NRC supplied batteries when required.

### 6 **Cleaning Requirements**

#### 6.1 **Daily**

- 6.1.1 Remove graffiti and posters from exterior walls, doors and windows at street level
- 6.1.2 Clean and polish aluminum fittings, signs, ornamental metal work, metal entrance doors and push bars
- 6.1.3 Clean glass and sashes on both sides in entrance doors
- 6.1.4 Clean up, sweep and keep clear of litter /debris, all entrance and loading areas

#### 6.2 **Weekly**

- 6.2.1 Clean glass and sashes on both sides in entrance sidelights



### 6.3 Monthly

- 6.3.1 Clean air intake and exhaust grills
- 6.3.2 Remove dust, litter, and cobwebs from light wells, vent openings, and service passages

### 6.4 Semi-Annually

- 6.4.1 Wash exterior marble, granite, glazed walls and columns about entrance area

## 7 Resilient Floors/Ceramic Tile Floors

### 7.1 Office Areas including Conference Rooms

- 7.1.1 Sweep and damp mop all floors once per week.
- 7.1.2 Damp mop or wipe floors where necessary to remove spillage and salt daily from November to April inclusive.
- 7.1.3 Spray buff in front and behind counters, desk wells and traffic lanes every two (2) weeks.
- 7.1.4 Wet or dry scrub and refinish on a full floor basis every three (3) months.
- 7.1.5 Strip and refinish on a floor basis annually, or as needed.

### 7.2 Corridors and Elevator Lobbies

- 7.2.1 Sweep and damp mop twice (2) per week.
- 7.2.2 Damp mop or wipe all floors to remove spillage and salt, etc. daily or as necessary during the months of November to April inclusive.
- 7.2.3 Wet or dry scrub and refinish on a full floor basis every three (3) months.
- 7.2.4 Strip and refinish on a full floor basis every six (6) months.

### 7.3 **Electro-Mech Shops (x2), Electronics Shop, Electronics Shop Tool Crib, Paint Shop, Machine Shop Tool Crib, Ice Tank Control Room, Warm-Up Room, Carriage Control Rooms (x2), OEB Control Room, OEB Test Lab and North Building Drawing Lab**

- 7.3.1 Sweep and damp mop twice (2) per week.
- 7.3.2 Spray buff traffic areas every two (2) weeks.
- 7.3.3 Damp mop or wipe all floors to remove spillage and salt, etc. daily or as necessary during the months of November to April inclusive.
- 7.3.4 Wet or dry scrub and refinish on a full floor basis every three (3) months.
- 7.3.5 Strip and refinish on a floor basis once (1) every two (2) years.

### 7.4 Maintenance Shop Offices and Lunchroom

- 7.4.1 Sweep and damp mop weekly.
- 7.4.2 Damp mop or wipe all floors to remove spillage and salt, etc. daily or as necessary during the months of November to April inclusive.
- 7.4.3 Matting in these areas to be washed and scrubbed monthly.
- 7.4.4 Wet or dry scrub and refinish on a full floor basis every three (3) months.
- 7.4.5 Strip and refinish on a full floor basis every six (6) months.

## 8 **Bamboo/Cork Floors**

### 8.1 **Daily**

- 8.1.1 Sweep all floors daily and remove all foreign matter and debris.
- 8.1.2 Damp mop or wipe all floors to remove spillage and salt, etc. daily or as necessary during the months of November to April inclusive.

*Please refer to the manufacturers' specifications when dealing with these flooring types*

## 9 **Hardwood Floors**

### 9.1 **General**

- 9.1.1 Use a minimum amount of water to remove spillage.

### 9.2 **Machine Shop and Pattern Shop**

- 9.2.1 Sweep all floors daily.
- 9.2.2 Wipe up all spillage as necessary.
- 9.2.3 Clean floors using a solvent wood cleaner, apply one coat of an approved non-slip wax and buff once per year (Machine and Pattern Shop Only)

### 9.3 **Stores (2nd Floor), Cold Labs (x4), Cold Lab Control and Set-Up Rooms**

- 9.3.1 Sweep all floors once (1) per week.
- 9.3.2 Clean up any spillage daily or as necessary

## 10 **Concrete Floors**

### 10.1 **Maintenance Shop, Model Prep Shop, Welding Shop, Stores (Ground Floor), OEB Lab (Ground Floor), Towing Tank Lab (Ground Floor), Paint Shop, Fiberglass Shop and Flammable Stores**

#### 10.1.1 **Daily**

- 10.1.1.1 Sweep floors in the Maintenance Shop, Model Prep Shop, Welding Shop & Stores (Ground Floor)
- 10.1.1.2 Remove refuse and other foreign debris

10.1.1.3 Damp Mop to remove spillage

10.1.2 **Weekly**

10.1.2.1 Sweep the OEB Lab (Ground Floor), Towing Tank Lab (Ground Floor), Paint Shop, Fiberglass Shop and Flammable Stores floors.

10.1.3 **Monthly**

10.1.3.1 Machine scrub all floors (Except Flammable Stores)

10.2 **Machine Shop Mezzanines**

10.2.1 **Monthly**

10.2.2 Sweep all floors and pick up debris

10.2.3 **Annually**

10.2.3.1 Wash all floors

10.3 **Towing Tank, OEB and Ice Tank Basements**

10.3.1 **Weekly**

10.3.1.1 Remove refuse and other foreign residue

10.3.1.2 Damp mop to remove spillage

10.3.2 **Semi-Annually**

10.3.2.1 Sweep floors using an approved dust absorbent compound

11 **Anti-Fatigue Matted Flooring**

11.1 **Machine Shop / RPPM Maintenance Shop**

11.1.1 **Daily**

11.1.1.1 Sweep floors.

11.1.1.2 Remove refuse and other foreign debris

11.1.1.3 Damp Mop to remove spillage

11.1.2 **Every Three (3) Months**

11.1.2.1 Wash and Scrub floors

12 **Carpet and Rugs**

12.1.1 Remove spots and stains from carpeting and rugs

12.1.2 Report to the RPPM Building Manager any spots on carpeting or rugs that cannot be removed by normal means along with any other damage to the carpeting

12.1.3 Clip loose threads during vacuuming operations

## 12.2 Offices

12.2.1 Vacuum once (1) per week, all carpeting and rugs on a full floor basis

12.2.2 Vacuum on a required basis, areas requiring more frequent cleaning, such as traffic lanes and desk wells in general work areas and private offices

12.2.3 Where t-mats are in use, remove, vacuum carpet, clean t-mat and replace

12.2.4 Steam clean all carpets annually

## 12.3 Ice Tank Lab (Ground Floor)

12.3.1 Vacuum once (1) monthly (To be scheduled by RPPM Building Manager.)

## 13 Walk Away Mats

13.1.1 The Contractor shall use industrial type wet and dry vacuum cleaners, equipped with the proper floor tools and of sufficient suction to remove wet or dry sand, water, etc. from the mats

13.1.2 Vacuum mats at 09:00 hrs. And again at 14:00 hrs. Daily. During inclement weather, vacuum mats more often, as necessary

13.1.3 Mats shall be in place from November 1<sup>st</sup> to April 30<sup>th</sup> inclusive. In case of unusual weather conditions, the RPPM Building Manager may shorten or extend the period

13.1.4 The Contractor shall supply and place multiple walk away mats, in the following locations. Note: Matt sizes and final location detail are to be determined in conjunction with the RPPM Building Manager. Sizes below are for reference only.

- At the Staff Entrance – 2 mats @ 6ft x 10ft
- At the Staff Entrance – 1 mat @ 6ft x 28ft
- At the IRAP Entrance – 1 mat @ 4ft x 4ft
- At the IRAP Entrance – 1 mat @ 5ft x 5ft
- At the Main Entrance – 2 mats @ 3ft x 12ft
- At the Main Entrance – 1 mat @ 4ft x 6ft
- At the Main Entrance – 2 mats @ 4ft x 30ft

13.1.5 Mats shall be replaced at the discretion of the RPPM Building Manager once they become worn and dirty.

13.1.6 The mats shall be fabricated of nylon fiber on a rubber backing, treated with non-toxic dirt absorbent and having water retention of approximately 3.41 liters per square meter. Some of the mats may have to be angle cut to fit applications

13.1.7 The mats are to be removed or rolled up to complete floor cleaning operations. Clean the underside of mats before replacing or storing

## 13.2 Weekly

- 13.2.1 Shampoo all large mats in place. Smaller mats are to be removed to a designated location for this operation

## 14 **Miscellaneous**

### 14.1 **Daily**

- 14.1.1 Damp wipe window stools and draft deflectors
- 14.1.2 Dust open radiators, remove litter from behind and underneath
- 14.1.3 Dust display cases and spot clean glass

### 14.2 **Every Two (2) Weeks**

- 14.2.1 Clean exterior sash of notice boards and wash glass
- 14.2.2 Wash display case glass

### 14.3 **Monthly**

- 14.3.1 Clean and polish all decorative metal fittings

### 14.4 **Quarterly**

- 14.4.1 Dust or vacuum ledges, top of partitions, pipes and other high areas including tops of hanging light fixtures and conduit 1.8m or more above floor level (Include ledges in Ice Tank, OEB and Tow Tank)
- 14.4.2 Clean all air intake grills, air diffusers and metal surrounds in washrooms and conference rooms
- 14.4.3 Wash all open radiators
- 14.4.4 Clean exposed radiator and convector covers

### 14.5 **Semi-Annually**

- 14.5.1 Wash exterior surfaces of exposed air ducts

## 15 **Entrances, Lobby and Corridor Link**

- 15.1.1 Keep free of litter
- 15.1.2 Mats are to be removed or rolled-up to complete floor cleaning operations

### 15.2 **Daily**

- 15.2.1 Clean both sides of door glass
- 15.2.2 Clean surface and between bars of foot grills

### 15.3 **Weekly**

15.3.1 Machine scrub and spray buff floors (November to April inclusive)

15.3.2 Clean both sides of all glass windows and metal surrounds

15.3.3 Sweep and spray buff floors (May to October inclusive)

**15.4 Monthly**

15.4.1 Remove foot grills and clean out recessed pan and drain (November to April inclusive)

15.4.2 Machine scrub and spray buff floors (May to October inclusive)

**15.5 Semi-Annually**

15.5.1 Strip and refinish floor

**16 Stairs and Landings**

**16.1 Daily (Office Building)**

16.1.1 Sweep stairs and landings

16.1.2 Remove other foreign residue

16.1.3 Damp mop from basement to third level

16.1.4 Dust hand rails, vertical grills, baseboards, stringers and ledges

16.1.5 Vacuum carpeted stairs and landings

**16.2 Weekly (South Building and North Building)**

**16.3 Every Six (6) Months**

16.3.1 Strip and refinish resilient surfaces

**17 Elevators**

**17.1 Daily**

17.1.1 Clean interior and exterior bright metalwork

17.1.2 Dust interior of cab and remove finger marks, smudges and stains on doors, door frames and walls, including control panels

17.1.3 Scrape and vacuum clean doorsill/track grooves in both the cab and on each landing

17.1.4 Sweep and damp mop floors when mats not in use

17.1.5 Remove foreign residue from floors

**17.2 Three (3) Times Per Year**

17.2.1 Wet or dry scrub and refinish floors

**17.3 Annually**

17.3.1 Strip and refinish floors

**18 Washrooms**

**18.1 Daily**

18.1.1 Remove other foreign residue

18.1.2 Sweep and damp mop all floors with a germicidal solution

18.1.3 Clean and disinfect all toilet fixtures (inside and outside), including both sides of toilet seats, bowls, urinals, washbasins and the underside of washbasins, water taps, flush tanks, etc.

18.1.4 Clean and dust walls, partitions, doors, baseboards, shelving, exposed piping, dispensers, receptacles and mirrors

**18.2 Weekly**

18.2.1 Machine scrub floors

18.2.2 Wash on both sides partitions and partition doors and the ceramic walls enclosed by the partitions using a germicidal detergent

18.2.3 Descale toilet bowls and urinals

18.2.4 Supply and place one (1) deodorant screen in each urinal

**18.3 Monthly**

18.3.1 Wash and disinfect wastepaper and refuse receptacles including metal containers

18.3.2 Wash all walls

**18.4 Semi-Annually**

18.4.1 Wash ceilings

**18.5 Annually**

18.5.1 Strip and refinish floors

**19 Venetian Blinds**

19.1.1 Dust all venetian blinds in the office area every two (2) months

19.1.2 Dust all venetian blinds in the pattern shop every four (4) months

**20 Counters**

**20.1 Daily (Stores & Main Lobby)**

20.1.1 Damp wipe and polish

**20.2 Weekly**

20.2.1 Clean counter facings, metal wickets, glass and wood partitions

**21 Interior Glass**

**21.1 Daily**

21.1.1 Spot clean glass doors, glass in fire doors, glass partitions, glass panels in partitions and glass block in corridors and stairwells

21.1.2 Remove all foreign substances such as tape, etc.

**21.2 Weekly**

21.2.1 Wash both sides of glass doors and glass in fire doors

**21.3 Monthly**

21.3.1 Wash both sides of glass partitions and/or glass panels in partitions, glass block in corridors and the inside of glass block in stairwells

21.3.2 Clean interior glass in the Ice Tank and Towing Tank carriage control rooms and in the computer and terminal rooms.

**22 Furniture and Fixtures**

22.1.1 Papers and files left on furniture shall not be disturbed by the cleaning staff

**22.2 Daily**

22.2.1 Dust horizontal surfaces

22.2.2 Dust telephones and intercom instruments

22.2.3 Dust and remove finger marks and stains from vertical and horizontal surfaces of boardroom and executive office furniture

22.2.4 Spot clean finger marks and stains from glass topped furniture

22.2.5 Spot clean surface of lockers, storage and filing cabinets

22.2.6 Spot clean bookcase glass doors

22.2.7 Dust empty stacks and shelves

22.2.8 Dust pictures and wall hangings (including paintings and art objects)

**22.3 Weekly**

22.3.1 Dust and remove stains from vertical surfaces



- 22.3.2 Clean and polish boardroom and executive furniture
- 22.3.3 Dust tops of lockers and storage cabinets
- 22.3.4 Dust bases of free standing screens
- 22.3.5 Dust artificial plants, remove debris from containers and damp wipe exterior of containers
- 22.3.6 Clean interior of public clothes closets
- 22.3.7 Wash boot trays and/or boot shelves during inclement weather

#### 22.4 **Monthly**

- 22.4.1 Vacuum upholstered furniture
- 22.4.2 Remove and clean on both sides all glass or plastic plates covering furniture and dust tops of furniture before replacing plates

#### 22.5 **Quarterly**

- 22.5.1 Clean and polish both sides of bookcase glass doors

#### 22.6 **Semi-Annually**

- 22.6.1 Clean, using an approved product, all leather, vinyl and leatherette upholstered furniture in executive offices, boardrooms and waiting areas
- 22.6.2 Vacuum upholstered free standing screens
- 22.6.3 Dust ledges inside desk wells

### 23 **Waste Receptacles**

#### 23.1 **General**

- 23.1.1 Supply and install plastic bags of correct size in wastepaper baskets, garbage cans and waste receptacles. Replace plastic bags with the correct size when torn or dirty

#### 23.2 **Every Two (2) Days**

- 23.2.1 Empty and damp wipe exterior of wastepaper baskets
- 23.2.2 Empty garbage cans and waste receptacles

#### 23.3 **Weekly**

- 23.3.1 Empty all recyclable paper trays. Place in recyclable paper bins.
- 23.3.2 Wash and disinfect garbage cans and waste receptacles including the metal liner

#### 23.4 **Semi-Annually**

23.4.1 Wash and disinfect wastepaper baskets

24 **Doors and Doorframes**

24.1 **Daily**

24.1.1 Clean finger marks from doors and doorframes

24.1.2 Dust door grilles

24.2 **Monthly**

24.2.1 Clean non-metallic kick and hand plates using a detergent solution

24.2.2 Clean metal push bars, kick plates and hand plates using the appropriate cleaner

24.2.3 Dust doors and door frames

24.3 **Semi-Annually**

24.3.1 Wash door grilles

25 **Emergency Fire Equipment**

25.1 **Every Two (2) Months**

25.1.1 Clean and/or polish fire extinguishers

25.1.2 Clean both sides of cabinet door glass

25.1.3 Dust wall hung equipment

26 **Walls, Partitions and Baseboards**

26.1 **Daily**

26.1.1 Remove finger marks, smudges and stains from painted walls and partitions

26.1.2 Dust baseboards, ledges and moldings

26.1.3 Spot clean vinyl covered walls, doors and partitions

26.2 **Weekly**

26.2.1 Dust marble walls, columns and frames

26.2.2 Spot clean fabric and carpeted walls, columns, screens and partitions

27 **Contractor Space**

27.1.1 To be kept free of litter

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

**27.2 Daily**

- 27.2.1 Sweep and wash floors
- 27.2.2 Wash and disinfect sinks

**27.3 Quarterly**

- 27.3.1 Wash walls, shelves, etc.

**28 Garbage Disposal**

- 28.1.1 Cardboard containers designated for disposal must be flattened or tied into bundles 1200 mm (length) by 600 mm (diameter) and not to exceed 20kg in weight before placing into the recycling bin
- The recycling bin is located in the Stores Yard.
  - Cardboard is **not** to be disposed of in garbage containers.
- 28.1.2 Garbage stored in plastic bags or garbage cans must be placed in the garbage container located in the shipping area yard

**28.2 Daily**

- 28.2.1 Empty all garbage cans and wastepaper baskets designated for disposal into bulk-lift units or plastic bags and dispose in the garbage container
- 28.2.2 Sweep floor after removal of garbage and pick up any litter dropped between the garbage room/area and point of loading on truck

**29 Light Fixtures**

- 29.1.1 Wash the interior and exterior of light fixtures including bulbs and tubes, once (1) per year
- 29.1.2 Wash all exterior building light fixtures once (1) per year

**30 Kitchens**

**30.1 Daily**

- 30.1.1 Pick up refuse and other foreign residue
- 30.1.2 Patrol clean and clean up any spillage on an as required basis
- 30.1.3 Damp wipe and disinfect the counter top and cupboard doors and remove any stains
- 30.1.4 Clean and disinfect sinks
- 30.1.5 Spot clean appliances and walls
- 30.1.6 Sweep and damp mop floor

**30.2 Weekly**

30.2.1 Clean outside and inside of appliances

30.2.2 Sweep, wash and buff the floor

**30.3 Monthly**

30.3.1 Wet or dry scrub and refinish on a full floor basis

**30.4 Four (4) Times Per Year**

30.4.1 Empty, clean and disinfect all cupboards

30.4.2 Strip and refinish on a full floor basis

**31 Staff Lounge/Lunchroom****31.1 Daily**

31.1.1 Patrol clean and clean up spillage on an as required basis

31.1.2 Wash all furniture, tables and chairs

31.1.3 Sweep and damp mop the floor

31.1.4 Vacuum the carpet

**31.2 Weekly**

31.2.1 Dust the vending machines

31.2.2 Sweep, wash and buff the floor

**31.3 Monthly**

31.3.1 Wet or dry scrub and refinish on a full floor basis

31.3.2 Vacuum the lounge furniture

**31.4 Semi-Annually**

31.4.1 Strip and refinish on a full floor basis

31.4.2 Steam clean the carpet

**32 Shipping/Receiving, Truck Dock and Wood Stores**

32.1.1 Provide and apply an absorbent compound to oil and grease spills and remove as quickly as possible

- 32.1.2 Remove accumulated slush and water on floors in entrances and truck areas on a continuous basis during inclement weather

### 32.2 Daily

- 32.2.1 Sweep and/or scrape floors to remove foreign debris
- 32.2.2 Remove any spillage

### 32.3 Weekly

- 32.3.1 Sweep on a full floor basis

### 32.4 Monthly

- 32.4.1 Machine scrub all floors
- 32.4.2 Clean floor drains

## 33 Locker Rooms

### 33.1 Daily

- 33.1.1 Pick up refuse and empty waste receptacles
- 33.1.2 Sweep floors
- 33.1.3 Remove gum and other foreign residue
- 33.1.4 Wash all floors and benches using a germicidal detergent
- 33.1.5 Dust exposed surfaces of lockers including tops

### 33.2 Monthly

- 33.2.1 Wet/dry scrub and rinse all floors using a germicidal solution

### 33.3 Semi-Annually

- 33.3.1 Wash the exterior of lockers
- 33.3.2 Strip and refinish floors

## 34 Showers

### 34.1 Daily

- 34.1.1 Remove all pieces of soap and other foreign matter
- 34.1.2 Wipe down walls using a cleaner disinfectant and rinse with clear water
- 34.1.3 Scrub floors and duck boards using a cleaner disinfectant and rinse with clear water
- 34.1.4 Report any blockages or leaks

### 34.2 Weekly

34.2.1 Wash walls and shower curtains using a soap less detergent

34.2.2 Scrub floors using a soap less detergent

Description	Operation Schedule
Floors - Office Areas - Wet/Dry Scrub & Refinish	September, December, March & June
Floors - Office Areas - Strip & Refinish	May
Floors - Corridors & Elevator Lobbies - Wet/Dry Scrub & Refinish	September, December, March & June
Floors - Corridors & Elevator Lobbies - Strip & Refinish	May & November
Floors - Laboratories (Resilient) - Wet/Dry Scrub & Refinish	September, December, March & June
Floors - Laboratories (Resilient) - Strip & Finish	May
Floors – Maintenance Shop Offices & Lunchroom (Resilient) - Wet/Dry Scrub & Refinish	September, December, March & June
Floors - Maintenance Shop Offices & Lunchroom (Resilient) - Strip & Finish	May
Floors - Hardwood - Clean & Wax	May
Floors - Concrete - Wash	May
Floors - Concrete - Sweep with Absorbent Compound	March & September
Floors - Carpet - Office Areas - Steam Clean	May
Ledges, Tops of Partitions, Pipes, etc - Dust or Vacuum	January, March, August & November
Air Intake Grills, Air Diffusers, etc - Clean	January, March, August & November
Open Radiators - Wash	January, March, August & November
Exposed Radiator & Convector Covers - Clean	January, March, August & November
Exposed Air Ducts - Wash	July & December
Entrances & Lobbies - Strip & Refinish Floors	March & October

Description	Operation Schedule
Stairs & Landings - Strip & Refinish	March & October
Elevator Floors - Wet/Dry - Scrub & Refinish	December, February & May
Elevator Floors - Strip & Refinish	October
Washroom Ceilings - Wash	October
Washroom Floors - Strip & Refinish	April & October
Venetian Blinds (Office) - Dust	January, March, May, July, September & November
Venetian Blinds (Pattern Shop) - Dust	January, May & September
Bookcase glass - Clean/Polish	January, April, July & October
Furniture - Upholstered, Leather, Vinyl - Clean Vacuum Screens & Dust Ledges	January & July
Wastepaper Baskets - Wash & Disinfect	January & July
Door Grills - Wash	February & August
Emergency Fire Equipment	January, March, May, July, September & November
Contractor Room, Walls, etc - Wash	January, April, July & October
Lighting Fixtures - Wash	June
Kitchen - Strip & Refinish - Clean Cupboards	January, April, July & October
Lounge/Lunchroom - Strip & Refinish - Steam Clean	December & May
Exterior of Lockers - Wash	June & December
Locker Room Floors Resilient - Strip & Refinish	June & December
E.D.P Areas - Light Fixtures - Wash	March & December
E.D.P Areas - Air Diffusers - Clean	March & December

**END OF SECTION 2**

**SECTION 3  
EQUIPMENT/MATERIALS/PRODUCTS**



- 1. Equipment/Supplies**
- .1 The Contractor shall supply all equipment, materials or products required to carry out the work as described in the RFP.
  - .2 All equipment, materials or products are to be approved by the RPPM Project Authority.
  - .3 The Contractor shall have on site and available at all times the following equipment:
- 2. Materials and Products**
- .1 Contractor shall submit with his tender and annually thereafter a complete listing of all materials, products, tools/equipment that is to be used for the purposes of execution of this service contract for review by the RPPM Project Authority. Inventory of contractor assets will be reviewed quarterly. As well, from time to time he may be required to provide samples of materials or products from his stock for testing purposes.
- Products
- .2 a) Background
    - NRC strives to utilize environmentally preferred products where economically feasible. Work under this service contract comprises the supply and delivery of non-WHMIS regulated, bio-degradable and fragrance free janitorial products.
    - NRC's expectation for the proper cleaning of its facilities in the NCR will be through the implementation of a proper "Green Cleaning Program" supported by standard operating procedures, storage procedures and staffing plans that address sustainable and effective cleaning and hard surfaces maintenance.
    - The Contractor must identify in his plan the selection of products, equipment and procedures to be used to clean and maintain the building environment in a clean, safe and environmentally responsible manner so as to maintain a good image of NRC.
    - Cleaning products acceptable to NRC must be recognized and certified by either Environmental Choice, Green Seal or Eco logo, demonstrating that the product has undergone and successfully passed the stringent requirements of the environmental certification program.
  - b) Products: The general categories NRC wishes to consider are as follows:

Category A: Environmentally responsible products

including hand-cleaner/soap, heavy-duty hand-cleaner for shop applications, disinfectants, all-purpose cleaner, window cleaner, bowl cleaner, liquid air freshener, floor finish, floor stripper, furniture polish, sweep compounds, waste and recycling can liners.

Category B: Environmentally responsible custodial paper products.

Category C: Sundry cleaning items such as brushes, brooms, mops, mop buckets and pails, dispensers, trash containers, dustpans, scouring pads, scrapers, cutting knives, etc.

Category D: All miscellaneous and non-controllable items such as cutting knives/blades, recycling plastic bags, garbage bags and deodorant blocks/pucks, etc.

- c) The Contractor shall provide the following information for evaluation purposes within a table referencing the following:
- Product name
  - Manufacturer
  - MSDS available – yes/no
  - Certification - Environmental Choice
    - Green Seal
    - Eco logo
    - Other
    - None
  - Product description/use
  - Unit Price
- d) The Contractor must provide a complete descriptive and illustrative information related to the products to be used at the NRC facilities as part of any awarded contract. Include the following with your technical submission; Material Safety Data Sheets as well as product labels on information and specification sheets. Product information should include percentages of active ingredients and recommended dilution rates.
- e) The Contractor must provide at time of tender submission a sample of the supplies, products, c/w associated dispensers he proposes to use throughout the contract.
- f) Towel and tissue products may be derived from renewable resources or made from non-tree fiber and comply with the following:
- Guidelines for post-consumer recycle content
  - Green Seal

- Eco logo
- g) Waste and Recycling can liners, oxo-biodegradable liners that must contain a minimum of 60% post-consumer recycled content.
- h) Color coded micro fiber clothes and mops for various cleaning tasks.
- i) Vacuum cleaners and/or Carpet Extractors must be recognized and identified by the Carpet and Rug Institute "Green Label" testing and seal of approval, operating at less than 70 decibels.
- j) Electric and battery-powered floor buffers and burnishers must be equipped with HEPA filters for fine particulates and operate at less than 70 decibels

**END OF SECTION 3**

**SECTION 4**  
**EVALUATION PROCESS**

## 1. Proposal Evaluation Process and Criteria

### 1. General information

- a) This section describes the process NRC will use to evaluate the proposals and determine the successful Contractor.
- b) The evaluation process will have three (3) phases, as described below. Contractors are required to submit the following **PDF packages**:
- Mandatory Requirements
  - Management/Technical Proposal
  - Financial Proposal

**NO FINANCIAL INFORMATION WHATSOEVER SHALL BE INCLUDED WITH THE MANAGEMENT/TECHNICAL PROPOSAL. THE FINANCIAL PROPOSAL SHALL BE A SEPARATE PDF ATTACHEMENT.**

- c) Proposals shall be structured such that each section and area of the proposal is complete and stands alone. The use of cross-referencing within each section to satisfy formal requirements is not acceptable and may render the Proposal non-compliant. Evaluators will only look at information offered under the applicable section to make their assessment.

### 2. Evaluation Method

Proposals will be evaluated based on a weighted percentage system in accordance with the following guidelines:

<b>Management Proposal</b>	<b>25 percent</b>
<b>Technical Proposal</b>	<b>45 percent</b>
<b>Pricing Schedules</b>	<b><u>30 percent</u></b>
<b>Total Score</b>	<b>100 percent</b>

The Bidder with the highest combined total score (Management Proposal, Technical Proposal and Pricing Schedule) will be recommended for contract award. In the event of a tie only, the Bidder with the lowest priced proposal will be recommended for contract award.

### 3. Types of Evaluation Selection Criteria

For the purposes of this RFP, there are two types of evaluation criteria: "Mandatory and Rated". Failure to meet ALL Mandatory Criteria (MC) will result in the Proposal being non-compliant and will not be considered further in the Management and Technical Evaluation phase (MR and TR, rated criteria). Once the Mandatory Criteria has been met, the Proposal will be evaluated against the Rated Criteria. Proponent's proposal must score a minimum of 75% of the total points allowed for the "Rated Requirements" for their proposal to be considered further.

Only those proposals that meet all Mandatory Requirements and meet or exceed the minimum total scoring of 75% of the points for the "Rated Requirements" (MR and TR) will then have their financial proposal evaluated.

## 2. Management/Technical Proposal

### 1. General

The Management/Technical Proposal shall contain the following elements:

- Title Page
- Table of Contents
- Introduction
- Corporate Background
- Understanding of the Requirements
- Previous Experience on similar work
- Contractor's Senior Team
- Draft Contract Management Plan encompassing the following:
  - Contract Management Plan
  - Site Organization Plan
  - Human Resources Plan
  - Material and Equipment Plan
  - Quality Management Plan
  - Health and Safety Plan
  - Communications Plan
  - Transition Plan
- Appendices
  - Appendix 1 - A completed and signed Request for Proposal form
  - Appendix 2 - Corporate literature
  - Appendix 3 - Resumes and certification requirements

### 2. Description of Proposal Elements

#### 1. Corporate Background

- Provide a corporate and strategic organization chart.
- Provide the corporate background and general company description for the prime contractor and all proposed subcontractors. This should illustrate the capability and capacity of the company to successfully undertake the Contract requirements. If the Contractor wishes to include corporate brochures and other supporting documentation with their proposal, then they shall be attached as Appendix .
- Indicate what priority this Contract holds in the corporate business plan and why it is

#### 2. Understanding of the Requirements

- Identify and describe the goals and objectives of the RFP as you understand them. Given the requirements as defined in the RFP, identify and describe some of the issues, challenges and opportunities related to this Service Contract.
- Discuss the key success factors that should be considered in order to address these issues, challenges and opportunities.
- Provide a list of parameters and assumptions that should be considered in the implementation of the Contract.

3. Previous Experience on Similar Work

- Demonstrate experience on contracts of a similar scope by listing at least three previous similar contracts/assignments undertaken within the last five years that are relevant to this requirement. Must demonstrate in having a minimum of five (5) years recent experience in providing janitorial services to large institutional and/or commercial sites with numerous, multi-purpose facilities and laboratories of various size which handle hazardous materials.
- Complete the following Table – Relevant Contract Information to provide basic information for each relevant contract/assignment proposed. For each contract listed in the Table, provide in a narrative format, a brief description of the contract objectives and its approach and methodology and the relevance of this experience to the requirements outlined in this RFP.
- Demonstrate that the contracts offered as examples are linked to as many of the key personnel proposed as part of the Contractor’s Senior Team. Contractors must describe the nature of the contributions of the proposed personnel.
- Describe the stability of the workforce on these projects. What was the turnover rate of personnel on these projects?

Contract Name	Client	Client’s Point of Contact	Client’s Tel. No. and E-mail address	Proposed Resources Who Worked on the Contract	Contract Value	Start/ End Dates

Table – Relevant Contract Information

- A minimum of three contracts of similar scope and nature shall be described. However, Contractors may describe as many previous contracts as they feel is necessary in order to adequately describe the experience and qualifications of the Contractor and of the proposed team. References may be contacted.

4. Contractor’s Senior Team

- Demonstrate competence, experience, education, qualifications and the ability of the proposed team members to fulfill the requirements of the RFP.
- Provide an organization chart of the team illustrating the individual team members and the relationship among the prime contractor and any strategic partners or subcontractors.
- Identify on the chart the senior member of the Contractor’s team who will act as an on-site point of contact.

- Identify a Program Manager who has the relevant experience in projects of similar size, scope and complexity to meet the requirements as described in the RFP.
- Identify all key on-site supervisory personnel reporting directly to the Program Manager including a back-up for the position of Program Manager. Identification of 1 On-Site supervisors and their certification.

NOTE: Listing experience without providing any supporting data describing where and how such experience was obtained, or without a contact point for verification, may result in disqualification of the experience for evaluation purposes.

5. Draft Contract Management Plan

- Elaborate in detail the specific methodologies, processes, procedures, materials and equipment to explain how the services in the RFP will be provided.
- The Contract Management Plan shall address but not be limited to the following:
  - Managing the overall contract
  - Creation of a master schedule
  - Inspection, internal controls and audits
  - Administrative processes including record keeping and invoices

6. Draft Site Organization Plan

- Identify the site organization structure including lines of authority and managerial responsibility and accountability for the delivery of all contracted services. Identify the linkage to the corporate and strategic organization and the interrelationship with the Client management structure.
- Identify the Program Manager on the chart and identify the back-up Program Manager as well as the names and functions of the On-Site Supervisor.

7. Draft Human Resources Plan

- Provide a description of the Contractor's Human Resources Plan and labor practices and policies to include, but not limited to the following:
  - Scope and depth of human resources and labor relations departments
  - Training and resources (manuals, videos, etc.)
  - Pay equity
  - Employment equity
  - Harassment in the workplace
  - Racism and human rights
  - Labor management issues including any Collective Agreement expiry dates
- Provide a complete Staffing Plan with their proposal showing the number of hours allocated for each day, to provide all specified services. This Staffing Plan shall commensurate with the level of service outlined in the RFP. Also to be included in the plan is the allocation of supervisory coverage. The plan shall also address the following elements:
  - Identify how the Contractor proposes to structure the work team for the building
  - Address the necessary training that will be required
  - Describe the plan for replacement of personnel.

8. Draft Material and Equipment Plan

- Provide details of the suppliers/vendors they intend to use.



- Elaborate in detail the type of materials or products and the equipment to be utilized to carry out the requirements identified in the RFP including but not limited to the following:
  - Type of materials and products that will be available for this Contract. Preference will be given to quality materials or products that meet the environmentally friendly criteria, "Green Cleaning".
  - Type and quantity of equipment to be available for this Contract.
  - A complete listing of mechanical equipment, including specifications that will be available to carry out the services.

9. Draft Quality Management Plan

- Elaborate in detail the systems and procedures that will be employed to consistently deliver high quality and services. Provide details of the corporate standards for financial and quality control.
- Identify the methods to be used by the Contractor to train his staff to ensure quality delivery service; and to survey and monitor customer satisfaction and ensure accountability. Survey formats, response standards and an action plan to resolve contentious issues regarding the quality of services should be included.

10. Draft Health and Safety Plan

- Elaborate in detail the Contractor's Health and Safety Plan for its functions as it conforms to applicable legislative standards and policies including, but not limited to the following:
  - Spill management
  - Safe workplace training
  - Specialized training of specific employee
    - ie. Clean rooms, hazardous equipment
  - WHMIS training
  - Recognized Building Cleaning Programs
  - Use personal protective equipment
- Describe in detail the Health and Safety Program or practices currently in place, including training and monitoring of staff performance.

11. Draft Communication Plan

- Detail how the Communication Plan will address how the Contractor will report progress, coordinate deliverables, resolve problems and issues and interface/liase with the RPPM Project Authority. The RFP describes regular reporting requirements in forms of reports and meetings. The Contractor is to describe how these significant reporting requirements will be managed.
- Describe in detail the Contractor's plan to respond to emergency clean-ups during normal working conditions and after hours.

12. Draft Transition Plan

- Describe the methodology to transfer the contract duties to a subsequent contractor. The plan should include, but not limited to the following:
  - Contractor's major mobilization activities
  - Personnel, equipment and materials
  - Site familiarization and training for new staff
  - Co-ordination activities with the RPPM Project Authority

**3. Financial Proposal**

## 1. General

The Financial Proposal must be submitted separately in a sealed envelope and shall contain the following:

- Title Page
- Table of Contents
- Financial Capacity
- Disclosure Statement
- Proposal Bonds
- Insurance Certificates
- Pricing Schedules

## 2. Description of Elements

### 1. Financial Capacity

NRC requires assurance that Proponents have the corporate financial resources and financial stability necessary to meet the cash flow requirements of the resulting contract. In order to demonstrate its financial capacity, the Proponent must include the following with its proposal:

- a) Audited Financial Statements, if available, or Unaudited Financial Statements for the company's last three (3) years, Statement of Earnings and Income Statement as of December 31, 2020.
- b) Confirmation letter from the Proponent's banking institution indicating the value of the total lines of credit granted and the amounts available and not drawn upon as of December 31, 2020.
- c) All financial information provided with the Proposal must be certified by either the Chief Financial Officer or the signing officer of the Proponent's company.
- d) NRC, at its discretion, reserves the right to request additional financial information or conduct an on-site review of the Proponent's financial information as part of the evaluation process. Proponents must make their facilities and all appropriate supporting documentation and records available for such an on-site visit.

### 2. Disclosure Statement

The Proponent must provide a clear statement setting out the nature and extent of any material litigation pending against the Proponent.

### 3. Bonds and Insurance Certificates

Proponents must insert their Bond and Insurance Certificates as part of their Financial Proposal.

### 4. Pricing Schedules

Proponents must submit as part of their Financial Proposal the pricing schedules.

5. A letter of Good Standing must be submitted for the following:

- Workers Compensation Board
- Canada Revenue Agency
- Insurance
- NL Labor Board

#### 4. Proposal Evaluation

1. Mandatory Criteria (MC)

To be compliant and to be considered further in the evaluation, Contractors **must** meet the following Mandatory Criteria:

Reference	Description	Achieved?	Cross Reference To Proposal
MC1	<b>Security Requirement</b> The Bidder must provide a valid Designated Organization Screening (DOS) certification at bid closing.	Yes/No	
MC2	<b>Certifications:</b> Certifications must be properly completed and submitted with the proposal. Certifications required are:  a. Submission of Bid Financial Security b. Proof of maximum insurance coverage currently carried as: 1. Comprehensive General Liability Insurance	Yes/No	
MC3	<b>Site Visit/Inspection Tour:</b> It is mandatory that the Contractor or a representative of the Contractor visit the site and examine the scope of work required and the existing conditions. Proof of attendance form to be signed at the Site Visit and briefing session.	Yes/No	

2. Evaluation of Management Proposal (MR)

The following criteria apply to the Management Proposal. The description of the criteria below is provided to illustrate some of the factors that will be used to evaluate the criteria.

REF. #	Evaluation Criteria	Maximum Points Awarded
MR1	<b>Corporate Background:</b> 1. Has a detailed description of the corporate background been provided that is focused on the requirement of this contract? (4 points) 2. Has the firm had experience in a laboratory environment? (4 points) 3. Is ownership or corporate control clear? (4 points)  4. Does the firm have a St. Johns presence? (3 points)	15

MR2	<p><b>Understanding the Requirements:</b></p> <ol style="list-style-type: none"> <li>1. Does the contractor have the relevant experience on similar work? (5 points)</li> <li>2. How well has the Contractor demonstrated a comprehensive knowledge of all aspects of the work specified and the experience outlined in the RFP? (5 points)</li> <li>3. Does the proposal leave issues not or incompletely addressed, such that it is unclear as to how and with what resources the Contractor intends to deliver the service/work in question? (5 points)</li> <li>4. Is the Contractor cognizant of the full extent of the tasks called up in the RFP? (5 points)</li> <li>5. If a consortium or sub-contracting approach is proposed, what specific services, functions or activities are affected? (5 points)</li> </ol>	25
MR3	<p><b>Contractor previous Experience on Similar Work:</b></p> <ol style="list-style-type: none"> <li>1. The Contractor must demonstrate that the contracts they have performed in the past are of similar scope and nature. The greater the relevant experience, the more points the contractors will receive. Relevant experience will be assessed against factors such as size, complexity and nature of work. (1 point per year, with the maximum being 10 points )</li> <li>2. The Contractor must demonstrate that he has had a minimum of five (5) years <u>recent</u> experience in providing janitorial services to large institutional and/or commercial sites with numerous multipurpose facilities of various sizes as well as having experience in maintaining large laboratory facilities which handle hazardous materials and have class 100 and class 1000 clean room facilities. ( 10 points)</li> <li>3. Submission of 3 references clearly demonstrating the management of cleaning operations described within the RFP. (5 points)</li> </ol>	25
MR4	<p><b>Contractor's Management Team:</b></p> <ol style="list-style-type: none"> <li>1. What are the qualifications of the proposed Contractor Management Team for managing a contract of this size and magnitude? (4 points)</li> <li>2. How much experience does the proposed Project Director and Project Manager have in managing contracts of a similar scope and what was their direct involvement? (4 points)</li> <li>3. Did the Contractor clearly describe in detail the structure of the Project Team, the relationship to the Contractor company, sub-contractors and the relationship to RPPM. (2 points)</li> </ol>	10
MR5	<p><b>Contract Management Plan:</b></p> <ol style="list-style-type: none"> <li>1. How well does the Contract Management Plan address the overall requirements identified in the RFP? A key objective of the proposal evaluation process will be to assess whether the proposals are transferable into a comprehensive manageable contract capable of delivering all required services in a professional, effective and economical manner. (10 points)</li> <li>2. The Contract Management Plan must address the corporate structure, the manner in which the on-site Management Team will be supported such as technical resources, senior management and administration. As well, the Proposal must address the manner of mobilizing corporate resources to deal with troubleshooting or emergencies and what support or involvement will be provided in the ramp-up of this Contract. (10 points)</li> <li>3. The Proposal must address in detail the methodologies for planning, controlling and reporting on services delivered. As well, describe the administration process controls for inspections, financial controls and audits which will be critical success factors for RPPM. (5 points)</li> </ol>	25
	<p><b>Total points for Management Proposal:</b></p> <p>Minimum passing points: (75%)</p>	<p>100</p> <p>(75)</p>

## 3. Evaluation of the Technical Proposal (TR)

The following description of criteria below illustrates some of the factors that will be applied to evaluate the criteria applied to the Technical Proposal.

Ref#	Evaluation Criteria	Max. Points
TR1	<p><b>Site Organization Plan:</b></p> <p>1. The Site Organization Plan must address proposed positions, number of staffing, identify if the proposed staff will be on-site or off-site in the form of an organization chart to show the relationships between the Corporate Management, the Project Director, Project Manager(s), Site-Supervisor(s) and sub-contractors. The Proposal must provide a description of the roles, responsibilities and authority of key personnel regarding decision making, reporting and control framework. As well, describe the roles and terms of reference of key personnel.(10 points)</p> <p>2.Address types, methods and frequency of training programs such as technical, health and safety, customer service and possible other related issues to the management and operations for the delivery of services identified in the RFP.(5 points)</p>	15
TR2	<p><b>Human Resources Plan:</b></p> <p>1. Does the Human Resources Plan provide a comprehensive overview of the Contractor's policies regarding all aspects of labor law and social issues in the workplace? (3 points)</p> <p>2. Is the training program thorough and are detailed resources provided? (3 points)</p> <p>3. What is the turnover rate of employees and how is it managed? (3 points)</p> <p>4. How well do they replace personnel? (2 points)</p> <p>5. Does the Staffing Plan fully identify key managerial and supervisory staff and describe all necessary training of contractor employees? (2 points)</p> <p>6. Does the Contractor present a succession plan for key managerial and supervisory personnel as well as for the replacement of other personnel? (2 points)</p> <p>7. How does the Contractor plan on structuring the work at each site? (2 points)</p> <p>8. Does the staffing plan indicate the number of man hours allocated for each day, for each building to provide all specified services? (2 points)</p> <p>9. Are Sub-Contractors identified in the proposal? (2 points)</p> <p>10. If so, who are they, what will be their duties and responsibilities and how will they be managed? (2 points)</p> <p>11. How close is their business relationship? (2 points)</p>	25
TR3	<p><b>Material and Equipment Plan:</b></p> <p>1.Has a comprehensive listing of the materials, products and equipment, including name and/or manufacturer been submitted?(10 points)</p> <p>2. Preference will be given to materials and products that meet the "environmentally friendly" criteria. (10 points)</p> <p>3.Has a listing of all mechanical equipment including specifications and quantities listed by site been submitted? (5 points)</p>	25
TR4	<p><b>Quality Management Plan:</b></p> <p>1. How does the Contractor intend to ensure the highest quality possible for work activities and deliverables described in the RFP? ( 5 points)</p> <p>2.What financial and quality control audit programs will be in place?( 2.5 points)</p> <p>3.What customer/user satisfaction assurance and complaint rectification process will be in effect?(2.5 points)</p>	10
TR5	<p><b>Health and Safety Plan:</b></p> <p>1. Does the Contractor have a comprehensive Health and Safety policy and if so, what related information does it contain? (2.5 points)</p> <p>2. Is detailed staff training planned and is it a corporate priority?(2.5 points)</p> <p>3. Describe how workers are notified of job-specific hazards?(2.5 points)</p> <p>4.Describe how sub-contractors' workers are incorporated into your health and safety training and other programs.(2.5 points)</p> <p>5. Describe other programs, activities or information that you believe demonstrates that your company carries out its projects safely and in accordance with all health and safety requirements? (2.5 points)</p>	15

	6. What processes or procedures are proposed to identify risk areas and to mitigate their implications to NRC? (2.5 points)	
TR6	<b>Communications Plan:</b> 1. How will the Contractor report progress, coordinate deliverables, resolve problems and issues and communicate in general with RPPM? (3 points) 2. Will Key Personnel be available 24/7? (2 points)	5
TR7	<b>Transition Plan:</b> Has the Contractor submitted a comprehensive Transition Plan that details the major milestones, mobilization activities, site familiarization and handover schedules/activities between the present Contractor, as well as coordination requirements with NRC?	5
	<b>Total Points for Technical Proposal:</b>  Minimum Passing Points: (75%)	100  (75)

**END OF SECTION 4**

**SECTION 5**

**FINANCIAL REQUIREMENTS**

**(PRICING MATRIX)**

## 1.0 FINANCIAL REQUIREMENTS

### 1. General

It is mandatory that the Financial Proposal is submitted in a separate **PDF attachment**.

### 2. Period of Contract and Option to Extend Contract

The period of this Contract will commence April 1<sup>st</sup>, 2023 to March 31<sup>st</sup>, 2027 with an option to renew at NRC's sole discretion for an additional three - one year terms, subject to satisfactory performance.

NRC is not obliged to exercise any of the options years. The exercise of any option year will be at NRC's sole discretion by providing notification in writing to the Proponent at least 120 days prior to the Contract expiry date or the expiry date of an exercised option year.

The Three one-year option year extensions would be offered at the same terms and conditions stipulated. NRC shall use the Consumer Price Index (CPI) for the NL Region, as published before the option year by Statistics Canada for the previous 12 month period to adjust the value of the second year contract value (April 1<sup>st</sup>, 2024 to March 31<sup>st</sup>, 2025) by the percentage increase in the Consumer Price Index.

For subsequent years of the Contract, the fixed fee shall be established as follows;

- Option Year 1 (April 1<sup>st</sup>, 2027 to March 31<sup>st</sup>, 2028)

The fixed fee for option year 1 (excluding taxes) shall be based upon the fixed fee during the second year contract term (April 1<sup>st</sup>, 2024 to March 31<sup>st</sup>, 2025). Plus or minus a price adjustment based on the Consumer Price Index for NL (CPI), all items.

**Example only**

CPI for December 2018 is 134.9

CPI for December 2019 was 138.4

% difference –  $(138.4/134.9) \times 100 - 100\% = 2.6\%$  increase (decrease if % difference is negative)

- Option Year 2 (April 1<sup>st</sup>, 2028 to March 31<sup>st</sup>, 2029)

The fixed fee for Option Year 2 (excluding taxes) shall be based upon the fixed fee established for Option Year 1 (April 1<sup>st</sup>, 2027 to March 31<sup>st</sup>, 2028) plus or minus a price adjustment based on the Consumer Price Index for NL (CPI), all items.

- Option Year 3 (April 1<sup>st</sup>, 2029 to March 31<sup>st</sup>, 2030)



The fixed fee for Option Year 3 (excluding taxes) shall be based upon the fixed fee established for Option Year 2 (April 1<sup>st</sup>, 2028 to March 31<sup>st</sup>, 30, 2029) plus or minus a price adjustment based on the Consumer Price Index for NL (CPI), all items.

**Note:** The Provincial “Family Day” holiday in February is not a federal government holiday. The Proponent must provide regular cleaning services on this day for each year of the Contract.

### 3. Contract Price

1. It is mandatory that bidders submit pricing and/or rates on a year to year basis for the period of the Contract for all items listed in this section. The Pricing Schedules within this section, when completed, will be considered as part of the Bidder’s Financial Proposal.
2. Pricing must be all inclusive of all labor, materials and products, equipment and tools, transportation and fuel costs, associated traveling costs, insurances, associated administrative costs, associated services, overhead, profit, mark-ups, incorporate all costs and mark-ups from sub-contractors or vendors, etc.

#### 3. Contract Price Submission

The Proponent shall submit the Contract Price portion of the Proposal as a **Separate PDF attachment**.

**ALL PRICES SUBMITTED FOR ALL YEARS ARE TO BE IN CURRENT YEAR CONSTANT DOLLARS.**

#### 4. Mandatory Form of Quotation

The Proponent shall use the pricing schedules supplied. The spreadsheet pricing schedules must be completed **in full** and submitted as part of the Proposal. Any missing costs will make the submission non-responsive. The spreadsheet format must not be revised, and the quotation data must be provided in print format as well as computer file format.

#### 5. Proposal Pricing

As described, the Proponent must submit the pricing on the forms provided.

##### (a) Building Cleaning Operations

The Proponent is to give a breakdown for all routine building cleaning, waste management and recycling operations on a year-by-year basis for the services as described in the RFP. The prices must be **all** inclusive of all administration costs, labor, materials, transportation and associated traveling costs, associated services, overhead, profit, mark-ups, etc. for each services as described in the RFP.

**(b) Unit Prices for Labor**

Provide hourly rates for all labor requested in the Pricing Schedules. These rates are to be all inclusive and are to include salary burden, transportation and associated traveling costs, insurance, mark-up, profit, overhead, tools, WSIB, supervision, administration, etc. No additional charges over and above these rates will be entertained.

**(c) Unit Rates for Project, On-Demand, Post-Construction or Call-Up Cleaning Requests**

Provide unit prices or hourly rates for services requested on a need basis. These rates are to be all inclusive and are to include salary burden, transportation and associated traveling costs, insurance, mark-up, profit, overhead, tools, WSIB, supervision, administration, etc. No additional charges, over and above, these rates will be entertained.

The Contractor must not re-assign staff from routine or miscellaneous cleaning duties in order to perform Project, On-Demand, Post-Construction or Call-up cleaning. The Contractor must bring additional staff to the site to handle these cleaning requests/requirements.

**(d) Material Mark-Up**

Material costs for work requested by the RPPM Project Authority shall be the laid down cost for the acquisition of the materials, supplies, etc. and shall be invoiced to NRC as a flow through cost supported by a copy of all vendor invoices. Additional costs such as material delivery or material handling can be applied to the NRC invoice, by adding the mark-up quoted.

Provide the percentage mark-up that the Proponent will use to calculate the charges to RPPM for additional materials, equipment or supplies to be provided at cost plus percentage margin.

The figures provided in this section will be applied to services on a straight percentage basis; i.e. 10 percent mark-up on a \$100 cost to the Proponent will result in a charge of \$110 to RPPM, all inclusive of overhead, profit, etc.

**6. Labor Rates - General**

The value of the hourly labor rates shall be determined by adding to the labor cost a percentage margin for the Proponent's overhead and profit.

- Proponents are expected to include possible future increases in the Newfoundland Minimum Wage in their bids. Reduction in staff as a means of dealing with these increases could void this contract.

- Labor costs shall include all direct wage costs and direct labor supervision, plus all supplementary wage burdens as maybe required by collective agreements and all associated statutory charges.
- Supplementary wage burdens referred to above are those in individual collective agreements, when applicable, and include but are not limited to vacation pay, pension plan, apprenticeship, training and employers contribution.
- Statutory charges referred to above shall include but is not limited to Worker's Compensation payments, Canada Pension Plan and Unemployment Insurance contribution.
- Overtime compensation for services and hourly rates will be charged at 1 ½ time when an employee is requested to work over and above his normal work day or on his first day of rest. When an employee is required to work on his second day of rest or on a statutory holiday he would be entitled compensation at double time.

The Proponent's mark-up, overhead and profit fee shall include the following:

The Proponent's administration costs, the Proponent's head office expenses and without limiting the generality of those expenses, they shall include associated traveling costs, financing costs, bonding and insurance costs.

- The cost of all site supervision.
- The cost of all expendable tools and equipment.

**Note: The Family Day Holiday in February is not a federal government holiday. The Contractor must provide regular full level services on this day.**

## 7. Basis of Payment

1. For the performance of this work in accordance with the terms and conditions of this Contract, the Contractor shall be paid Firm Fixed Monthly Fee and Firm Hourly Rates as tendered for services provided during the invoice period.
2. Payment will only be made after receipt of satisfactory invoices supported by a monthly report which marks the monthly cost of scheduled cleaning per building as well as additional services provided during the invoice period.
3. The Contractor is responsible for performing or having performed all necessary inspections to substantiate that the services provided conform to the Contract requirements. A copy of the monthly inspections must be provided to the RPPM Project Authority.

Any Quality Assurance Inspection Report which indicates a performance level inferior to 80% for any part of a building may result in corrective measures taken by NRC.

4. The Harmonized Sales Tax (HST) shall not be included in the pricing quoted by the Contractor. The HST must be shown as a separate line item on all invoices and will be paid by NRC.

#### **8. Determination of Cost and Payment**

1. Payments for the Building Cleaning Operations shall be made at monthly intervals.

The amount of the monthly payment may be increased or decreased from time to time by the RPPM Project Authority to provide additions to or reductions of the services in the Contract amount to be authorized under the terms and conditions of the Contract.

2. Payment for Project Cleaning, On-Demand Cleaning and Post Construction Cleaning shall be made upon satisfactory completion of the services requested using the pricing tendered.

#### **9. Basis for Addition, Subtraction or Withdrawal of Payment.**

1. The RPPM Project Authority may decrease the amount of monthly payment when, in his/her opinion the Contractor has failed to execute any part of the work in accordance with the terms of the Contract. Such a decrease in a monthly payment will constitute a decrease in the Contract amount.

2. **Where cleaning is not completed by the requested date, the RPPM Project Authority reserves the right to have the cleaning done by others and all costs involved will be deducted from the Contractor's monthly payment.**

3. **The RPPM Project Authority reserves the right to adjust monthly payment when the cleanable area is modified by +/- 200 square meters. Cost reference in Detailed Price Tendered.**

4. The Contract amount will not be increased or decreased by reason of any increase or decrease in the cost of the work brought about by any increase or decrease in the cost of labor, materials, tools or equipment. The Contractor's tendered prices as detailed in "Detailed Prices Tendered" will be considered as final to perform the work as tendered for the given area.

5. In the case of minor additions to the work, such as an increase in frequency of individual cleaning operations or the total cleaning of vacant space, an amount mutually agreed upon by the RPPM Project Authority and the Contractor in accordance to the Detailed Price tendered.

6. In the case of minor reductions in the work, such as a reduction in frequency of individual cleaning operations, or the total elimination of cleaning in vacant space, an amount mutually agreed upon by the RPPM Project Authority and the Contractor which is a fair and reasonable estimate of the savings in costs to the Contractor resulting from such reduction in the work.
7. In the case of the total addition or total elimination of cleaning in **vacant space**, an amount calculated on the price per diem computed by the formula:  
  
The tendered unit price per square meter for Routine scheduled cleaning operations as tendered, divided by two hundred and fifty, equals the cost per square meter per day; multiplied by the number days (20.83 per month) the additional space will be cleaned or eliminated, equals the amount of increase or decrease in the Contract amount;  
  
In the case of additions or reductions in the work, the Contractor shall increase or may reduce the number of employees, or their number of hours of work, in proportion to the amount of additional or reduced work specified by the RPPM Project Authority; but only in those areas where the work has been increased or reduced.
8. Where resilient floor surface is converted to carpet, or carpet finish is changed to resilient floor, there shall be no change in price with respect to Routine Building Cleaning Operations.

#### 10. Evaluation

Evaluation of the pricing submission will be done using the data submitted in a predetermined pricing model. This model will take into account all components of all the data submitted. All the responsive proposals will be reviewed, evaluated and rated.

Once the total price proposal for the 4 years is determined, pricing then is given a rating value which is included in the total calculation of the point rated score. The evaluation methodology will calculate a "Best Value" 4-year proposal by balancing the score obtained in the Management and Technical Proposals and the Financial Proposal.

For example:

- 25% of the points awarded to Management Proposal
- 45% of the points awarded to Technical Proposal
- 30% of the points awarded to the Cost Proposal.

The following illustrates the highest total score taking into consideration the management and technical merit and price will be considered the "Best Value" for NRC.

<b>Highest Management Merit (25%), Technical Merit (45%) and Price (30%)</b>				
<b>Bidder</b>	<b>Proposal 1</b>	<b>Proposal 2</b>	<b>Proposal 3</b>	<b>Winner</b>
<b>Management Score</b> <b>Technical Score</b> <b>Price Quoted</b>	90 92 \$70,000	82 85 \$65,000	78 80 \$55,000	
<b>Calculation</b>	Management    Technical	Price Points	Total Score	
<b>Proposal 1</b>	$\frac{90}{100} \times 25 = 22.5$  $\frac{92}{100} \times 45 = 41.4$	$\frac{55}{70} \times 30 = 23.6$	87.5	XXX
<b>Proposal 2</b>	$\frac{82}{100} \times 25 = 20.5$  $\frac{85}{100} \times 45 = 38.25$	$\frac{55}{65} \times 30 = 25.38$	84.13	
<b>Proposal 3</b>	$\frac{78}{100} \times 25 = 19.5$  $\frac{80}{100} \times 45 = 36.1$	$\frac{55}{55} \times 30 = 30$	85.6	

Assuming three compliant bids have been received and the maximum management and technical score that can be obtained is 100 points. Estimated budget is \$70,000. Highest technical score is prorated against the stipulated 100 points while the lowest price proposal received full rated percentage and other proposals are prorated accordingly.

\* Represents the lowest price proposal.

Winner is the bidder scoring the highest total points established by adding the rated management and technical scores and the rated price proposal score. Based on the above calculations, a contract would be awarded to Bidder 1, which offers the highest total score taking into consideration the management technical merit and price of the bidder's proposal.

The Proponent receiving the highest "Total Score" is the entity that the Evaluation Board will recommend be approached in order to finalize the details of a contractual agreement for the provision of the required services. In the case of a tie, the Proponent submitting the lower price for the services will be selected.

#### 11. Pricing Schedules

The Proponent must fill out the "Pricing Schedules" attentively and must include all of the following completed schedules in his financial package;

1. Costs for "Routine Building Cleaning Operations" (monthly)
2. Costs for Labour Rates on a "As and When Requested" basis.
3. Material percentage mark-up.
4. Costs for Project, On-Demand and Post-Construction cleaning operations.

#### **Fixed Monthly Rate and Special Cleaning**

Please provide your monthly and yearly rates for regular cleaning as per the specifications. When extra cleaning is ordered, it will be paid according to the prices quoted. If work is added or removed from the contract (temporarily or permanently) the following prices would also apply. Please note that charges for extra work will not be part of the evaluation process. Costs of materials and supplies for extra work will be invoiced separately in addition to the

hourly rate wherever applicable.

**Year**  
**1**

‘Fixed Monthly Rate’ \$ \_\_\_\_\_

‘Yearly Rate’ \$ \_\_\_\_\_

**Year**  
**2**

‘Fixed Monthly Rate’ \$ \_\_\_\_\_

‘Yearly Rate’ \$ \_\_\_\_\_

**Year**  
**3**

‘Fixed Monthly Rate’ \$ \_\_\_\_\_

‘Yearly Rate’ \$ \_\_\_\_\_

**Year**  
**4**

‘Fixed Monthly Rate’ \$ \_\_\_\_\_

‘Yearly Rate’ \$ \_\_\_\_\_

**PROJECT CLEANING, ON-DEMAND CLEANING AND POST-CONSTRUCTION CLEANING**  
**OPERATIONS**

- Unit or hourly rates are to be used for Project Cleaning, extra cleaning, On-Demand cleaning requests or changes to Scope of Contract. The costs for services shall be inclusive of all associated labor, material and equipment costs for the requested services.
- Rates indicated herein remain fixed for a period of one year and will be adjusted annually using the Consumer Price Index (CPI) for the Region as published by Statistics Canada.
- The prices below are not to be part of the Contractor’s total cost of the detailed prices tendered. Please provide your prices for extra cleaning, when extra cleaning is ordered, it will be paid according to the prices quoted.

Project Cleaning

- Cost for scrubbing floors \$ \_\_\_\_\_ per/m2
- Cost for stripping and refinishing floors \$ \_\_\_\_\_ per/m2
- Cost for steam cleaning carpets \$ \_\_\_\_\_ per/m2
- Cost for a cleaner to carry-out cleaning as directed \$ \_\_\_\_\_ per/hour
- Costs for a cleaner to pick-up and empty the black Mini-bin and blue recycling container from individual Office areas and empty them at the central recycling station \$ \_\_\_\_\_ per/hour

#### One-time Cleaning Operations

- Cost for steam cleaning a sofa \$ \_\_\_\_\_ per/unit
- Cost for steam cleaning a chair \$ \_\_\_\_\_ per/unit
- Cost for washing inside a refrigerator \$ \_\_\_\_\_ per/unit
- Cost for washing inside a microwave \$ \_\_\_\_\_ per/unit

#### Construction Cleaning Operations

This work may include the following:

- Picking up garbage/removing of material
- Dusting high/low areas
- Interior washing of windows
- Washing or stripping and refinishing a floor
- Washing doors, walls, partitions
- Washing or dusting of individual work stations
- Cleaning before a client moves into a building or the space

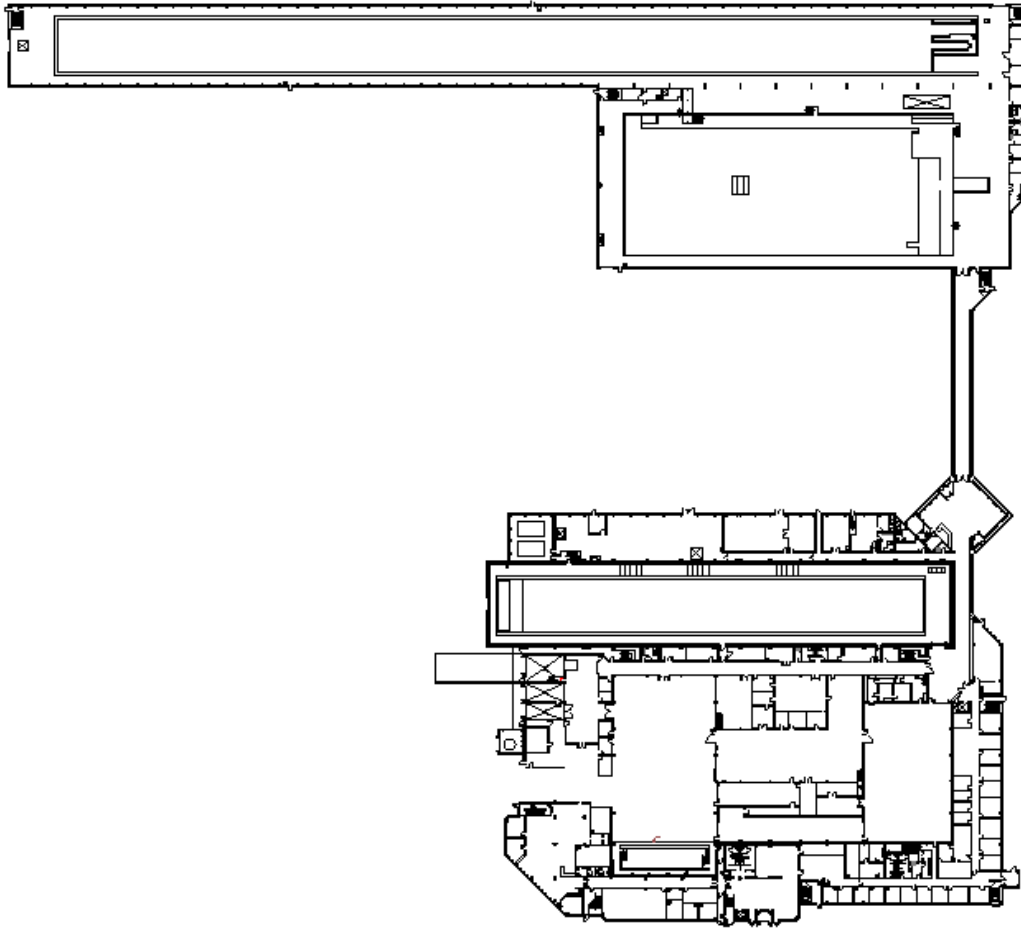
Minimum cost \$ \_\_\_\_\_ per/ m2  
 Hourly rate \$ \_\_\_\_\_ per/hour

**END OF SECTION 5**

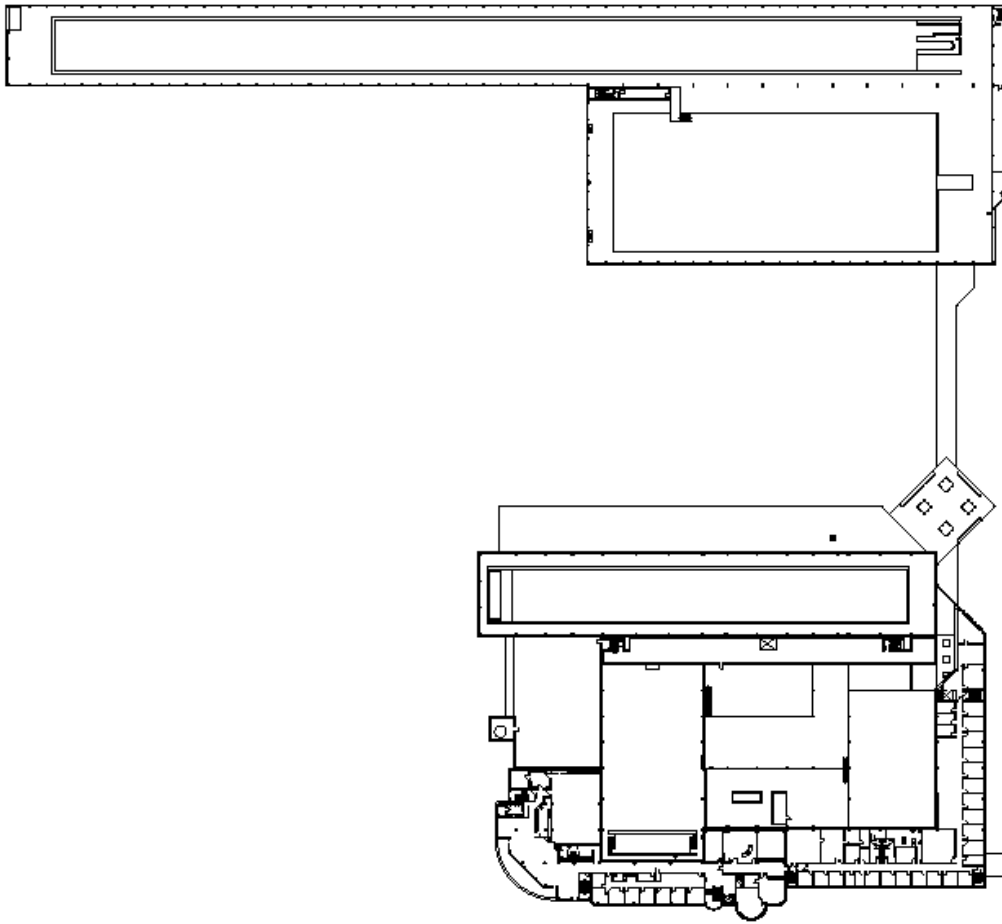


**SECTION 6**

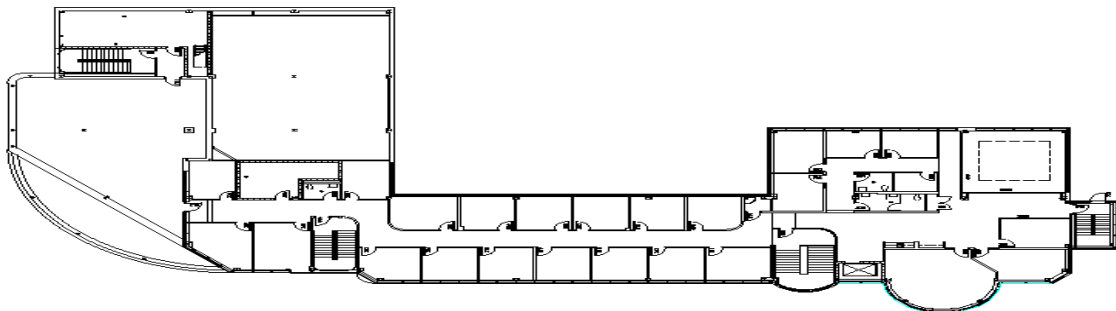
**FLOOR PLANS**



STJ FLOOR #1 - ALL PHASES



STJ FLOOR #2 - ALL PHASES



STJ FLOOR #3 - ALL PHASES

**END OF SECTION 6**



<b>ID</b>	<b>2010C</b>
<b>Title</b>	<b>General conditions: Services (medium complexity)</b>
<b>Date</b>	<b>2022-09-09</b>
<b>Status</b>	<b>Active</b>

01 Interpretation  
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 03 Powers of Canada  
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#### **2010C 01 (2016-04-04) Interpretation**

In the Contract, unless the context otherwise requires:

"Applicable Taxes"

means the Goods and Services Tax (GST), the Harmonized Sales Tax (HST), and any provincial tax, by law, payable by Canada such as, the Quebec Sales Tax (QST) as of April 1, 2013;

"Articles of Agreement"

means the clauses and conditions incorporated in full text or incorporated by reference from the *Standard Acquisition Clauses and Conditions Manual* to form the body of the Contract; it does not include these general conditions, any supplemental general conditions, annexes, the Contractor's bid or any other document;

"Canada", "Crown", "His Majesty" or "the Government"

means His Majesty the King in Right of Canada as represented by the Minister of Public Works and Government Services and any other person duly authorized to act on behalf of that minister or, if applicable, an appropriate minister to whom the Minister of Public Works and Government Services has delegated his or her powers, duties or functions and any other person duly authorized to act on behalf of that minister;

"Contract"



## National Research Council Canada Conseil national de recherches Canada

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

"Contracting Authority"

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

"Contractor"

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

"Contract Price"

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

"Cost"

means cost determined according to Contract Cost Principles 1031-2 as revised to the date of the bid solicitation or, if there was no bid solicitation, the date of the Contract;

"Government Property"

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

"Party"

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

"Total Estimated Cost", "Revised Estimated Cost", "Increase (Decrease)"

on page 1 of the Contract or Contract Amendment means an amount used for internal administrative purposes only that comprises the Contract Price, or the revised Contract Price, or the amount that would increase or decrease the Contract Price and the Applicable Taxes as evaluated by the Contracting Authority, and does not constitute tax advice on the part of Canada;

"Work"

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

### 2010C 02 (2008-05-12) Standard clauses and conditions

Pursuant to the [Department of Public Works and Government Services Act](#), S.C. 1996, c. 16, the clauses and conditions identified by number, date and title in the Contract are incorporated by reference and form part of the Contract as though expressly set out in the Contract.

### 2010C 03 (2008-05-12) Powers of Canada

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

### 2010C 04 (2008-05-12) Status of the Contractor

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

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

1. The Contractor represents and warrants that:
  - a. it is competent to perform the Work;
  - b. it has everything necessary to perform the Work, including the resources, facilities, labour, technology, equipment, and materials; and



- c. it has the necessary qualifications, including knowledge, skill, know-how and experience, and the ability to use them effectively to perform the Work.
2. The Contractor must:
  - a. perform the Work diligently and efficiently;
  - b. except for Government Property, supply everything necessary to perform the Work;
  - c. use, as a minimum, quality assurance procedures, inspections and controls generally used and recognized by the industry to ensure the degree of quality required by the Contract;
  - d. select and employ a sufficient number of qualified people;
  - e. perform the Work in accordance with standards of quality acceptable to Canada and in full conformity with the specifications and all the requirements of the Contract;
  - f. provide effective and efficient supervision to ensure that the quality of workmanship meets the requirements of the Contract.

#### **2010C 06 (2013-06-27) Subcontracts**

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

#### **2010C 07 (2008-05-12) Time of the essence**

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

#### **2010C 08 (2014-09-25) Excusable delay**

1. A delay in the performance by the Contractor of any obligation under the Contract that is caused by an event that:
  - a. is beyond the reasonable control of the Contractor;
  - b. could not reasonably have been foreseen;
  - c. could not reasonably have been prevented by means reasonably available to the Contractor; and
  - d. occurred without the fault or neglect of the Contractor,

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

2. Any delivery date or other date that is directly affected by an Excusable Delay will be postponed for a reasonable time that will not exceed the duration of the Excusable Delay.
3. However, if an Excusable Delay has continued for 30 days or more, the Contracting Authority may, by giving notice in writing to the Contractor, terminate the Contract. In such a case, the Parties agree that neither will make any claim against the other for damages, costs, expected profits or any other loss arising out of the termination or the event that contributed to the Excusable Delay. The Contractor agrees to repay immediately to Canada the portion of any advance payment that is unliquidated at the date of the termination.
4. Unless Canada has caused the delay by failing to meet an obligation under the Contract, Canada will not be responsible for any costs incurred by the Contractor or any of its subcontractors or agents as a result of an Excusable Delay.

#### **2010C 09 (2008-05-12) Inspection and acceptance of the Work**



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

#### **2010C 10 (2013-03-21) Invoice submission**

1. Invoices must be submitted in the Contractor's name. The Contractor must submit invoices for each delivery or shipment; invoices must only apply to the Contract. Each invoice must indicate whether it covers partial or final delivery.
2. Invoices must show:
  - a. the date, the name and address of the client department, item or reference numbers, deliverable/description of the Work, contract number, Client Reference Number (CRN), Procurement Business Number (PBN), and financial code(s);
  - b. details of expenditures (such as item, quantity, unit of issue, unit price, fixed time labour rates and level of effort, subcontracts, as applicable) in accordance with the Basis of Payment, exclusive of Applicable Taxes;
  - c. deduction for holdback, if applicable;
  - d. the extension of the totals, if applicable; and
  - e. if applicable, the method of shipment together with date, case numbers and part or reference numbers, shipment charges and any other additional charges.
3. Applicable Taxes must be specified on all invoices as a separate item along with corresponding registration numbers from the tax authorities. All items that are zero-rated, exempt or to which Applicable Taxes do not apply, must be identified as such on all invoices.
4. By submitting an invoice, the Contractor certifies that the invoice is consistent with the Work delivered and is in accordance with the Contract.

#### **2010C 11 (2013-03-21) Taxes**

1. Federal government departments and agencies are required to pay Applicable Taxes.
2. Applicable Taxes will be paid by Canada as provided in the Invoice Submission section. It is the sole responsibility of the Contractor to charge Applicable Taxes at the correct rate in accordance with applicable legislation. The Contractor agrees to remit to appropriate tax authorities any amounts of Applicable Taxes paid or due.
3. The Contractor is not entitled to use Canada's exemptions from any tax, such as provincial sales taxes, unless otherwise specified by law. The Contractor must pay applicable provincial sales tax, ancillary taxes, and any commodity tax, on taxable goods or services used or consumed in the performance of the Contract (in accordance with applicable legislation), including for material incorporated into real property.
4. In those cases where Applicable Taxes, customs duties, and excise taxes are included in the Contract Price, the Contract Price will be adjusted to reflect any increase, or decrease, of Applicable Taxes, customs duties, and excise taxes that will have occurred between bid submission and contract award. However, there will be no adjustment for any change to increase the Contract Price if public notice of the change was given before bid submission date in sufficient detail to have permitted the Contractor to calculate the effect of the change.
5. Tax Withholding of 15 Percent – Canada Revenue Agency

Pursuant to the [Income Tax Act](#), 1985, c. 1 (5th Supp.) and the [Income Tax Regulations](#), Canada must withhold 15 percent of the amount to be paid to the Contractor in respect of services provided in Canada if the Contractor is not a resident of Canada, unless the Contractor obtains a valid waiver from the [Canada Revenue Agency](#). The amount withheld will be held on account for the Contractor in respect to any tax liability which may be owed to Canada.

#### **2010C 12 (2014-09-25) Payment period**

1. Canada's standard payment period is 30 days. The payment period is measured from the date an invoice in acceptable form and content is received in accordance with the Contract or the date the Work is delivered in acceptable condition as required in the Contract, whichever is later. A payment





is considered overdue on the 31<sup>st</sup> day following that date and interest will be paid automatically in accordance with the section 13.

2. If the content of the invoice and its substantiating documentation are not in accordance with the Contract or the Work is not in acceptable condition, Canada will notify the Contractor within 15 days of receipt. The 30-day payment period begins upon receipt of the revised invoice or the replacement or corrected Work. Failure by Canada to notify the Contractor within 15 days will only result in the date specified in subsection 1 to apply for the sole purpose of calculating interest on overdue accounts.

#### **2010C 13 (2018-06-21) Interest on overdue accounts**

1. For the purpose of this section:

"Average Rate"

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

"Bank Rate"

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

"date of payment"

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

an amount becomes "overdue"

when it is unpaid on the first day following the day on which it is due and payable according to the Contract.

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

#### **2010C 14 (2014-09-25) Audit**

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

#### **2010C 15 (2008-05-12) Compliance with applicable laws**

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

#### **2010C 16 (2008-05-12) Liability**

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



damage to property (including real property) caused as a result of or during the performance of the Contract.

#### **2010C 17 (2008-05-12) Government Property**

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

#### **2010C 18 (2008-05-12) Amendment**

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

#### **2010C 19 (2008-05-12) Assignment**

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

#### **2010C 20 (2008-05-12) Suspension of the Work**

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

#### **2010C 21 (2014-09-25) Default by the Contractor**

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

#### **2010C 22 (2020-05-28) Termination for convenience**

1. At any time before the completion of the Work, the Contracting Authority may, by giving notice in writing to the Contractor, terminate for convenience the Contract or part of the Contract. Once such a notice of termination for convenience is given, the Contractor must comply with the requirements of the termination notice. If the Contract is terminated in part only, the Contractor must proceed to complete any part of the Work that is not affected by the termination notice. The termination will take effect immediately or, as the case may be, at the time specified in the termination notice.



2. If a termination notice is given pursuant to subsection 1, the Contractor will be entitled to be paid, for costs that have been reasonably and properly incurred to perform the Contract to the extent that the Contractor has not already been paid or reimbursed by Canada. The Contractor agrees that it will only be paid the following amounts:
  - a. on the basis of the Contract Price, for any part of the Work completed that is inspected and accepted in accordance with the Contract, whether completed before, or after the termination in accordance with the instructions contained in the termination notice;
  - b. the Cost incurred by the Contractor plus a fair and reasonable profit thereon as determined by Canada in accordance with the profit provisions found in PWGSC Supply Manual section [10.65 Calculation of profit on negotiated contracts](#), for any part of the Work commenced, but not completed, prior to the date of the termination notice. The Contractor agrees that it is not entitled to any anticipated profit on any part of the Contract terminated; and
  - c. all costs incidental to the termination of the Work incurred by the Contractor but not including the cost of severance payments or damages to employees whose services are no longer required, except wages that the Contractor is obligated by statute to pay.
3. Canada may reduce the payment in respect of any part of the Work, if upon inspection, it does not meet the requirements of the Contract.
4. The total of the amounts, to which the Contractor is entitled to be paid under this section, together with any amounts paid, due or becoming due to the Contractor must not exceed the Contract Price. The Contractor will have no claim for damages, compensation, loss of profit, interest, allowance arising out of any termination notice given by Canada under this section except to the extent that this section expressly provides. The Contractor agrees to repay immediately to Canada the portion of any advance payment that is unliquidated at the date of the termination.

#### **2010C 23 (2008-05-12) Right of set-off**

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

#### **2010C 24 (2008-05-12) Conflict of Interest and Values and Ethics Codes for the Public Service**

The Contractor acknowledges that individuals who are subject to the provisions of the [Conflict of interest Act](#), 2006, c. 9, s. 2, the Conflict of interest Code for Members of the House of Commons, the Values and Ethics Code for the Public Service or all other codes of values and ethics applicable within specific organizations cannot derive any direct benefit resulting from the Contract.

#### **2010C 25 (2008-12-12) Contingency fees**

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

#### **2010C 26 (2021-12-02) International sanctions**

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



## National Research Council Canada Conseil national de recherches Canada

3. The Contractor must comply with changes to the regulations imposed during the period of the Contract. The Contractor must immediately advise Canada if it is unable to perform the Work as a result of the imposition of economic sanctions against a country or person or the addition of a good or service to the list of sanctioned goods or services. If the Parties cannot agree on a work around plan, the Contract will be terminated for the convenience of Canada in accordance with section 22.

### 2010C 27 (2016-04-04) Integrity provisions—contract

The *Ineligibility and Suspension Policy* (the "Policy") and all related Directives incorporated by reference into the bid solicitation on its closing date are incorporated into, and form a binding part of, the Contract. The Contractor must comply with the provisions of the Policy and Directives, which can be found on Public Works and Government Services Canada's website at [Ineligibility and Suspension Policy](#).

### 2010C 28 (2010-08-16) Harassment in the workplace

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

### 2010C 29 (2008-05-12) Entire agreement

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

### 2010C 30 (2012-07-16) Access to information

Records created by the Contractor, and under the control of Canada, are subject to the [Access to Information Act](#). The Contractor acknowledges the responsibilities of Canada under the [Access to Information Act](#) and must, to the extent possible, assist Canada in discharging these responsibilities. Furthermore, the Contractor acknowledges that section 67.1 of the [Access to Information Act](#) provides that any person, who destroys, alters, falsifies or conceals a record, or directs anyone to do so, with the intent of obstructing the right of access that is provided by the [Access to Information Act](#) is guilty of an offence and is liable to imprisonment or a fine, or both.

### 2010C 31 (2016-04-04) Code of Conduct for Procurement—contract

The Contractor agrees to comply with the [Code of Conduct for Procurement](#) and to be bound by its terms for the period of the Contract.



Contract Number / Numéro du contrat 914945
Security Classification / Classification de sécurité UNCLASSIFIED

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

**PART A - CONTRACT INFORMATION / PARTIE A - INFORMATION CONTRACTUELLE**

1. Originating Government Department or Organization / Ministère ou organisme gouvernemental d'origine **NRC** 2. Branch or Directorate / Direction générale ou Direction **RPPM**

3. a) Subcontract Number / Numéro du contrat de sous-traitance **N/A** 3. b) Name and Address of Subcontractor / Nom et adresse du sous-traitant **TENDER**

4. Brief Description of Work / Brève description du travail  
Cleaning Services for National Research Council at St.John's site.

5. a) Will the supplier require access to Controlled Goods? / Le fournisseur aura-t-il accès à des marchandises contrôlées?  No / Non  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?  No / Non  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?  No / Non  Yes / Oui  
(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)

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.  No / Non  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?  No / Non  Yes / Oui

7. a) Indicate the type of information that the supplier will be required to access / Indiquer le type d'information auquel le fournisseur devra avoir accès

Canada <input checked="" type="checkbox"/>	NATO / OTAN <input type="checkbox"/>	Foreign / Étranger <input type="checkbox"/>
--	--------------------------------------	---

7. b) Release restrictions / Restrictions relatives à la diffusion

No release restrictions / Aucune restriction relative à la diffusion <input checked="" type="checkbox"/> Not releasable / À ne pas diffuser <input type="checkbox"/> Restricted to: / Limité à : <input type="checkbox"/> Specify country(ies): / Préciser le(s) pays :	All NATO countries / Tous les pays de l'OTAN <input type="checkbox"/> Restricted to: / Limité à : <input type="checkbox"/> Specify country(ies): / Préciser le(s) pays :	No release restrictions / Aucune restriction relative à la diffusion <input type="checkbox"/> Restricted to: / Limité à : <input type="checkbox"/> 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  
 UNCLASSIFIED
**PART A (continued) / PARTIE A (suite)**

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

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

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

Short Title(s) of material / Titre(s) abrégé(s) du matériel :

Document Number / Numéro du document :

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

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

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

Special comments:

Commentaires spéciaux : \_\_\_\_\_

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

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

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

If Yes, will unscreened personnel be escorted?

Dans l'affirmative, le personnel en question sera-t-il escorté?

 No  Yes  
Non  Oui**PART C - SAFEGUARDS (SUPPLIER) / PARTIE C - MESURES DE PROTECTION (FOURNISSEUR)****INFORMATION / ASSETS / RENSEIGNEMENTS / BIENS**

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

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

**PRODUCTION**

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

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

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

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



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

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

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

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

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

**SUMMARY CHART / TABLEAU RÉCAPITULATIF**

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

12. a) Is the description of the work contained within this SRCL PROTECTED and/or CLASSIFIED?  
 La description du travail visé par la présente LVERS est-elle de nature PROTÉGÉE et/ou CLASSIFIÉE?

 No  
 Non
  Yes  
 Oui

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

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

 No  
 Non
  Yes  
 Oui

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



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

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

Name (print) - Nom (en lettres moulées) Monty Fudge		Title - Titre RPPM Building Manager	Signature <b>Fudge, Monty</b> <small>Digitally signed by Fudge, Monty DN: cn=Fudge, Monty, c=CA, o=GC, ou=NRC-CNRC, email=jerry.fudge@canada.ca Date: 2022.12.07 14:01:16 -03'30'</small>
Telephone No. - N° de téléphone (709) 772-4294	Facsimile No. - N° de télécopieur N/A	E-mail address - Adresse courriel Monty.Fudge@nrc-cnrc.gc.ca	Date

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

Name (print) - Nom (en lettres moulées) Marika Rioux		Title - Titre Analyst, Security in Contracting	Signature <b>Rioux, Marika</b> <small>Digitally signed by Rioux, Marika DN: cn=Rioux, Marika, c=CA, o=GC, ou=NRC-CNRC, email=marika.rioux@nrc- nrc.gc.ca Date: 2022.12.08 12:03:44 -05'00'</small>
Telephone No. - N° de téléphone 343-542-6839	Facsimile No. - N° de télécopieur	E-mail address - Adresse courriel marika.rioux@nrc-cnrc.gc.ca	Date

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

Name (print) - Nom (en lettres moulées) Tania Backes		Title - Titre Procurement Officer	Signature
Telephone No. - N° de téléphone	Facsimile No. - N° de télécopieur	E-mail address - Adresse courriel Tania.Backes@nrc-cnrc.gc.ca	Date

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

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





## List of names for integrity verification form

### Requirements

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

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

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

### Supplier information

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



Public Works and  
Government Services  
Canada

Travaux publics et  
Services gouvernementaux  
Canada

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

### List of names

Name	Title

### Declaration

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

Signature

Please include with your bid or offer.