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Request for Proposal (RFP)

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

Title Cleaning Services for the Embassy of Canada to Saudi Arabia, in Riyadh	
Solicitation no. 23-232219	Date February 7th, 2023
Proposal Delivery In order for the proposal to be valid, it must be received no later than 02:00 pm EST (Ottawa, Ontario time) on March 9, 2023. This date is referred to herein as the "Closing date". Only electronic copies will be accepted and received at the following email address: internationalproposals@international.gc.ca Solicitation #: 23-232219	
Offer to: Department of Foreign Affairs, Trade and Development Canada 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 and services listed herein and on any attached sheets at the price(s) set out therefor. Name and title of person authorized to sign on behalf of the supplier:	
_____ Signature	_____ Date



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PART 1 - GENERAL INFORMATION

1.1 INTRODUCTION

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

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

Attachment 1 to Part 3 includes the Certifications, Attachment 2 to Part 3 includes the Financial Bid Form, Attachment 1 to Part 4 includes the Evaluation criteria.

The annexes include the Statement of Work (Annex A), Regular Services Tasks (Attachment 1 to Annex A), the Basis of Payment (Annex B), Service Authorisation Form (Attachment 1 to Annex B) and Security Requirements Check List (Annex C).

1.2 SUMMARY

- 1.2.1 The purpose of this RFP is to select a supplier to enter into a contract with the Embassy of Canada to Saudi Arabia, in Riyadh, of the Department of Foreign Affairs, Trade and Development (DFATD) to provide cleaning services as described in the Statement of Work (Annex A).
- 1.2.2 The Work is to be performed from the contract award date tentatively set for June 1st 2023, for a period of 2 years. However, in the event of unusual circumstances, the contract could be awarded at a sooner or later date. There is also the potential of 3 additional 1 year irrevocable option periods under the same terms and conditions.
- 1.2.3 The requirement may be subject to the provisions of the:
 - Canadian Free Trade Agreement (CFTA)
 - Canada - Chile Free Trade Agreement
 - Comprehensive and Progressive Agreement for Trans-Pacific Partnership (CPTPP)
 - Canada - Columbia Free Trade Agreement
 - Canada - European Union Comprehensive Economic and Trade Agreement (CETA)
 - Canada - Honduras Free Trade Agreement
 - Canada - Korea Free Trade Agreement
 - Canada - Panama Free Trade Agreement
 - Canada - Peru Free Trade Agreement
 - Canada - UK Trade Continuity Agreement (Canada-UK TCA)
 - Canada - Ukraine Free Trade Agreement



- World Trade Organization - Agreement on Government Procurement (WTO-AGP)

1.3 CONTRACT DOCUMENT

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

1.4 INTERPRETATION

In this document, unless the context otherwise requires:

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

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

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

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

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



PART 2 - BIDDER INSTRUCTIONS

2.1 LANGUAGE OF BIDS

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

2.2 REFERENCE CLAUSES

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

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

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

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

2.3 STANDARD INSTRUCTIONS

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

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

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

This subsection is deleted in its entirety

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

Delete: sixty (60)

Insert: one hundred and twenty (120)

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

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

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

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



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

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

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

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

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

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

2.4 SUBMISSION OF BIDS

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

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

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

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

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

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

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

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

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



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

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

2.5 BIDDER'S SITE VISIT - MANDATORY

It is mandatory that the Bidder or a representative of the Bidder attend the site visit. It will be held at Collector Road C, Lot 26ER, Al Safarat, Riyadh 12512, Saudi Arabia on February 16th, 2023 at 10:00am in Riyadh, Saudi Arabia.

Bidders are requested to confirm their attendance with Canada's Representative no later than 2 working days before the site visit and provide the names and the residence permit number of the person(s) who will attend. Bidders will be required to sign an attendance form. Bidders should confirm in their bids that they have attended the site visit.

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



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

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

2.6 COMMUNICATIONS, ENQUIRIES, COMMUNICATIONS, SUGGESTED IMPROVEMENTS

- 2.6.1** All enquiries and suggested improvements must be submitted in writing only to Canada's Representative, identified on page 1 of the solicitation, no later than 5 days before the bid closing date. Enquiries and suggestions received after that time may not be answered.
- 2.6.2** Bidders should reference as accurately as possible the numbered item of the RFP to which the enquiry relates. Care should be taken by Bidders to explain each question in sufficient detail in order to enable Canada to provide an accurate answer. Technical enquiries that are of a proprietary nature must be clearly marked "proprietary" at each relevant item. Items identified as "proprietary" will be treated as such except where Canada determines that the enquiry is not of a proprietary nature. Canada may edit the questions or may request that the Bidder do so, so that the proprietary nature of the question is eliminated, and the enquiry can be answered with copies to all Bidders. Enquiries not submitted in a form that can be distributed to all Bidders may not be answered by Canada.
- 2.6.3** Should any Bidder consider that the specifications or Statement of Work contained in this RFP and Draft Contract can be improved technically or technologically, the Bidder is invited to make suggestions in writing. The Bidder must clearly outline the suggested improvements as well as the reason for the suggestion. Suggestions which do not restrict the level of competition nor favour a particular Bidder will be given consideration. Canada reserves the right to accept or reject any or all suggestions.

2.7 APPLICABLE LAWS

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

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

2.8 ENTIRE REQUIREMENT

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



2.9 DEBRIEFINGS

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

2.10 CHALLENGES

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

2.11 NO PROMOTION OF BIDDERS INTEREST

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

2.12 LEGAL CAPACITY

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

2.13 INCAPACITY TO CONTRACT WITH GOVERNMENT

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

- A. paragraph 80(1)(d) (*False entry, certificate or return*), subsection 80(2) (*Fraud against His Majesty*) or section 154.01 (*Fraud against His Majesty*) of the [Financial Administration Act](#); or
- B. section 121 (*Frauds on the government and Contractor subscribing to election fund*), section 124 (*Selling or Purchasing Office*), section 380 (*Fraud*) for fraud committed against His Majesty or section 418 (*Selling defective stores to His Majesty*) of the [Criminal Code](#); or
- C. section 462.31 (*Laundering proceeds of crime*) or sections 467.11 to 467.13 (*Participation in activities of criminal organization*) of the [Criminal Code](#); or
- D. section 45 (*Conspiracies, agreements or arrangements between competitors*), 46 (*Foreign directives*) 47 (*Bid rigging*), 49 (*Agreements or arrangements of federal financial institutions*), 52 (*False or misleading representation*), 53 (*Deceptive notice of winning a prize*) under the [Competition Act](#); or
- E. section 239 (*False or deceptive statements*) of the [Income Tax Act](#); or
- F. section 327 (*False or deceptive statements*) of the [Excise Tax Act](#); or
- G. section 3 (*Bribing a foreign public official*) of the [Corruption of Foreign Public Officials Act](#); or
- H. section 5 (*Trafficking in substance*), section 6 (*Importing and exporting*), or section 7 (*Production of substance*) of the [Controlled Drugs and Substance Act](#); or
- I. any provision under any law other than Canadian law having a similar effect to the above-listed provisions.



PART 3 - BID PREPARATION INSTRUCTIONS

3.1 BID PREPARATION INSTRUCTIONS

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

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

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

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

3.2 TECHNICAL BID INSTRUCTIONS

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

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

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

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

3.3 FINANCIAL BID INSTRUCTIONS

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

3.4 FIRM PRICE

3.4.1 Bidders must quote an all-inclusive Firm Price in Saudi Arabian Riyals (SAR) on the attached form Financial Bid Form. The Firm Price must include, but not necessarily be limited to, all costs resulting from the performance of the Work as described in this RFP, all costs resulting from the



performance of any additional Work described in the Bidder's Bid (unless clearly described as an option), all travel, living costs and all overhead costs including disbursements.

3.4.2 All payments will be made according to the terms of payment set out in the Draft Contract.

3.5 FIRM HOURLY RATES

3.5.1 Bidders must quote Hourly Rates in Saudi Arabian Riyals (SAR) on the attached form Financial Bid Form. The Hourly Rates must include, but not necessarily be limited to, all costs resulting from the performance of the Work as described in this RFP, and all costs resulting from the performance of any additional Work described in the Bidder's Bid (unless clearly described as an option).

3.5.2 The Contractor will not be reimbursed for travel and living expenses incurred in the performance of the Work.

3.5.3 All payments will be made according to the terms of payment set out in the Draft Contract.

3.6 DISBURSEMENT OR OTHER DIRECT EXPENSES

Canada will reimburse the Contractor for the direct expenses reasonably and properly incurred by the Contractor in the performance of the Work. These expenses will be paid at actual cost without mark-up, upon submission of an itemized statement supported by receipt vouchers.

Section III: to be labeled "Certifications":

3.7 CERTIFICATIONS

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



ATTACHMENT 1 TO PART 3 - CERTIFICATIONS

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

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

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

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

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

Certification Number	Certification Text	Initial
C1.1	<p>INTEGRITY PROVISIONS - DECLARATION OF CONVICTED OFFENCES</p> <p>In accordance with the Integrity Provisions of the Standard Instructions, all Bidders must provide with their bid, if applicable, the Integrity declaration form available on the Forms for the Integrity Regime website (http://www.tpsgc-pwgsc.gc.ca/ci-if/declaration-eng.html), to be given further consideration in the procurement process.</p>	_____
C1.2	<p>INTEGRITY PROVISIONS - REQUIRED DOCUMENTATION</p> <p>In accordance with the section titled Information to be provided when bidding, contracting or entering into a real procurement agreement of the Ineligibility and Suspension Policy (http://www.tpsgc-pwgsc.gc.ca/ci-if/politique-policy-eng.html), the Bidder must provide the required documentation, as applicable, to be given further consideration in the procurement process.</p>	_____
C2	<p>FORMER PUBLIC SERVANT</p> <p>Contracts awarded to former public servants (FPS) in receipt of a pension or of a lump sum payment must bear the closest public scrutiny, and reflect fairness in the spending of public funds. In order to comply with Treasury Board policies and directives on contracts awarded to FPSs, Bidders must provide the information required below before contract award.</p> <p>For the purposes of this clause, "former public servant" is any former member of a department as defined in the Financial Administration Act, R.S., 1985, c. F-11, a former member of the Canadian Armed Forces or a former member of the Royal Canadian Mounted Police. A former public servant may be:</p> <p>a) an individual;</p> <p>b) an individual who has incorporated;</p>	<p>As per the definition provided, is the Bidder a FPS?</p> <p>Yes <input type="checkbox"/></p> <p>No <input type="checkbox"/></p> <p>As per the definition provided, is the Bidder a FPS in receipt of a pension?</p> <p>Yes <input type="checkbox"/></p> <p>No <input type="checkbox"/></p>



	<p>c) a partnership made of former public servants; or d) a sole proprietorship or entity where the affected individual has a controlling or major interest in the entity.</p> <p>"lump sum payment period" means the period measured in weeks of salary, for which payment has been made to facilitate the transition to retirement or to other employment as a result of the implementation of various programs to reduce the size of the Public Service. The lump sum payment period does not include the period of severance pay, which is measured in a like manner.</p> <p>"pension" means a pension or annual allowance paid under the Public Service Superannuation Act (PSSA), R.S., 1985, c.P-36, and any increases paid pursuant to the Supplementary Retirement Benefits Act, R.S., 1985, c. S-24 as it affects the PSSA. It does not include pensions payable pursuant to the Canadian Forces Superannuation Act, R.S., 1985, c. C-17, the Defence Services Pension Continuation Act, 1970, c. D-3, the Royal Canadian Mounted Police Pension Continuation Act, 1970, c. R-10, and the Royal Canadian Mounted Police Superannuation Act, R.S., 1985, c. R-11, the Members of Parliament Retiring Allowances Act, R.S. 1985, c. M-5, and that portion of pension payable to the Canada Pension Plan Act, R.S., 1985, c. C-8.</p> <p>If the answer to any of the FPS questions is "yes", the successful Bidder must comply with the process, fill out and sign the required forms. If applicable, Bidders agree that the successful Bidder's status, with respect to being a FPS in receipt of a pension, will be reported on departmental websites as part of the published proactive disclosure reports in accordance with Contracting Policy Notice: 2012-2 and the Guidelines on the Proactive Disclosure of Contracts.</p>	<p>As per the definition provided, is the Bidder a FPS who received a lump sum payment? Yes <input type="checkbox"/> No <input type="checkbox"/></p> <hr/>
<p>C3</p>	<p>USE OF SUBCONTRACTOR(S) The Bidder must inform Canada if it chooses to use a subcontractor(s) to complete the Work or a portion of the Work. Canada reserves the right to approve or reject of the use of subcontractors as per the Resulting Contract Clauses part of this RFP.</p>	<p>Does the Bidder intent to use one or more subcontractors? Yes <input type="checkbox"/> No <input type="checkbox"/></p> <hr/>
<p>C4</p>	<p>JOINT VENTURES The Bidder must inform Canada if it is a Joint Venture and provide the information required in order to comply with the Bidder Instructions part of this RFP.</p>	<p>Is the Bidder a Joint Venture? Yes <input type="checkbox"/> No <input type="checkbox"/></p> <hr/>
<p>C5</p>	<p>VALID LICENSE The Bidder certifies that it has and will maintain a valid (unexpired) license to operate as a Cleaning Services provider in Saudi Arabia for the entire duration of the contract.</p> <p>The bidder must provide these following certifications:</p>	<hr/>



	<ol style="list-style-type: none">1. Commercial License;2. Valid GAZT, and;3. Certificate for VAT.	
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CERTIFICATION STATEMENT

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

Name of Authorized Individual

Signature of Authorized Individual

Date



ATTACHMENT 2 TO PART 3 - FINANCIAL BID FORM

Name of Bidder:	
Address:	
Contact person:	
Phone number:	
E-mail:	
Print name:	
Signature:	
Date: (yyy-mm-dd)	



1. Regular Services

Firm Monthly Rate

The Contractor will be paid firm monthly rates as follows, for Work performed in accordance with the Contract. Applicable Taxes are extra.

During the extended period of the Contract, the Contractor will be paid the following firm monthly rates to perform all the Work in relation to the contract extension.

Period	Firm Monthly Rate (SAR) Taxes Excluded	Number of Months	Subtotal (SAR) Taxes Excluded
Initial period (Year 1)		12	
Initial period (Year 2)		12	
Option 1 (Year 3)		12	
Option 2 (Year 4)		12	
Option 3 (Year 5)		12	

2. As and When Required Services

Firm Hourly Rate

The Contractor will be paid firm hourly rates as follows, for Work performed in accordance with the Contract. Applicable Taxes are extra.

During the extended period of the Contract, the Contractor will be paid the following firm monthly rates to perform all the Work in relation to the contract extension.

Period	Type of Resource	Firm Hourly Rate Per Resource (SAR) Taxes Excluded	*Estimated Number of Hours per Year	Subtotal (SAR) Taxes Excluded
Initial (Year 1)	Supervisor		50	
	Cleaner		50	
Initial (Year 2)	Supervisor		50	
	Cleaner		50	
Option 1 (Year 3)	Supervisor		50	
	Cleaner		50	



Option 2 (Year 4)	Supervisor		50	
	Cleaner		50	
Option 3 (Year 5)	Supervisor		50	
	Cleaner		50	

*Estimated numbers of hours are used for evaluation purposes and is no guarantee of volume.

3. Pricing Summary

Period	Subtotal (SAR) Taxes Excluded
	Section 1 + Section 2
Initial Period (Year 1)	
Initial Period (Year 2)	
Option 1 (Year 3)	
Option 2 (Year 4)	
Option 3 (Year 5)	
Subtotal	

Taxes (if applicable)	%	Amount

TOTAL	
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PART 4 - EVALUATION PROCEDURES AND BASIS OF SELECTION

4.1 EVALUATION AND SELECTION

4.1.1 Bids will be assessed in accordance with the entire requirement of the bid solicitation including the technical evaluation criteria.

4.1.2 An evaluation team composed of representatives of Canada will evaluate the bids.

4.2 TECHNICAL EVALUATION

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

4.3 BASIS OF SELECTION

Minimum Point Rating

1. To be declared responsive, a bid must:
 - a. comply with all the requirements of the bid solicitation; and
 - b. meet all mandatory technical evaluation criteria; and
 - c. obtain the required minimum of 30 points overall for the technical evaluation criteria which are subject to point rating. The rating is performed on a scale of 50 points.
2. Bids not meeting (a) or (b) or (c) will be declared non-responsive. The responsive bid with the lowest evaluated price will be recommended for award of a contract.



ATTACHMENT 1 TO PART 4 - TECHNICAL EVALUATION CRITERIA

1.0 MANDATORY TECHNICAL CRITERIA

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

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

M1 – Bidder’s Licence

The Bidder must confirm by yes or no to be authorized to operate as a provider of cleaning services in Saudi Arabia.

Yes	No

M2 – Bidder’s Experience

The Bidder must, within the 5 years prior to the Request for Proposals closing date, have acquired a minimum of 36 months of experience providing Cleaning Services for projects similar in size and scope to those listed in **Annex A - Statement of Work** with a minimum duration of 12 consecutive months each and an annual value equal to or greater than 165,000.00 SAR (before Taxes).

The bidder must provide all of the following additional information:

1. A description of each project, delivered less than 5 years prior to the Request for Proposals closing date, including:
 - a) A minimum duration of 12 consecutive months,
 - b) A description of the tasks/services provided, and;
 - c) An annual value equal to or greater than 165,000.00 SAR (before Taxes).



Project # 1

Information required	Description		
Title and/or contract number:			
Client contact:			
Provided services description :			
Duration of the contract	Start Date (MM/YY)	End Date (MM/YY)	Duration (Minimum 12 months)
	__ / __	__ / __	
Contract annual value : Minimum of 165,000 SAR			

Project # 2

Information required	Description		
Title and/or contract number:			
Client contact:			
Provided services description :			
Duration of the contract	Start Date (MM/YY)	End Date (MM/YY)	Duration (Minimum 12 months)
	__ / __	__ / __	
Contract annual value : Minimum of 165,000 SAR			



Project # 3

Information required	Description		
Title and/or contract number:			
Client contact:			
Provided services description :			
Duration of the contract	Start Date (MM/YY)	End Date (MM/YY)	Duration (Minimum 12 months)
	-- / --	-- / --	
Contract annual value : Minimum of 165,000 SAR			

****If you need more tables to total the minimum 36 months of experience, you can just copy the one above. ****

2.0 TECHNICAL CRITERIA POINT RATED

Bids that meet all mandatory technical criteria will be evaluated and rated as indicated in the tables below. The following table will be used to evaluate R1.

100% of the points	80% of the points	60% of the points	50% of the points	0% point
Substantial details are provided, allowing for a complete and thorough understanding of the requirement.	The response includes a significant amount of information required to be completed and contains several value-added elements.	The response includes most of the information required to be completed, meeting the minimum established, and contains no significant weaknesses.	The response includes some information, but there is also a significant amount of information missing. Some elements are poorly described.	The response is deficient.



TECHNICAL CRITERIA POINT RATED		
	CRITERIA	MAXIMUM POINTS
R1	<p>Proposed work plan</p> <p>The Bidder should demonstrate his understanding of the scope of work by elaborating on its proposed work plan which may include but not limited to the following:</p> <ul style="list-style-type: none"> • A detailed Work plan on how the work will be provided with quality and in a timely manner; • Respective role and detailed responsibilities (assigned tasks) of every team member's; • Quality Control Program; • Resource Management practices; • Health and Safety Program that demonstrates compliance with all work regulations and measures; • List of potential constraints that may hinder the Bidders capacity to achieve the expected result and their preventive measures. 	50



PART 5 - RESULTING CONTRACT CLAUSES

5.1 DEFINITIONS

In the Contract, unless the context otherwise requires:

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

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

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

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

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

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

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

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

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

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

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

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

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

5.2 PRIORITY OF DOCUMENTS

The Parties agree to be bound by the following documents:

(a) Articles of Agreement;



- (b) General Conditions [2035](#) (2022-12-01);
- (c) Statement of Work (Annex A);
- (d) Basis of Payment (Annex B);
- (e) Security Requirements Check List (Annex C);
- (f) Contractor's bid dated *yyyy-mm-dd*. (*Inserted at Contract award*)

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

5.3 AUTHORITIES AND COMMUNICATION

5.3.1 Canada's Representative

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

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

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

5.3.2 Project Authority

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

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

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

5.3.3 Communication and Notices

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



5.3.4 Management of the Contract

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

5.3.5 Contractor's Representative

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

Name:

Title:

Company:

Address:

Telephone:

E-mail address:

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

5.3.6 Amendment

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

5.3.7 Assignment

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

5.4 STANDARD CLAUSES AND CONDITIONS

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

5.5 GENERAL CONDITIONS

[2035](#) (2022-12-01), *General Conditions - Higher Complexity - Services*, apply to and form part of the Contract.



5.6 ENTIRE AGREEMENT

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

5.7 APPLICABLE LAWS

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

5.8 NUMBER AND GENDER

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

5.9 POWERS OF CANADA / STATE IMMUNITY

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

5.10 TIME OF THE ESSENCE

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

5.11 EXCUSABLE DELAY

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

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

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

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

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



Excusable Delay. The Contractor agrees to repay immediately to Canada the portion of any advance payment that is unliquidated at the date of the termination.

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

5.12 SEVERABILITY

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

5.13 SUCCESSORS AND ASSIGNS

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

5.14 SURVIVAL

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

5.15 PERFORMANCE OF THE WORK

5.15.1 Description of Work

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

5.15.2 Period of the Contract

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

5.15.3 Option to Extend the Contract

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

5.15.4 Exercise of Option to Extend

Canada may exercise this option at any time by sending a written notice to the Contractor at least 15 days before the expiry date of the Contract. The option may only be exercised by Canada's Representative, and will be evidenced for administrative purposes only, through a Contract amendment.



5.15.5 Independent Contractor

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

5.15.6 Conduct

The Contractor must:

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

5.15.7 Assigned Individuals

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

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

5.15.8 Resources

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

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

5.15.9 Replacements

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

5.15.10 Compliance with Local Law

In the performance of Services under this Contract, the Contractor will comply with all applicable provisions of the laws in force in Saudi Arabia.



5.15.11 Inspection and Acceptance

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

5.15.12 Security Requirements

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

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

5.15.13 Green Procurement

- 5.15.13.1** The Contractor should make every effort to ensure that all documents prepared or delivered under this contract are printed double-sided on Ecologo certified recycled paper or on paper with equivalent post-consumer recycled content, to the extent it is procurable.
- 5.15.13.2** The Contractor should make every effort to use environmentally preferred goods, services and processes, as required, to reduce any environmental impacts resulting from the performance of the Work. Environmentally preferable goods and services are those that have a lesser or reduced impact on the environment over the life cycle of the good or service, when compared with competing goods or services serving the same purpose. Environmental performance considerations include, among other things: the reduction of greenhouse gas emissions and air contaminants; improved energy and water efficiency; reduced waste and support reuse and recycling; the use of renewable resources; reduced hazardous waste; and reduced toxic and hazardous substances.



5.16 CERTIFICATIONS

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

5.17 HEALTH AND SAFETY

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

5.18 PAYMENT TERMS

5.18.1 Basis of Payment

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

5.18.2 Limitation of Price

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

5.18.3 Method of Payment – Monthly Payments

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

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

5.18.4 Audit

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



5.18.5 Invoicing Instructions

5.18.5.1 The Contractor must ensure that each invoice it provides to Canada

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

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

5.18.6 Discrepancies

If the contents of the invoice and its substantiating documentation are not in accordance with the Contract or the Work is not in acceptable condition, Canada will notify the Contractor within 15 Days of the invoice receipt. The 30-Day payment period begins upon receipt of the revised invoice or the replacement or corrected Work. Failure by Canada to notify the Contractor within 15 Days will only result in the date specified in subsection 16 of [2035](#) (2022-12-01) *General Conditions - Higher Complexity - Services*, to apply for the sole purpose of calculating interest on overdue accounts.

5.18.7 Termination Payments

If a termination for convenience notice is given pursuant to section 30 of [2035](#) (2022-12-01) *General Conditions - Higher Complexity - Services*, the Contractor will be entitled, in accordance with the Basis of Payment (Annex B), to be paid only the amounts that have been reasonably and properly incurred to perform the Contract to the extent that the Contractor has not already been paid or reimbursed by Canada. Under no circumstance will Canada be liable to the Contractor for early termination of this Contract.

5.18.8 Remittance to appropriate tax authority

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

5.19 SUSPENSION AND INFRACTION

5.19.1 Suspension of the Work

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

5.19.2 Infraction

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



5.20 INSURANCE TERMS

5.20.1 Insurance at Discretion of Contractor

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

5.21 GOVERNANCE AND ETHICS

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

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

5.21.2 Incapacity to Contract with the Government

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

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



5.21.3 Anti-Terrorism

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

5.22 DISPUTE RESOLUTION

5.22.1 Discussion and Negotiation

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

5.22.2 Procurement Ombudsman

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



ANNEX A - STATEMENT OF WORK

TITLE

Cleaning Services for the Embassy of Canada to Saudi Arabia, in Riyadh.

1. INTRODUCTION

The Embassy of Canada to Saudi Arabia, in Riyadh requires cleaning services for its representational space, common areas and work spaces occupied by staff.

2. BACKGROUND

The Embassy of Canada to Saudi Arabia is soliciting proposals for Cleaning Services for the following location;

Chancery

The Chancery main building occupies 3 floors consisting of a Basement, First Floor and Ground Floor. Other facilities include a Gym, swimming pool, a maple leaf club, change rooms, tennis courts and Security Guard Hut with waiting area and interview booths. The area is about 3,000 m².

3. OBJECTIVE

The objective of this requirement is to provide cleaning services for the Chancery locations as per industry standards, thus, maintaining cleanliness and providing decent working conditions its approximately 70 occupants.

4. SCOPE OF WORK

The Contractor must provide cleaning services including all labour, supervision, cleaning materials, supplies, consumables, uniforms, tools and equipment required to carry out the work as described herein, unless stated otherwise.

The work is divided into two categories:

Regular Services

Consists of pre-determined cleaning tasks, as outlined in Section **5.1 – Regular Services**.

“As and When Requested” Cleaning Services

Additional, emergency and project cleaning, may be requested in addition to the regular services, as outlined in Section **5.2 – As and When Requested Services**.



5. TASKS/REQUIREMENTS

5.1 REGULAR SERVICES

Canada requires the contractor to accomplish all of the regular services tasks identified in **Attachment 1 to Annex A – Regular Services Tasks** as per the identified frequency while following Canada's and/or Industry Standards, whichever is more stringent.

5.1.1. Excluded Areas

- Mechanical, electrical, transformer and boilers room equipment's; and,
- Handyman workshop.

5.1.2. Excluded Items

- Computers and associated electronic equipment;
- Facsimiles, photocopiers, shredders;
- Personal items;
- Books and papers;
- Official artwork;
- Inside display cases and cabinets,
- Tools; and,
- Staff dishes.

5.2 AS AND WHEN REQUESTED SERVICES

Other services not included in section **5.1 – Regular Services** may be required on an "As and When Requested" basis.

These services could include, but not limited to cleaning services of unforeseen nature, special events or any other requirements in excess of the regular cleaning service requirements.

Additional resource(s) may be required on an "**As and When Requested**" basis using a Service Authorization form (SA) - see sample under **Attachment 1 to Annex B – Service Authorization Form**.

Such resource(s) may be required at any given time, including before and/or after regular hours identified in section **5.5 – Schedule of Operation**

5.2.1 Service Authorization Process – "As and when requested" services

1. When these services are required, the Project Authority will provide the Contractor with a "Service Authorization" form, containing the following information:
 - the SA number;
 - type of resource;
 - date, start time, end time, and total hours required for each resource;
 - Special instructions (if required); and,
 - Name and signature of the project authority.
2. Upon receipt of the SA, the Contractor must provide the Project Authority, within 24 hours, the signed SA confirming that the resource(s) have been assigned. These services will be paid in accordance with the terms and conditions identified in **Annex B – Basis of Payment for the "As and When Requested" Service**.



3. Work cannot commence until a SA has been authorized in accordance with the conditions of the contract. The Contractor acknowledges that any work performed before an SA has been received will be done at the Contractor's own risk and expenses.
4. Once the work is completed, the Contractor will immediately notify the Project Authority in order for him/her to acknowledge the completion of the work and to perform an inspection of the work.

5.3 RECYCLING

5.3.1. Paper and Cardboard

All wastepaper and cardboard cartons, unless marked otherwise, must be recycled and must not be disposed of as garbage by the Contractor. Cardboard containers and paper must be placed and stored in the in the designated areas and put in the appropriate containers provided by the mission. The containers can then be moved at the designated location of pick-up by the municipal or other authorities, according to the pick-up schedule.

The Contractor will be responsible for keeping the paper/cardboard recycling pick up locations in clean and tidy condition.

5.3.2. Plastic, Glass and Metal

All plastic, glass and metal, unless marked otherwise, must be recycled and must not be disposed of as garbage by the Contractor. All collected plastic, glass and metal to be recycled must be brought to the basement.

Clear plastic bags (liners) must be used in all recycling bins, containers or recycling centers used for the disposal of plastic, glass and metal. These recycling containers must be spot cleaned on a daily basis. There is one set or recycling center on each floor covered by the present.

5.4 EQUIPMENT, TOOLS, MATERIALS AND SUPPLIES

5.4.1. Contractor to supply

5.4.1.1. Equipment and Tools

The Contractor must supply commercial grade cleaning equipment to ensure the cleanliness and sanitation of all areas in the chancery. The equipment provided must be good quality, appropriate to the task and environment and energy efficient.

The Contractor must ensure that all equipment used to perform the work is in a good and functional state.

The Contractor is entirely responsible for the periodical testing of on-site equipment in accordance with any Health and Safety requirement under Saudi Law.

Repairs to equipment shall be immediately conducted to all devices that poses a safety or fire hazard or the equipment must be replaced. Such equipment shall be removed from use as soon as defects have been observed.

The Project Authority also reserves the right to have the equipment judged to be unsafe, not suitable or defective taken out of service.



The Contractor must provide replacement equipment, if and when necessary.

Any new equipment must be pre-approved by the Project Authority prior to being used.

Vacuum cleaners must have HEPA dust filters and have a low noise output when in maximum operation.

Equipment includes but is not limited to;

- Brooms;
- Brushes;
- Mops (wet and of treated yarn or cloth);
- Pressure washers;
- Buckets;
- Mop tank wringers;
- Janitorial carts;
- Rags; and,
- Other miscellaneous equipment not otherwise provided or specified but necessary to perform the required services.

5.4.1.2. Materials and Supplies

The Contractor must supply, all materials and supplies required to carry out the work as described within the present Statement of Work. All products used in the accomplishment of this requirement must be in accordance with Health and Safety codes. Canada will promote the use of green products and practices, whenever possible.

Cleaning products supplied should, where possible, be an approved eco-label product that confirms to both the environmental features and the performance of the product. All cleaning supplies and products must be properly labeled. Any chemicals used must have Material Safety Data Sheet (MSDS) available for inspection. Any chemicals not approved by the Project Authority will be removed immediately and the Contractor will have to replace them with the proper type.

General features of environmentally preferable cleaning products used in Cleaning Services delivery include:

- Use of concentrated forms, to reduce volume and weight transported and to reduce packaging;
- Biodegradability;
- Packaging in non-aerosol containers;
- Packaging of cleaning products are recyclable and reusable; Exclusion of toxic ingredients and petrochemical compounds;
- Produce minimal or no irritation to skin, eyes, respiratory system; and
- Exclusion of unnecessary dyes, fragrances and corrosive/highly flammable compounds.

Only products, supplies approved by the Project Authority will be allowed for use.

The list must include, but is not limited to:

- Toilet tissue (Regular 2-ply);
- Paper hand towel, rolls;
- Paper hand towel, bi-fold;
- Regular assorted sized clear plastic bags for recycled materials;
- Regular assorted sized black garbage plastic bags;
- Hand soap, liquid or foam (as required);



- Hand soap, bars;
- Hand sanitizers;
- Dishwashing liquid;
- Cleaning sponges;
- Dish cloths;
- Dettol Air Fresheners;
- Toilet Cleaners and Fresheners; and,
- Tissue Box per workstation.

The products must be in sufficient quantity for a scope this size and for its approximate 70 occupants.

5.4.2. Mission to Supply

5.4.2.1. Facilities and services

The Mission will provide the Contractor with stock rooms for the duration of this requirement.

The Mission will not be responsible for any loss or damage of the Contractor's equipment, supplies, materials or personal belongings.

5.5 SCHEDULE OF OPERATIONS

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

Regular hours:

- **Sunday to Wednesday full days** (32 hrs/wk): 8:00 am to 4:30 pm (30mins meal/rest break interval).
- **Thursday Half day** (5.00 hrs/wk): 8:00 am to 1:30 pm (30mins meal/rest break interval).
- Friday is off.
- **Saturday Half Day** (5.00 hrs/wk): 8:00 am to 1:30 pm (30mins meal/rest break interval).

Any other requirements for access to the site outside of these hours must be approved in advance by the Project Authority.

The Project Authority shall submit to the Contractor Canada's statutory holiday schedule and requirements for those days at least two (2) weeks prior to the end of the calendar year. The Project Authority may exceptionally ask the Contractor to change the date of the visit to accommodate a last-minute contingency.

5.6 CONTRACTOR'S PERSONNEL

The Contractor must determine the amount of resources required in order for the services to be rendered as described in this statement. However, the contractor must be able to provide a minimum of five (5) cleaning person, who must be on site at all times during the hours identified in section **5.5 – Schedule of Operations**.

The Contractor must designate a person in charge or a supervisor who will be acting as a point of contact to the Project Authority for any requirements at any time. This person must be equipped with a cellular phone and voicemail. This person will also be expected to take part in the accomplishment of the cleaning activities/tasks.



The Project Authority may ask the Contractor to replace any of its employees not meeting the requirements of this contract, for reasons of competence, behaviour or safety.

The Contractor must maintain a pool of a minimum of 2 replacement resources that are security-cleared and readily available for replacement in order to avoid service disruption. Although a minimum is established, it remains the Contractor responsibility that a sufficient pool of resources is established.

The Contractor must ensure that arrangements are made for the replacement of staff as soon as it is known that a staff is unable to report to work or has to leave unexpectedly. The Contractor must notify the Project Authority as soon as possible if there will be any disruptions to service.

The Contractor must supply basic hygiene products to all cleaners on a monthly basis (including but not limited to shampoo, soap, toothpaste, sanitary product and deodorant).

5.8 BEHAVIOR

Upon discovery of any abnormalities or issues while conducting the work, the Contractor must report it immediately to the Project Authority to ensure appropriate actions are being taken; and with due recognition of the special nature of the Mission, take care that his assigned cleaning staff do not inconvenience the business activities of the Mission's personnel, clients and visitors.

Any defects which cannot be corrected immediately must be reported verbally as soon as possible to the Project Authority. Any blockages in pantries, kitchens, or washrooms are to be reported immediately to the Project Authority.

The Contractor must ensure that cleaning staff project a positive image with a good attitude. The Contractor will be solely responsible for the conduct, behavior and discipline of its employees.

5.9 OTHER

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

The Contractor must maintain an on-site logbook. This logbook will be used to record all requests, complaints, deficiencies or any other situations observed and relevant to the cleaning activities. Corrective actions must also be recorded and the logbook must be available for consultation by the Project Authority.

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

5.10 HEALTH AND SAFETY REQUIREMENTS

The Contractor must provide training to all personnel assigned to the performance of the Work under this contract including proper handling, use and disposal of all cleaning materials including sanitizers, disinfectants, and appropriate safety measures with the equipment, etc.



Medical Fitness for Duty: The Contractor must ensure that all resources designated to provide services under this contract are medically capable of safely performing the tasks that are likely to be assigned as part of their duties.

Physical Fitness for Duty: The Contractor must ensure that all resources designated to provide services under this Contract are capable of facing physical challenges that are required as part of their duties.

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

5.11 UNIFORMS AND PERSONAL PROTECTIVE EQUIPMENT

The Contractor must ensure that all persons employed in the performance of the services shall at all times be properly attired and presentable having due regard to all safety regulations and requirements.

The Contractor must supply uniforms to its on-site personnel, clearly identifying them as employees of the Contractor and distinguish them as cleaners. Such uniforms must be selected in a manner that ensures a consistently excellent representational image (i.e. clean, neat and in good repair) for Canada and must be approved by the Project Authority prior to commencement of the Work.

The Contractor shall provide to all persons employed in the performance of the services the necessary tools and materials as to keep them safe from harm and injury, including but not limited to:

- Gloves;
- safety shoes;
- safety belts;
- hard hats;
- waist straps when hanging, etc.

The Project Authority maintains the right to refuse receiving services where the Contractor has not taken the safety precautions anticipated or required for the safe and sound performance of any services.

6. DELIVERABLES

Within 30 days of signing the contract, the Contractor must submit and maintain throughout the life of the service:

- a. An organizational plan and schedule of activities to be performed by the Contractor's personnel. These schedules must list the Mission's daily, weekly, monthly, every quarter and bi-annually cleaning tasks. These schedules are to be examined, and approved, by the Project Authority prior to commencement of the Work.
- b. The Contractor's designated person will meet with the Project Authority on a monthly basis throughout the entire duration of the contract. During those meetings, this person will present all reports and take notes of all important points to act upon.
- c. A roster of any assigned staff, including names, phone numbers, and addresses.



- d. An itemized list of all cleaning equipment to be used, meeting all requirements in **section 5.4.1.1 – Equipment and Tools**. At a minimum, the list must include the equipment manufacturer, name of the equipment, and application. All equipment must be approved by the Project Authority prior to usage, including all substitutions.
- e. An itemized list of all cleaning materials to be used, meeting all requirements in **section 5.4.1.2 – Materials and Supplies**. At a minimum, the list must include the material's and cleaning product's brand name, quantity, application, a description of what it is used for, if it is biodegradable, and any special instructions. All materials must be approved by the Project Authority prior to usage, including all substitutions.

7. CONSTRAINT

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

All ID cards entrusted to the Contractor must be fully protected at all times, and reported immediately if lost or stolen.

8. LANGUAGE OF WORK

Cleaning Staff must communicate verbally and understand written instructions in English or French.

9. LOCATION OF WORK

The work will be conducted at the following locations:

Embassy of Canada, Diplomatic Quarter, Riyadh , Central Province, Saudi Arabia.

10. TERMINOLOGY / QUALITY STANDARDS

The quality standards described in this document for cleaning services core tasks and optional tasks must be strictly adhered to. All inspections made by the client will be rated according to these quality standards.

The Supplier must meet the following standards:

Cleaning: General

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

Spot Cleaning

- All affected areas must be clear of stains, streaks and soil.



- All over-spray from spray applicators must be wiped clean from all surfaces.

Sweeping

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

Cleaning with a Hose

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

Dust Mopping

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

Damp Mopping

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

Wash Floors

- All standards outlined in "Damp Mopping" apply.
- In addition, surfaces must be rinsed free of cleaning solution after floors are washed.
- All areas must be free of dirt, stains, splashing, cleaning chemical and water accumulations as well as scuff marks.

Machine Scrubbing

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

Spray Buffing

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

Scrub and Refinish

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



Strip and Refinish

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

Vacuuming

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

Stain Removal

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

Hot Water Extraction

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

Damp Wiping

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

Glass and Mirror Cleaning

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

High dusting

- All surfaces must be free of dust.
- High dusting must be done using either damp rag wiping or vacuuming. The method will be specified by the Departmental Representative.
- Dust must be contained and prevented from floating freely in the air during operation.

Clean and Disinfect

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



ATTACHMENT 1 TO ANNEX A – REGULAR SERVICES TASKS

Regular Services Tasks Item	Tasks	Frequency					
		Daily	Weekly	Monthly	Quarterly	Semi-annually	Annual
Uncarpeted Floors	Sweep all uncarpeted floors	X					
	Spot clean all remaining uncarpeted floors	X					
	Wash all uncarpeted floors		X				
	Buff all uncarpeted floors				X		
	Lift rubber or carpeted mats and clean floor underneath		X				
	Scrub all uncarpeted floors in months of July and December					X	
	Buff all uncarpeted floors located in hallways, corridors and entrances				X		X
	Wash basement floors					X	
	<p>The contractor must clean each type of floor according to the manufacturers' specifications.</p> <p>Floor scrubs, buffs, strips and waxes must be scheduled in advance and approved by the Project Authority or his delegate.</p>						
Carpeted Floors	Spot clean all carpeted floors, including entrance mats	X					
	Clip lose threads	X					
	Remove spills and stains (permanent stains logged)	X					
	Vacuum all carpeted floors on Mondays and Thursdays		X				
	Vacuum entrance mats		X				
	Steam or shampoo clean all carpeted floors					X	
	<p>The Contractor must use only vacuum equipped with HEPA filtration. Steam cleaning exact dates must be approved by the Project Authority or his/her delegate.</p> <p>The Project Authority shall be notified of any damage found to any part of the carpet or if carpet-lifting is observed anywhere.</p>						
Entrances, Exits, Lobbies and Receptions/Security	Remove all debris/litter.	X					
	Empty garbage cans. Replace liners when requested.	X					
	Clean both sides of door glass and frames.	X					
	Damp wipe counters and counter top facings.	X					
	Cleaning and wipe leatherette sofa and chairs.	X					
	Clean and wipe coffee table and end tables.	X					



	Low dusting.		X				
	Dust magazine stands.		X				
	Polish all metals.		X				
	Wash wall intake and exhaust grills.		X				
	Spot clean signs or signage.		X				
	Clean signs or signage.			X			
	High dustings.			X			
Perimeter Fencing, Exterior of Building and All Glass	Pressure Washing using appropriate Soap					X	
	Chancery and OR Exterior Building Wash						X
	Windows and Frames Soap Wash				X		
Hallways and Corridors	Remove all debris/litter.	X					
	Empty garbage cans. Replace liners when required.	X					
	Monitor recycling blue bins or recycling stations, empty and replace liners when required.	X					
	Spot-clean sashes, doors, walls, display cases, directory board glass, sidelights and frames.	X					
	Wash and disinfect water fountains.	X					
	Low dusting.		X				
	Dust wall-hung fire extinguishers and first aid boxes.		X				
	Polish all metal.		X				
	Clean interior of fire cabinets and dust extinguishers.			X			
	Clean both sides of the fire cabinets doors.			X			
	High dusting.			X			
	Elevators	Remove all debris/litter.	X				
Clean interior and exterior bright metalwork.		X					
Spot clean doors, frames, walls, mirrors and control panels.		X					
Scrape and vacuum clean doorsill/track grooves in both the cab and on each landing.			X				
Clean mirrors.			X				
Wipe walls, doors and frames.		X		X			
Stairwells	Remove all debris/litter.	X					
	Spot-clean walls, doors and stair ramps.	X					
	Sweep all floors and landings.	X					
	Wipe handrails.	X					
	Low dusting.		X				
	Wet mop all floors and landings.		X				
	Polish all metal surfaces.		X				
	High dusting.			X			
Offices, Workstations, Boardrooms and Conference Rooms	Remove all debris/litter.	X					
	Empty garbage cans. Replace liners when required.	X					
	Wipe chairs armrests and place chairs	X					



	properly.						
	Spot-clean tables, desks, workstations and doors.	X					
	Spot-clean walls	X					
	Remove finger marks/stains from exterior of filing cabinets.		X				
	Empty blue recycling bins and replace liners when required.		X				
	Wipe exterior of workstation cabinet doors.		X				
	Low dusting.		X				
	Dust empty shelves.		X				
	High dusting.			X			
	Damp-wipe table legs and recycling bins.			X			
	Wash garbage bins.			X			
	The Contractor must use a mixture of water and detergent when cleaning workstations.						
Kitchens and Lunchrooms	Remove all debris/litter.	X					
	Empty garbage cans. Replace liners when required.	X					
	Monitor all recycling bins, empty and replace liners when required.	X					
	Wash tables, chairs, counters and sinks.	X					
	Spot-clean exterior of garbage, recycling bins, doors, exterior of cabinets, backsplashes, refrigerators, microwaves, coffee makers and walls up to 1.5 meters.	X					
	Replace chairs properly.	X					
	Replenish hand soap and paper towels.	X					
	Empty all recycling bins and replace liners when required.		X				
	Low dusting.		X				
	Wash inside/outside of garbage cans.		X				
	High dusting.			X			
	Clean refrigerator's interior and exterior.			X			
	Descalcify taps and stainless steel sinks.			X			
Washrooms and Shower Rooms	Remove all debris/litter.	X					
	Clear blocked toilet sinks, urinals and drains using a plunger (immediately), notify the Project Authority or his delegate if unsuccessful with the plunger.	X					
	Replenish hand soap, paper towels and toilet paper.	X					
	Empty garbage cans. Replace liners when required.	X					
	Wash and disinfect toilets bowls (includes toilet base and exterior of toilet seat), urinals, exterior and interior	X					



	of washbasins, water taps, shower faucets and counters.						
	Remove trash from strainers in urinals and replace strainers/pads when required.	X					
	Clean all mirrors.	X					
	Polish all metal (fixtures, dispensers, receptacles).	X					
	Remove all debris/litter from shower floor and clean drains.	X					
	Wash and disinfect shower walls with soap-less detergent.	X					
	Spot-clean doors, walls and partitions.	X					
	Low dusting.		X				
	Descalc toilet bowls and urinals.		X				
	Wash partition walls and stall doors.		X				
	Pour a pail of clean water into floor drains.		X				
	Wash and disinfect interior or receptacles.			X			
	High dusting.			X			
	Dust exposed pipes.			X			
	Wipe and clean extractor fan vent.			X			
Basement	Remove all debris/litter.	X					
	Empty garbage cans. Replace liners when required.	X					
	Spot clean walls.	X					
	Keep clean mops and pales clean and organized when stored.	X					
	Low and High dusting.		X				
	Scrub and clean the utility sink.		X				
	Remove cob-web from walls and ceilings.		X				
	Wash walls and dust up all areas in Basement Mechanical Room			X		X	
	Scrub and clean rubber mats.					X	
Secured Area	Remove all debris/litter.	X					
	Empty garbage cans. Replace liners when required.	X					
	Spot-clean tables, desks, workstations and doors.	X					
	Empty recycling bins and replace liners when required.		X				
	Low dusting & Vacuuming		X				
	Dust empty shelves.		X				
	High dusting.			X			
	The Secured Area can only be cleaned with the presence of a Canada based employee escorting the cleaning personnel.						
Miscellaneous	Dust all vertical blinds.					X	
	Clean all interior windows and window sills.					X	
	Clean all air vents and light diffusers					X	
	Storage Areas	As required / when needed					



	Coffee Machine – Clean	X					
	Cleaning of Dishes and Cutlery after events	As required / when needed					
Vehicle Fleet Cleaning	Interior and Exterior Cleaning	X					
	Carpet Vacuuming		X				
	Shampooing & Detailing						X
Swimming Pool, Atrium Fountain and OR Fountain	<p>The Swimming Pool and Water Feature installations shall be cleaned & maintained three/two times per week in accordance with the detailed instruction and recommendations contained with the Operations & Maintenance Manual (OMM) in general and in particular in accordance with the following:</p> <ul style="list-style-type: none"> ▪ Check pressure gauge or filter to determine whether backwashing or cleaning is required. ▪ Test the water to ensure the pH and chlorine residuals are within the recommended optimum range (i.e. 7.2 to 7.6). ▪ Test the water for other balances as recommended in all testing kits and as directed by the Embassy representative. ▪ Add chemicals (e.g. chlorine, etc.) as directed by test results. ▪ Maintain all inlets, outlets, drains, skimmers and strainers free of hair, lint and all other visible particles of foreign matter. ▪ Vacuum clean the pool, if necessary, and subsequently carry out backwashing operations. ▪ Clean and sweep the surrounding pool deck area. ▪ Remove floating leaves or other debris from pool surface with net skimmer. ▪ Control algae, bacteria growth etc. with appropriate chemical treatment, as required and as directed. ▪ Establish a detailed maintenance Logs and submit to Department Representative at the end of every month. ▪ Drain the pool once every two years and carry out full cleaning and refill with sweet water. 						



ANNEX B - BASIS OF PAYMENT

1. Regular Services

Firm Monthly Rate

The Contractor will be paid firm monthly rates as follows, for Work performed in accordance with the Contract. Applicable Taxes are extra.

During the extended period of the Contract, the Contractor will be paid the following firm monthly rates to perform all the Work in relation to the contract extension.

Period	Firm Monthly Rate (SAR) Taxes Excluded
Initial (Year 1)	
Initial (Year 2)	
Option 1 (Year 3)	
Option 2 (Year 4)	
Option 3 (Year 5)	

2. As and When Required Services

Firm Hourly Rate

The Contractor will be paid firm hourly rates as follows, for Work performed in accordance with the Contract. Applicable Taxes are extra.

During the extended period of the Contract, the Contractor will be paid the following firm monthly rates to perform all the Work in relation to the contract extension.

Period	Type of Resource	Firm Hourly Rate Per Resource (SAR) Taxes Excluded
Initial (Year 1)	Supervisor	
	Cleaner	
Initial (Year 2)	Supervisor	
	Cleaner	
Option 1 (Year 3)	Supervisor	



	Cleaner	
Option 2 (Year 4)	Supervisor	
	Cleaner	
Option 3 (Year 5)	Supervisor	
	Cleaner	



ATTACHMENT 1 TO ANNEX B - SERVICE AUTHORIZATION FORM (SA)

SERVICE AUTHORIZATION FORM					
Name and address of the Contractor: (to be inserted at contract award)		Contract number.		(To be inserted at contract award)	
		Service Authorization (SA) No.			
1. Identification of required resources (to be completed by the Project Authority)					
Resource	Qualified professional staff	Date (MM/DD/YY)	Start time (24:00)	End time (24:00)	Total hours required
#1					
#2					
#3					
#4					
Special instructions (i.e. place of work, tasks, transportation required, etc.)					
The work cannot start if an SA has not been authorized in accordance with the terms and conditions of the contract. The Contractor acknowledges that any work done before receiving an SA will be at its own risk and expenses.					
2. Project Authority's Approval Signature					
Name of the Project Authority					
Signature					
Date (MM/DD/YY)					



ANNEX C - SECURITY REQUIREMENTS CHECK LIST (SRCL)



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

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

PART A - CONTRACT INFORMATION / PARTIE A - INFORMATION CONTRACTUELLE		
1. Originating Government Department or Organization / Ministère ou organisme gouvernemental d'origine	2. Branch or Directorate / Direction générale ou Direction Embassy of Canada Riyadh	
3. a) Subcontract Number / Numéro du contrat de sous-traitance	3. b) Name and Address of Subcontractor / Nom et adresse du sous-traitant	
4. Brief Description of Work / Brève description du travail Chancery Cleaning Services Contract		
5. a) Will the supplier require access to Controlled Goods? Le fournisseur aura-t-il accès à des marchandises contrôlées?	<input checked="" type="checkbox"/> No / Non <input type="checkbox"/> Yes / Oui	
5. b) Will the supplier require access to unclassified military technical data subject to the provisions of the Technical Data Control Regulations? Le fournisseur aura-t-il accès à des données techniques militaires non classifiées qui sont assujetties aux dispositions du Règlement sur le contrôle des données techniques?	<input checked="" type="checkbox"/> No / Non <input type="checkbox"/> Yes / Oui	
6. Indicate the type of access required / Indiquer le type d'accès requis		
6. a) Will the supplier and its employees require access to PROTECTED and/or CLASSIFIED information or assets? Le fournisseur ainsi que les employés auront-ils accès à des renseignements ou à des biens PROTÉGÉS et/ou CLASSIFIÉS? (Specify the level of access using the chart in Question 7. c) (Préciser le niveau d'accès en utilisant le tableau qui se trouve à la question 7. c)	<input checked="" type="checkbox"/> No / Non <input type="checkbox"/> Yes / Oui	
6. b) Will the supplier and its employees (e.g. cleaners, maintenance personnel) require access to restricted access areas? No access to PROTECTED and/or CLASSIFIED information or assets is permitted. Le fournisseur et ses employés (p. ex. nettoyeurs, personnel d'entretien) auront-ils accès à des zones d'accès restreintes? L'accès à des renseignements ou à des biens PROTÉGÉS et/ou CLASSIFIÉS n'est pas autorisé.	<input type="checkbox"/> No / Non <input checked="" type="checkbox"/> Yes / Oui	
6. c) Is this a commercial courier or delivery requirement with no overnight storage? S'agit-il d'un contrat de messagerie ou de livraison commerciale sans entreposage de nuit?	<input checked="" type="checkbox"/> No / Non <input type="checkbox"/> Yes / Oui	
7. a) Indicate the type of information that the supplier will be required to access / Indiquer le type d'information auquel le fournisseur devra avoir accès		
Canada <input type="checkbox"/>	NATO / OTAN <input type="checkbox"/>	
Foreign / Étranger <input type="checkbox"/>		
7. b) Release restrictions / Restrictions relatives à la diffusion		
No release restrictions / Aucune restriction relative à la diffusion <input type="checkbox"/>	All NATO countries / Tous les pays de l'OTAN <input type="checkbox"/>	
Not releasable / À ne pas diffuser <input type="checkbox"/>		
Restricted to: / Limité à: <input type="checkbox"/>	Restricted to: / Limité à: <input type="checkbox"/>	
Specify country(ies) / Préciser le(s) pays:	Specify country(ies) / Préciser le(s) pays: SAUDI ARABIA	
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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PART A (continued) / PARTIE A (suite)

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

9. Will the supplier require access to extremely sensitive INFOSEC information or assets?
 Le fournisseur aura-t-il accès à des renseignements ou à des biens INFOSEC de nature extrêmement délicate?
 Short Title(s) of material / Titre(s) abrégé(s) du matériel:
 Document Number / Numéro du document: No / Non Yes / Oui

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

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

<input checked="" type="checkbox"/> RELIABILITY STATUS COTE DE FIABILITÉ	<input type="checkbox"/> CONFIDENTIAL CONFIDENTIEL	<input type="checkbox"/> SECRET SECRET	<input type="checkbox"/> TOP SECRET TRÈS SECRET
<input type="checkbox"/> TOP SECRET - SIGINT TRÈS SECRET - SIGINT	<input type="checkbox"/> NATO CONFIDENTIAL NATO CONFIDENTIEL	<input type="checkbox"/> NATO SECRET NATO SECRET	<input type="checkbox"/> COSMIC TOP SECRET COSMIC TRÈS SECRET
<input checked="" type="checkbox"/> SITE ACCESS 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?
 If Yes, will unscreened personnel be escorted?
 Dans l'affirmative, le personnel en question sera-t-il escorté?
 No / Non Yes / Oui
 No / Non Yes / Oui

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

INFORMATION / ASSETS / RENSEIGNEMENTS / BIENS

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

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

PRODUCTION

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

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

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

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

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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 / CLASSIFIÉE		NATO				COMSEC							
	A	B	C	CONFIDENTIAL / CONFIDENTIEL	SECRET	TOP SECRET	NATO RESTRICTED	NATO CONFIDENTIAL	NATO SECRET	COSMIC TOP SECRET / COSMIC TRÉS SECRET	PROTECTED / PROTÉGÉ			CONFIDENTIAL	SECRET	TOP SECRET	
						TRES SECRET	NATO DIFFUSION RESTREINTE	NATO CONFIDENTIEL	A		B	C	TRES SECRET				
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).