



**CANADA'S REPRESENTATIVE**

Claude Raymond  
MISSION PROCUREMENT - AAO  
125 SUSSEX DRIVE  
OTTAWA, ONTARIO, CANADA, K1A 0G2

Email:  
[internationalproposals@international.gc.ca](mailto:internationalproposals@international.gc.ca)

**Request for Proposal (RFP)**

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

<b>Title</b> Cleaning Services at the High Commission of Canada in Trinidad and Tobago.	
<b>Solicitation no.</b> 22-217605	<b>Date</b> February 20 <sup>th</sup> , 2023
<b>Proposal Delivery</b>  In order for the proposal to be valid, it must be received no later than 2pm <u>EDT</u> (Ottawa, Ontario time) on March 23 <sup>rd</sup> , 2023. This date is referred to herein as the "Closing date".  Only electronic copies will be accepted and received at the following email address:  <a href="mailto:internationalproposals@international.gc.ca">internationalproposals@international.gc.ca</a>  Solicitation #: 22-217605	
<b>Offer to: Department of Foreign Affairs, Trade and Development Canada</b>  <b>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.</b>  <b>Name and title of person authorized to sign on behalf of the supplier:</b>	
_____	_____
<b>Signature</b>	<b>Date</b>



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## PART 1 - GENERAL INFORMATION

### 1.1 INTRODUCTION

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

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

Attachment 1 to Part 3 includes the Certifications, Attachment 2 to Part 3 includes the Financial Bid Form, Attachment 1 to Part 4 includes the Evaluation criteria, Attachment 1 to annex A includes the Service Authorization (SA) form.

The annexes include the Statement of Work (Annex A), the Basis of Payment (Annex B), 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 High Commission of Canada in Trinidad and Tobago, 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 May 1<sup>st</sup>, 2023, for a period of two (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 three (3) additional one (1) year irrevocable option periods under the same terms and conditions.
- 1.2.3 There are security requirements associated with this requirement. For additional information, consult Part 5 - Resulting Contract Clauses. For more information on personnel and organization security screening or security clauses, Bidders should refer to the [Contract Security Program](http://www.tpsgc-pwgsc.gc.ca/esc-src/introduction-eng.html) of Public Works and Government Services Canada (<http://www.tpsgc-pwgsc.gc.ca/esc-src/introduction-eng.html>) website.
- 1.2.4 The requirement may be subject to the provisions of the:
  - Canadian Free Trade Agreement (CFTA)
  - Canada - Chile Free Trade Agreement
  - Comprehensive and Progressive Agreement for Trans-Pacific Partnership (CPTPP)
  - Canada - Columbia Free Trade Agreement
  - Canada - European Union Comprehensive Economic and Trade Agreement (CETA)
  - Canada - Honduras Free Trade Agreement



- Canada - Korea Free Trade Agreement
- Canada - Panama Free Trade Agreement
- Canada - Peru Free Trade Agreement
- Canada - UK Trade Continuity Agreement (Canada-UK TCA)
- Canada - Ukraine Free Trade Agreement
- World Trade Organization - Agreement on Government Procurement (WTO-AGP)

### 1.3 CONTRACT DOCUMENT

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

### 1.4 INTERPRETATION

In this document, unless the context otherwise requires:

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

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

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

"Canada", "Crown", "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:
- obtain clarification of the requirements contained in the RFP, if necessary, before submitting a bid;
  - prepare its bid in accordance with the instructions contained in the RFP;
  - submit by closing date and time a complete bid;
  - send its bid only to the address specified on page 1 of the RFP;
  - ensure that the Bidder's name, and the RFP number are clearly visible on the attachment(s) containing the bid; and,
  - provide a comprehensible and sufficiently detailed bid, including all requested pricing details, that will permit a complete evaluation in accordance with the criteria set out in the RFP.
- 2.4.5** Proposals received on or before the stipulated RFP closing date and time will become the property of Canada. All proposals will be treated as confidential, subject to the provisions of the Access to Information Act (R.S. 1985, c. A-1) and the Privacy Act (R.S., 1985, c. P-21), and other applicable law.
- 2.4.6** Unless specified otherwise in the RFP, Canada will evaluate only the documentation provided with a Bidder's proposal. Canada will not evaluate information such as references to Web site addresses where additional information can be found, or technical manuals or brochures not submitted with the proposal.
- 2.4.7** A bid cannot be assigned or transferred in whole or in part.

## **2.5 BIDDERS' CONFERENCE AND SITE VISIT – MANDATORY**

- **Site Visit**

It is mandatory that the Bidder or a representative of the Bidder attend the site visit. It will be held at the High Commission of Canada, Maple House, 3-3A Sweet Briar Road, St. Clair, Port of Spain, Trinidad & Tobago, on March 1<sup>st</sup>, 2023 at 10:00am in Port of Spain, Trinidad & Tobago

- **Bidder's conference**

It is mandatory that the Bidder or a representative of the Bidder attend the conference on March 2<sup>nd</sup>, 2023. Bidders mandatory virtual conference will be held via Microsoft Teams application, and will begin at 10:00am Port of Spain time, Trinidad & Tobago. An email with the link to the conference will be sent to you once you have confirmed your attendance to the visit.





Bidders are requested to confirm their attendance with Canada's Representative no later than 5 working days before the site visit and provide the names of the person(s) who will attend. Bidders will be required to sign an attendance form. Bidders should confirm in their bids that they have attended the conference and the site visit.

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

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

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

## **2.6 COMMUNICATIONS, ENQUIRIES, COMMUNICATIONS, SUGGESTED IMPROVEMENTS**

- 2.6.1** All enquiries and suggested improvements must be submitted in writing only to Canada's Representative, identified on page 1 of the solicitation, no later than 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 Trinidadian Dollar (TTD) 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 Trinidadian Dollar (TTD) 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><b>INTEGRITY PROVISIONS - DECLARATION OF CONVICTED OFFENCES</b></p> <p>In accordance with the Integrity Provisions of the Standard Instructions, all Bidders must provide with their bid, <b>if applicable</b>, the Integrity declaration form available on the <a href="http://www.tpsgc-pwgsc.gc.ca/ci-if/declaration-eng.html">Forms for the Integrity Regime</a> website (<a href="http://www.tpsgc-pwgsc.gc.ca/ci-if/declaration-eng.html">http://www.tpsgc-pwgsc.gc.ca/ci-if/declaration-eng.html</a>), to be given further consideration in the procurement process.</p>	_____
C1.2	<p><b>INTEGRITY PROVISIONS - REQUIRED DOCUMENTATION</b></p> <p>In accordance with the section titled Information to be provided when bidding, contracting or entering into a real procurement agreement of the <a href="http://www.tpsgc-pwgsc.gc.ca/ci-if/politique-policy-eng.html">Ineligibility and Suspension Policy</a> (<a href="http://www.tpsgc-pwgsc.gc.ca/ci-if/politique-policy-eng.html">http://www.tpsgc-pwgsc.gc.ca/ci-if/politique-policy-eng.html</a>), the Bidder must provide the required documentation, as applicable, to be given further consideration in the procurement process.</p>	_____
C2	<p><b>STATUS AND AVAILABILITY OF RESOURCES</b></p> <p>The Bidder certifies that, should it be awarded a contract as a result of the bid solicitation, every individual proposed in its bid will be available to perform the Work as required by Canada's representatives and at the time specified in the bid solicitation or agreed to with Canada's representatives. If for reasons beyond its control, the Bidder is unable to provide the services of an individual named in its bid, the Bidder may propose a substitute with equal or higher qualifications and experience. The Bidder must advise Canada's Representative of the reason for the substitution and provide the name, qualifications and experience of the proposed replacement. For the purposes of this clause, only the following reasons will be considered as beyond the control of the Bidder: death, sickness, maternity and parental leave, retirement,</p>	_____



	<p>resignation, dismissal for cause or termination of an agreement for default.</p> <p>If the Bidder has proposed any individual who is not an employee of the Bidder, the Bidder certifies that it has the permission from that individual to propose his/her services in relation to the Work to be performed and to submit his/her résumé to Canada. The Bidder must, upon request from Canada's Representative, provide a written confirmation, signed by the individual, of the permission given to the Bidder and of his/her availability. Failure to comply with the request may result in the bid being declared non-compliant.</p>	
<p><b>C3</b></p>	<p><b>EDUCATION AND EXPERIENCE</b></p> <p>The Bidder certifies that all the information provided in the résumés and supporting material submitted with its bid, particularly the information pertaining to education, achievements, experience and work history, has been verified by the Bidder to be true and accurate. Furthermore, the Bidder warrants that every individual proposed by the Bidder for the requirement is capable of performing the Work described in the resulting contract.</p>	<p>_____</p>
<p><b>C4</b></p>	<p><b>FORMER PUBLIC SERVANT</b></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 <a href="#">Financial Administration Act</a>, 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> <ol style="list-style-type: none"> <li>an individual;</li> <li>an individual who has incorporated;</li> <li>a partnership made of former public servants; or</li> <li>a sole proprietorship or entity where the affected individual has a controlling or major interest in the entity.</li> </ol> <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 <a href="#">Public Service Superannuation Act</a> (PSSA), R.S., 1985, c.P-36, and any increases paid pursuant to the <a href="#">Supplementary Retirement Benefits Act</a>, R.S., 1985, c. S-24 as it affects the PSSA. It does not include pensions payable pursuant to the <a href="#">Canadian Forces Superannuation Act</a>, R.S., 1985, c. C-17, the <a href="#">Defence Services Pension Continuation Act</a>, 1970, c. D-3, the <a href="#">Royal Canadian Mounted Police Pension Continuation Act</a>, 1970, c. R-10, and the <a href="#">Royal Canadian Mounted Police Superannuation Act</a>, R.S.,</p>	<p>As per the definition provided, is the Bidder a FPS?          Yes <input type="checkbox"/>          No <input type="checkbox"/></p> <p>As per the definition provided, is the Bidder a FPS in receipt of a pension?          Yes <input type="checkbox"/>          No <input type="checkbox"/></p> <p>As per the definition provided, is the Bidder a FPS who received a lump sum payment?          Yes <input type="checkbox"/>          No <input type="checkbox"/></p> <p>_____</p>



	<p>1985, c. R-11, the <a href="#">Members of Parliament Retiring Allowances Act</a>, R.S. 1985, c. M-5, and that portion of pension payable to the <a href="#">Canada Pension Plan Act</a>, 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 <a href="#">Contracting Policy Notice: 2012-2</a> and the <a href="#">Guidelines on the Proactive Disclosure of Contracts</a>.</p>	
<b>C5</b>	<p><b>USE OF SUBCONTRACTOR(S)</b> 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>
<b>C6</b>	<p><b>JOINT VENTURES</b> 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>
<b>C7</b>	<p><b>Registration Certificate</b> The Bidder must be registered as a provider of commercial cleaning service with appropriate authorities in The Registrar General’s Department of the Ministry of Legal Affairs (MLA) of Trinidad and Tobago throughout the duration of the Contract.</p>	

**CERTIFICATION STATEMENT**

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

\_\_\_\_\_  
Name 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: (yyyy-mm-dd)	



**1. Regular Cleaning Services**

**Firm Monthly Rate**

Labor

**TABLE 1**

	<b>A</b>	<b>B</b>	<b>C</b>
<b>PERIOD</b>	<b>Firm Monthly Rate (Including all labor, material tools and supplies) (TTD) Taxes Excluded</b>	<b>Number of Months</b>	<b>Subtotal (TTD) Taxes Excluded (A) X (B)</b>
Initial – Year 1		12	
Initial – Year 2		12	
Option Period 1 – Year 3		12	
Option Period 2 – Year 4		12	
Option Period 3 – Year 5		12	
<b>Evaluated Price (TTD):</b>			

**2. As-and-When-Requested Cleaning Services**

Firm Hourly Rate

**TABLE 2**

	<b>A</b>	<b>B</b>	<b>C</b>
<b>PERIOD</b>	<b>Firm Hourly Rate per resource (TTD) Taxes Excluded</b>	<b>Estimated Number of Hours</b>	<b>Subtotal (TTD) Taxes Excluded (A) X (B)</b>
Initial – Year 1	Resource	60	
	Supervisor	60	
Initial – Year 2	Resource	60	
	Supervisor	60	
Option Period 1 – Year 3	Resource	60	
	Supervisor	60	
Option Period 2 – Year 4	Resource	60	
	Supervisor	60	
Option Period 3 – Year 5	Resource	60	
	Supervisor	60	
<b>Evaluated Price (TTD):</b>			



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

**3. Pricing Summary**

PERIOD	<b>Subtotal (TTD) Taxes Excluded (Evaluated Prices of Table 1 + Table 2)</b>	
<b>Subtotal: Evaluated Prices of Table 1 + Table 2</b>		
<b>Taxes (if applicable)</b>	<b>%</b>	<b>Amount</b>
<b>TOTAL:</b>		



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

### **4.1 EVALUATION AND SELECTION**

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

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

### **4.2 TECHNICAL EVALUATION**

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

### **4.3 BASIS OF SELECTION**

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 54 points overall for the technical evaluation criteria which are subject to point rating. The rating is performed on a scale of 90 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.

MANDATORY TECHNICAL CRITERIA		
M1	<b>CRITERIA</b>	
	<b>Certificate</b> At the time of bid closing, the Bidder must be registered as a provider of commercial cleaning service with appropriate authorities in The Registrar General's Department of the Ministry of Legal Affairs (MLA) of Trinidad and Tobago.	
	<b>COMPLIANCE</b>	
	The Bidder must provide a document from The Registrar General's Department of the Ministry of Legal Affairs (MLA) of Trinidad and Tobago that confirms that it is registered.	Page # within the bid
M2	<b>CRITERIA</b>	
	<b>Bidder's Office Location</b> The Bidder must have a permanent office within 60km of the High Commission of Canada in Trinidad and Tobago.	
	<b>COMPLIANCE</b>	
	The Bidder must provide the Company's civic address.	Page # within the bid



**2.0 TECHNICAL CRITERIA POINT RATED**

Bids that meet all mandatory technical criteria will be evaluated and rated as indicated in the tables below.

**Note:**

Submissions must obtain a minimum overall score of 54 points. Bids that don't meet the minimum passing mark will be deemed non-responsive.

TECHNICAL CRITERIA POINT RATED				
CRITERIA		POINTS		
<p><b>Corporate Experience</b></p> <p>The Bidder should demonstrate his experience within the last ten (10) years preceding the bid closing date in providing commercial cleaning services for projects similar in size and scope to those listed in the Statement of Work.</p> <p>Projects of similar size and scope are defined as follows:</p> <ul style="list-style-type: none"> <li>• Minimum duration of twelve (12) consecutive months;</li> <li>• A minimum of 3,000 square meters (m<sup>2</sup>);</li> <li>• A space of use or similar type (office space);</li> <li>• Managing a team of a minimum 4 resources assigned to perform various cleaning tasks.</li> </ul>		<p>36 to 47 months = 20 points</p> <p>48 to 59 months = 25 points</p> <p>60 to 95 months = 35 points</p> <p>96 months and up = 40 points</p>		
<p>Using the following table, the Bidder should provide the information for each project. <b>One project per table</b>, should more than one table be required, it can be duplicated.</p>				
<b>R1</b>	<b>PROJECT #1</b>			
	Name of the organization			
	Duration of services	Start Date (MM/YY)	End Date (MM/YY)	Duration in months
		--/--	--/--	--
	Scope of services			
	Size in square meters (m <sup>2</sup> )			
	Type of Space			
	Quantity of resources managed			
	References of project	Name	Email	



The following rating table will be used for criteria R2 and R3.

100% of the points	80% of the points	60% of the points	40% 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
<p><b>R2</b></p> <p><b>Understanding of the Statement of Work</b></p> <p>The Bidders should demonstrate how they intend to approach the work and meet the requirements described in Annex A—Statement of Work. In order to do that, Bidders should provide a Work Plan.</p> <p>The Work Plan should provide sufficient details to allow a clear understanding of how the Bidder expects to carry out the tasks described in Annex A—Statement of work and should include at the minimum the following information:</p> <ul style="list-style-type: none"> <li>Description of the specific cleaning methods used and waste management;</li> <li>Detailed work schedule of the cleaner(s) and processes/procedures to verify and control the arrival and departure times and absences of staff;</li> <li>Details on the recruitment, training and retention of cleaner(s) to meet the requirements outlined in Annex A, including the replacement of staff;</li> <li>Description of the proposed uniforms indicating the role of the cleaners and their status as employees of the Bidder;</li> <li>Description of the communication system between the Mission's Project Authority and the company;</li> <li>Procedures to verify compliance with all health and safety regulations and measures.</li> </ul>	30



	<p>Using the following table, the Bidder should explain their understanding of the Statement of Work.</p>





TECHNICAL CRITERIA POINT RATED		
CRITERIA	MAXIMUM POINTS	
R3	<p><b>Quality Control System</b></p> <p>The Technical Proposal should include details on the establishment and management of the quality control system used by the Bidder, including the following:</p> <ul style="list-style-type: none"> <li>a. Description of the company's quality control system or method;</li> <li>b. Description of the process used by the Bidder to identify and address instances of non-compliance and to take corrective action such as discipline policy, including verbal/written reprimands, suspensions, etc. The Bidder should provide a detailed example of a non-compliance that he has detected and for which he has taken corrective action to restore the situation.</li> </ul>	20
	<p>Using the following table, the Technical Proposal should include details on the establishment and management of the quality control system used by the Bidder.</p>	

Rated Criteria	
Maximum total points available =	<b>90</b>
Minimum total points required =	<b>54</b>



## 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 three (3) additional one (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 fifteen (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 Port of Spain, Trinidad & Tobago.

#### 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 NOT remove, without the express written approval of the Project/Technical Authority, any **CLASSIFIED and/or PROTECTED** information from the work site, and shall ensure that the Contractor's personnel are made aware of and comply with this restriction.
- 5.15.12.3** 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.
- 5.15.12.4** 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](mailto:boa.opo@boa.opo.gc.ca).



## ANNEX A - STATEMENT OF WORK

### TITLE

Cleaning Services at the High Commission of Canada in Trinidad and Tobago.

### 1. INTRODUCTION

High Commission of Canada in Trinidad and Tobago requires routine cleaning services for its representational space, common areas and work spaces occupied by staff.

### 2. BACKGROUND

Global Affairs Canada (GAC) consist in a network of 178 Diplomatic and Consular Missions located in 112 Countries. The Mission in Republic of Trinidad and Tobago requires the services of cleaning resources for their following sites:

#### Port of Spain Chancery

The Chancery occupies 4 floors and sub-level parking on the western half of the Maple House building on Sweet Briar Road. Features include a main reception area on ground floor, an Immigration waiting room, a ground and 1st floor multi-purpose room, a 3rd floor conference room, 5 kitchenettes, 8 washrooms and 3 showers; 1 on the 2nd floor, 1 on the ground floor and in the High Commissioner's washroom.

The total area is 3,324m<sup>2</sup>.

### 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 for the 40 occupants of those buildings.

### 4. SCOPE OF WORK

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

The work is divided into two categories:

#### Routine Cleaning Services

Consists of pre-determined tasks, as outlined in Section 5.1.1 Routine Cleaning Services

#### "As and When Requested" Cleaning Services

Additional, emergency and project cleaning, may be requested in addition to the routine and scheduled cleaning, as outlined in Section 5.1.2 As-And-When-Requested Services



5. TASKS / REQUIREMENTS

5.1. Cleaning Services

Canada requires the contractor to provide Services for the following 2 categories;

5.1.1. Routine Cleaning Services

General Cleaning Services Item	Tasks	Frequency					
		Daily	Weekly	Monthl	Quarterly	Semi-annual	Annual
<b>Uncarpeted Floors (approx. 1,576 m<sup>2</sup>)</b>	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
	Wash basement floors						X
	<p><b>The contractor must clean each type of floor according to the manufacturers' specifications. The cost to correct any damage resulting from improper cleaning will be deducted from the monthly payments to the Contractor.</b></p> <p><b>Floor scrubs, buffs, strips and waxes must be scheduled in advance and approved by the Project Authority or his delegate.</b></p>						
<b>Carpeted Floors</b>	Spot clean all carpeted floors, including entrance mats	X					
	Clip loose threads	X					
	Remove spills and stains (permanent stains logged)	X					
	Vacuum all carpeted floors on Tuesdays and Thursdays		X				
	Vacuum entrance mats		X				
	Steam or shampoo clean all carpeted floors					X	
	<p><b>The Contractor must use only vacuum equipped with HEPA filtration.</b></p> <p><b>Steam cleaning exact dates must be approved by the Project Authority or his/her delegate.</b></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	X					



	chairs.						
	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			
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 door, frames, walls, mirrors and control panels. Wipe and sanitize panels with atomized disinfectant spray	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				
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 properly.	X					



	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			
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 exterior.			X			
	Descal tabs and stainless steel sinks.			X			
Washrooms and Shower Rooms	Remove all debris/litter.	X					
	Clear blocked toilet sinks 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), exterior and interior of washbasins, water taps, shower faucets and counters.	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	X					





	soap-less detergent.						
	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 Parking	Remove all debris/litter.	X					
	Empty garbage cans. Replace liners when required.	X					
	Spot clean walls.	X					
	Keep mops and pails 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.					X	
	Scrub and clean rubber mats.					X	
	Power washing of the floor						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.		X				
	Dust empty shelves.		X				
	High dusting.			X			
	Storage areas			X			
	The <b>Secured Area</b> 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	

The Contractor must use a mixture of water and vinegar only when cleaning workstations.

The Project Authority shall be notified of any damage found to any part of the carpet or if carpet-lifting is observed anywhere.

### 5.1.2. Excluded Areas

- Mechanical, electrical, transformer and boilers rooms
- Garages
- Areas under the responsibilities of the building owner



- Handymen workshop

### 5.1.3. Excluded Items

Computers and associated electronic equipment, facsimiles, photocopiers, shredders, personal items, books and papers, official artwork, inside display cases and cabinets, tools, refrigerators, coffee or vending machines and staff dishes and cutlery.

## 5.2. "AS AND WHEN REQUESTED" CLEANING

Other services not included in section 5.1.1 – **Routine Cleaning 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 routine 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 A – Service Authorization Form**.

Such resource(s) may be required at any time 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 48 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 quality 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 Project Authority reserves the right to have the equipment judged to be unsafe, not suitable or defective taken out of service.

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

Other miscellaneous equipment and supplies not otherwise provided or specified but necessary to perform the required services.

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

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

Cleaning equipment must be energy efficient.

Equipment shall be of commercial grade and kept in good working condition. 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 Contractor must provide replacement equipment, if and when necessary.

The Contractor must provide the list of equipment used for the cleaning to the Project Authority for approval

#### **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. GAC will promote the use of green products and practices, whenever possible.

Cleaning products should have an approved eco-label that confirms 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 Project Authority will be removed immediately and the Contractor will 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.

The Contractor must provide a list of products, materials and supplies used to the Project Authority for approval. Only products, supplies and equipment 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

#### **5.4.2. Mission to Supply**

##### **5.4.2.1. Stock room and Storage**

The Mission will provide the Contractor enough storage to cover two months' worth of supplies at a time 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:

### A) Regular hours

Monday to Thursday full days (32 hrs/wk): 7:30 am and 4:00 pm. (30 mins meal/rest break interval)  
Friday half day (5 hrs/wk): 7:30am and 1:00pm. (30 mins meal/rest break interval)  
Saturday and Sunday off.

The Mission has 13 statutory holidays per year. These days may change from year to year and do not necessarily correspond to the holidays observed by the Republic of Trinidad and Tobago. Cleaning service provided to the mission must follow the holiday schedule and opening hours as determined by the Mission. The holiday schedule will be provided by the Project Authority at the beginning of each contract year.

## 5.6. CONTRACTOR'S PERSONNEL

The Contractor must keep a minimum of one (1) cleaning person on-site at all times during cleaning operations regular hours for the Chancery.

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.

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 sufficient security-cleared replacement staff, which are readily available for replacement in order to avoid service disruption.

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/her assigned cleaning staff do not inconvenience the business activities of the Mission's personnel, clients and visitors.



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 their 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 report signed by a doctor confirming 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.

Medical report signed by a doctor confirming 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 shall 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. The Contractor must provide 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 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/or 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.
- e. 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.

## 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.

Cleaning of Storage areas must be done under the supervision of a member of the Property staff.

## 8. SUB-CONTRACTING

The Contractor shall only use sub-contractors who have the Project Authority's approval.

The Contractor shall not sub-contract the services or any part thereof without the written consent of the Project Authority. Such consent shall not be unreasonably withheld. The Contractor shall enter into



agreement with his sub-contractors embodying the same conditions for which the Contractor is responsible against GAC. The Contractor shall agree all working details with his sub-contractors directly and without GAC being expected to assist in any way.

## 9. LANGUAGE OF WORK

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

## 10. LOCATION OF WORK

High Commission of Canada, Maple House, 3-3A Sweet Briar Road, St. Clair, Port of Spain, Trinidad & Tobago.

## 11. TRAVEL AND TRANSPORTATION

All costs and expenses incurred by the Contractor for the performance of the work, including local transportation of personnel and delivery of materials and supplies is the sole responsibility of the Contractor. GAC will not reimburse Contractor for such expenses.

## 12. TERMINOLOGY / QUALITY STANDARDS

The quality standards described in this document for janitorial 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**

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

### **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 Project Authority.
- 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 - SERVICE AUTHORIZATION (SA) FORM**

Service Authorization Form (SA)					
Name and address of the Contractor: (to be inserted at contract award)		Contract number.		(To be inserted at contract award)	
		Service Authorization (SA) No.			
<b>1. Identification of required resources</b> (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					
<b>Special instructions</b> (i.e., area, task to be completed.)					
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.					
<b>2. Project Authority's Approval Signature</b>					
Name of the Project Authority					
Signature					
Date (MM/DD/YY)					



## ANNEX B - BASIS OF PAYMENT

### 1. Regular Cleaning 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 firm monthly rates, as per lines Option 1, 2 and 3 below to perform all the Work in relation to the contract extension.

#### Labor

**TABLE 1**

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



**2. As-and-When-Requested Cleaning 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 firm hourly rates, as per lines Option 1, 2, 3 below to perform all the Work in relation to the contract extension.

**TABLE 2**

PERIOD	Firm Hourly Rate per resource (TTD) Taxes Excluded	
	Initial – Year 1	Resource
Supervisor		
Initial – Year 2	Resource	
	Supervisor	
Option Period 1 – Year 3	Resource	
	Supervisor	
Option Period 2 – Year 4	Resource	
	Supervisor	
Option Period 3 – Year 5	Resource	
	Supervisor	



ANNEX C - SECURITY REQUIREMENTS CHECK LIST (SRCL)



Government of Canada

Gouvernement du Canada

Contract Number / Numéro du contrat

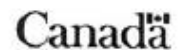
Security Classification / Classification de sécurité

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

Form with multiple sections: PART A - CONTRACT INFORMATION, 1. Originating Government Department or Organization, 2. Branch or Directorate, 3. Subcontract Number, 3. b) Name and Address of Subcontractor, 4. Brief Description of Work, 5. a) Will the supplier require access to Controlled Goods?, 5. b) Will the supplier require access to unclassified military technical data..., 6. a) Will the supplier and its employees require access to PROTECTED and/or CLASSIFIED information..., 6. b) Will the supplier and its employees require access to restricted access areas..., 6. c) Is this a commercial courier or delivery requirement..., 7. a) Indicate the type of information that the supplier will be required to access..., 7. b) Release restrictions / Restrictions relatives à la diffusion, 7. c) Level of information / Niveau d'information.

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Security Classification / Classification de sécurité





Contract Number / Numéro du contrat

Security Classification / Classification de sécurité

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

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

9. Will the supplier require access to extremely sensitive INFOSEC information or assets?  
Le fournisseur aura-t-il accès à des renseignements ou à des biens INFOSEC de nature extrêmement délicate?  No / Non  Yes / Oui  
Short Title(s) of material / Titre(s) abrégé(s) du matériel : NOT APPLICABLE  
Document Number / Numéro du document :

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

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

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

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

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

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

**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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Security Classification / Classification de sécurité





Contract Number / Numéro du contrat

Security Classification / Classification de sécurité

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

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

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

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

**SUMMARY CHART / TABLEAU RÉCAPITULATIF**

Category / Catégorie	PROTECTED / PROTÉGÉ			CLASSIFIED / CLASSIFIÉ			NATO				COMSEC					
	A	B	C	CONFIDENTIAL / CONFIDENTIEL	SECRET	TOP SECRET / TRÈS SECRET	NATO RESTRICTED / NATO DIFFUSION RESTREINTE	NATO CONFIDENTIAL / NATO CONFIDENTIEL	NATO SECRET	COMSEC TOP SECRET / COMSEC TRÈS SECRET	PROTECTED / PROTÉGÉ			CONFIDENTIAL	SECRET	TOP SECRET / TRÈS SECRET
											A	B	C			
Information / Assets / Renseignements / Bénéfices / 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).