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**Request for Proposal (RFP)**

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

<b>Title</b> Commercial Cleaning Services for Embassy of Canada to United States of America in Washington D.C.	
<b>Solicitation no.</b> 24-241937	<b>Date</b> DECEMBER 8 <sup>TH</sup> , 2023
<b>Proposal Delivery</b>  In order for the proposal to be valid, it must be received no later than 2h00 pm EST (Ottawa, Ontario time) on January 9 <sup>th</sup> ,2024. 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 #: 24-241937	
<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 and Attachment 1 to Part 4 includes the Evaluation criteria.

The annexes include the Statement of Work (Annex A), the Basis of Payment (Annex B) and Security Requirements Check List (Annex C).

### 1.2 SUMMARY

- 1.2.1 The purpose of this RFP is to select a supplier to enter into a contract with the Department of Foreign Affairs, Trade and Development (DFATD) to provide Commercial Cleaning Services as described in the Statement of Work (Annex A, for the Embassy of Canada to United States of America in Washington D.C.
- 1.2.2 The Work is to be performed from the contract award date tentatively set for February 1<sup>st</sup>, 2024, 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 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:
  - 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/1/2003/27) (2023-06-08) Standard Instructions - *Goods or Services - Competitive Requirements* (<https://buyandsell.gc.ca/policy-and-guidelines/standard-acquisition-clauses-and-conditions-manual/1/2003/27>), 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 eighty (180)

#### **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 (2023-06-08) 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](#) (2023-06-08) *Standard Instructions - Goods or Services - Competitive Requirements*.
- 2.4.4** It is the Bidder's responsibility to:
- (a) obtain clarification of the requirements contained in the RFP, if necessary, before submitting a bid;
  - (b) prepare its bid in accordance with the instructions contained in the RFP;
  - (c) submit by closing date and time a complete bid;
  - (d) send its bid only to the address specified on page 1 of the RFP;
  - (e) ensure that the Bidder's name, and the RFP number are clearly visible on the attachment(s) containing the bid; and,
  - (f) provide a comprehensible and sufficiently detailed bid, including all requested pricing details, that will permit a complete evaluation in accordance with the criteria set out in the RFP.
- 2.4.5** Proposals received on or before the stipulated RFP closing date and time will become the property of Canada. All proposals will be treated as confidential, subject to the provisions of the Access to Information Act (R.S. 1985, c. A-1) and the Privacy Act (R.S., 1985, c. P-21), and other applicable law.
- 2.4.6** Unless specified otherwise in the RFP, Canada will evaluate only the documentation provided with a Bidder's proposal. Canada will not evaluate information such as references to Web site addresses where additional information can be found, or technical manuals or brochures not submitted with the proposal.
- 2.4.7** A bid cannot be assigned or transferred in whole or in part.

## **2.5 SITE VISIT – MANDATORY**

It is mandatory that the Bidder or a representative of the Bidder attend the site visit. It will be held at 501 Pennsylvania Ave NW, Washington, DC 20001, USA on December 21, 2023, at 10h00 AM.

Bidders are requested to confirm their attendance with Canada's Representative no later than 3 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 site visit.

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

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





Please note, any travel and other costs associated with attending a site visit form part of "Bid Costs" as per [2003](#) (2023-06-08) 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 American dollar (USD) 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 American dollar (USD) 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> <ul style="list-style-type: none"> <li>a) an individual;</li> <li>b) an individual who has incorporated;</li> <li>c) a partnership made of former public servants; or</li> <li>d) a sole proprietorship or entity where the affected individual has a controlling or major interest in the entity.</li> </ul> <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., 1985, c. R-11, the <a href="#">Members of Parliament Retiring Allowances</a></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><a href="#">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>VALID LICENSE</b> The Bidder certifies that it will maintain a valid (not expired) license for commercial cleaning throughout the duration of the Contract.</p>	_____
<b>C8</b>	<p><b>OFFICE PROXIMITY</b> The bidder certifies that the company has an office within 100km (60 miles) radius of the Chancery (501 Pennsylvania Avenue N.W. Washington D.C. 20001.)</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. ROUTINE 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 Period 1, 2, and 3 below to perform all the Work in relation to the contract extension.

**TABLE 1**

	A	B	C
PERIOD	Firm Monthly Rate (Including all labor, equipment, materials, tools and supplies) (USD) Taxes Excluded	Number of Months	Subtotal (USD) Taxes Excluded (A) X (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 (USD):</b>			





**2. AS AND WHEN REQUESTED SERVICES**

As described in **Annex A – Statement of Work** under section **5.2 – As and When Required Services**, upon request of the Project Authority, these services will be paid in accordance with the following two sub-sections, the **Firm Hourly Rate** and the **Specialized Machinery, Materials and Supplies**;

**a) Firm Hourly Rate**

The firm hourly rates include the cost of the resource equipped with the necessary equipment and tools such as the ones used for Routine Cleaning Services and as outlined in **Annex A – Statement of Work** under section **5.4.1 – Provided by the Contractor** sub-section **5.4.1.1 – Equipment and tools**, fringe benefits, general and administrative expenses, overhead and profit, as applicable.

The Contractor will be paid a firm hourly rate as identified in the following **AS AND WHEN REQUESTED SERVICES** table and for the level of effort identified in the **Attachment 1 to Annex B – Service Authorization Form** under section **2.a** for each individual service request. 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 and 3 below to perform all the Work in relation to the contract extension.

**TABLE 2**

	<b>A</b>	<b>B</b>	<b>C</b>
<b>PERIOD</b>	<b>Firm Hourly Rate per resource (USD) Taxes Excluded</b>	<b>Estimated Number of Hours</b>	<b>Subtotal (USD) Taxes Excluded (A) X (B)</b>
<b>Initial – Year 1</b>		<b>100</b>	
<b>Initial – Year 2</b>		<b>100</b>	
<b>Option Period 1 – Year 3</b>		<b>100</b>	
<b>Option Period 2 – Year 4</b>		<b>100</b>	
<b>Option Period 3 – Year 5</b>		<b>100</b>	
<b>Evaluated Price (USD):</b>			

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

**b) Specialized Machinery, Materials and Supplies**

Should a specific service request require the utilization of the Contractor’s owned specialized machinery, other than the ones normally used for Routine Cleaning Services and as outlined in **Annex A – Statement of Work** under section **5.4.1 – Provided by the Contractor** sub-section **5.4.1.1 – Equipment and Tools** or to proceed with a third party rental and/or requires the provision or purchase of materials and supplies, the Contractor will be paid in accordance with the following two sub-sections, the **Contractor’s owned Specialized Machinery and/or Materials and Supplies** and the **Third party rental of Specialized Machinery and/or purchase of Materials and Supplies**;



**Contractor’s owned Specialized Machinery and/or Materials and Supplies**

The Contractor will be paid based on the proposed rates that will be listed in **Attachment 1 to Annex B – Service Authorization Form** under section **2.b** for each individual service request.

The Contractor certifies that the price proposed for each items listed on this form is not in excess of the lowest price charged to anyone else, including the Contractor’s most favored customer, for the like quality and quantity of the goods, services or both.

**Third party rental of Specialized Machinery and/or purchase of Materials and Supplies**

The Contractor will be reimbursed for these expenses reasonably and properly incurred 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.

The Contractor must list these costs in **Attachment 1 to Annex B – Service Authorization Form** under section **2.b** for each individual service request.

**3. Pricing Summary**

PERIOD	Subtotal (USD) Taxes Excluded (Evaluated Prices of Table 1 + Table 2)	
Initial – Year 1		
Initial – Year 2		
Option Period 1 – Year 3		
Option Period 2 – Year 4		
Option Period 3 – Year 5		
Subtotal		
Taxes (if applicable)	%	Amount
<b>TOTAL:</b>		



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

### **4.1 EVALUATION AND SELECTION**

- 4.1.1** Bids will be assessed in accordance with the entire requirement of the bid solicitation including the technical evaluation criteria.
- 4.1.2** An evaluation team composed of representatives of Canada will evaluate the bids.

### **4.2 TECHNICAL EVALUATION**

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

### **4.3 BASIS OF SELECTION - LOWEST PRICE PER POINT**

1. To be declared responsive, a bid must:
  - (a) comply with all the requirements of the bid solicitation;
  - (b) meet all mandatory technical evaluation criteria; and
  - (c) obtain the required minimum of 60% overall of the points for the technical evaluation criteria which are subject to point rating. The rating is performed on a scale of 55 points."
2. Bids not meeting (a) or (b) or (c) will be declared non-responsive. Neither the responsive bid that receives the highest number of points nor the one that proposed the lowest price will necessarily be accepted. The responsive bid with the lowest evaluated price per point will be recommended for award of a contract.



## ATTACHMENT 1 TO PART 4 - TECHNICAL EVALUATION CRITERIA

### 1 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.

CRITERIA M1			
<b>Bidder Experience</b>			
<p>The Bidder <b>MUST</b> demonstrate that they have a minimum of sixty (60) months experience within the past ten (10) years preceding the bid closing date in providing commercial cleaning services for Class 'A' facilities such as Embassies/Consulates, Government Ministries or International Corporations/Companies for projects similar in size and scope to those listed in the Statement of Work, that had a duration of twelve (12) consecutive months, with an area of at least 3,000 square meters (m<sup>2</sup>), and managed a team of at least 4 members.</p> <p>The Bidder must demonstrate its experience by providing the following information for each project:</p> <ul style="list-style-type: none"> <li>a) Name of the client organization</li> <li>b) Duration of services - Start date and end date of the work</li> <li>c) A brief description of the work</li> <li>d) Size</li> <li>e) Number of team members managed</li> <li>f) Name and contact information of the reference (phone number or email)</li> </ul> <p>The Bidder must provide a reference for each project. References may be contacted to verify the validity of the information provided by the Bidder.</p> <p>Using the following table, the bidder must provide the information for each project. <b>One project per table</b>, if more than one table is required, it can be duplicated.</p>			
PROJECT #1			
Name of the organization			
Duration of services	Start date (MM/YY)	End date (MM/YY)	Duration in months
	-- / --	-- / --	--
Brief description of the work			
Size			
Number of team members managed			
Name and contact information of the reference	Name	Phone number or email	



**CRITERIA M2**

**Supervisor Experience**

The Bidder's Supervisor **MUST** have a minimum of sixty (60) months experience in the past eight (8) years in directing cleaning type operations in a supervisory capacity for buildings of similar in size and scope to those listed in the Statement of Work, that had a duration of twelve (12) consecutive months, with an area of at least 3,000 square meters (m<sup>2</sup>) and managed a team of at least 4 members.

The Bidder must demonstrate this experience by providing the following information for each project:

- a) Name of the client organization
- b) Duration of services - Start date and end date of the work
- c) A brief description of the work
- d) Size
- e) Number of team members managed
- f) Name and contact information of the reference (phone number or email)

The Bidder must provide a reference for each project. References may be contacted to verify the validity of the information provided by the Bidder.

Using the following table, the bidder must provide the information for each project. **One project per table**, if more than one table is required, it can be duplicated.

PROJECT #1			
Name of the organization			
Duration of services	Start date (MM/YY)	End date (MM/YY)	Duration in months
	__/ __	__/ __	__
Brief description of the work			
Size			
Number of team members managed			
Name and contact information of the reference	Name	Phone number or email	



**CRITERIA M3**

**Alternate Supervisor Experience**

The Bidder's Alternate Supervisor MUST have a minimum of thirty-six (36) months experience in the past five (5) years in cleaning type operations in a typical commercial, or governmental, facility of similar in size and scope to those listed in the Statement of Work, that had a duration of twelve (12) consecutive months, with an area of at least 3,000 square meters (m<sup>2</sup>), and managed a team of at least 4 members.

The Bidder must demonstrate this experience by providing the following information for each project:

- a) Name of the client organization
- b) Duration of services - Start date and end date of the work
- c) A brief description of the work
- d) Size
- e) Number of team members managed
- f) Name and contact information of the reference (phone number or email)

The Bidder must provide a reference for each project. References may be contacted to verify the validity of the information provided by the Bidder.

Using the following table, the bidder must provide the information for each project. **One project per table**, if more than one table is required, it can be duplicated.

PROJECT #1			
Name of the organization			
Duration of services	Start date (MM/YY)	End date (MM/YY)	Duration in months
	--/--	--/--	--
Brief description of the work			
Size			
Number of team members managed			
Name and contact information of the reference	Name	Phone number or email	

**CRITERIA M4**

**Office Proximity**

The bidder MUST demonstrate that the company has an office within 100km (60 miles) radius of the Chancery (501 Pennsylvania Avenue NW, Washington DC, 20001.) The bidder must provide the business address of the company's office.

Using the following table, the bidder must provide the information required.

Business Address	
------------------	--



**2 Point-Rated Technical Criteria**

Proposals that meet all of the mandatory technical criteria will be evaluated and point-rated against the criteria listed below, using the evaluation factors and weighting indicators indicated.

Bidders must obtain the required minimum of 60% overall of the points in order to be evaluated on the basis of their financial proposal.

Any bid which fails to obtain the required minimum will be declared non-compliant. Each point rated technical criterion must be addressed separately.

Rating Table - This Rating Table applies to R1 and R2 a)	
Percentage of Available Points	Basis for Percentage Distribution
0%	The response is deficient. Bidder receives 0% of the available points for this element.
40%	The response includes some information but is also missing a substantial amount of information. Some elements poorly described. Bidder receives 40% of the available points for this element.
60%	The response includes most of the information required to be complete meeting the established minimum. Bidder receives 60% of the available points for this element.
80%	The response includes a substantive amount of the information required to be complete. Bidder receives 80% of the available points for this element.
100%	Substantial details provided leading to a complete and thorough understanding of the requirement. Bidder receives 100% of the available points for this element.

Criteria R1	
<b>Work Plan</b> Bidders should provide a Work Plan to demonstrate how they intend to approach the work and meet the requirements described in Annex A—Statement of Work. The Work Plan should include at the minimum the following information:	
	<b>MAXIMUM POINTS</b>
a) Details on the specific methods of cleaning and waste management	<b>10 Points</b>
b) Details on the number of proposed staff/resources for the cleaning team, including additional resources for <i>As and When Requested Services</i> and to backfill for leave	<b>10 Points</b>
c) Details on the recruitment, training and retention of cleaners to meet the requirements outlined in Annex A, including the replacement of staff	<b>10 Points</b>





d) Details on the Bidder's vacation and sick leave policies	<b>5 Points</b>
e) Description of the proposed uniforms indicating the role of the cleaners and their status as employees of the Bidder	<b>5 Points</b>
f) Description of the communication system between the Mission's Project Authority and the company	<b>5 Points</b>

<b>Criteria R2</b>	
<p><b>Health and Safety Program</b>            Bidders should describe how their Health and Safety Program complies with all workplace regulations, as well as how it will be applied to meet the standards from Section 5.9.1 - Health and Safety in Annex A—Statement of Work.</p> <p>The description of the Health and Safety Program should include the type and frequency of training sessions the Bidder will provide to their employees.</p>	
	<b>MAXIMUM POINTS</b>
a) Details on the Health and Safety Program and how it complies with regulations and standards.	<b>6 points</b>
b) <ul style="list-style-type: none"> <li>• 1 training session per year (2 points)</li> <li>• More than 1 training session per year (4 points)</li> </ul>	<b>4 points</b>
Using the following table, the bidder should include details on the Health and Safety Program and how it complies with regulations and standards.	
<b>Training Sessions</b>	<b>Type</b>
	<b>Frequency</b>

CRITERIA	SCORE
<b>R1</b>	/45
<b>R2</b>	/10
<b>TOTAL SCORE (passing mark is 60%)</b>	<b>/55</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) Supplementary Conditions;



- (d) Statement of Work (Annex A);
- (e) Basis of Payment (Annex B);
- (f) Security Requirements Check List (Annex C);
- (g) 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 periods 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 Washington D.C., United States of America.





### 5.15.11 Inspection and Acceptance

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

### 5.15.12 Security Requirements

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

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

### 5.15.13 Green Procurement

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



## 5.16 CERTIFICATIONS

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

## 5.17 HEALTH AND SAFETY

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

## 5.18 PAYMENT TERMS

### 5.18.1 Basis of Payment

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

### 5.18.2 Limitation of Price

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

### 5.18.3 Method of Payment – Monthly Payments

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

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

### 5.18.4 Audit

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



### 5.18.5 Invoicing Instructions

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

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

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

### 5.18.6 Discrepancies

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

### 5.18.7 Termination Payments

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

### 5.18.8 Remittance to appropriate tax authority

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

## 5.19 SUSPENSION AND INFRACTION

### 5.19.1 Suspension of the Work

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

### 5.19.2 Infraction

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



## 5.20 INSURANCE TERMS

### 5.20.1 Insurance at Discretion of Contractor

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

## 5.21 GOVERNANCE AND ETHICS

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

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

### 5.21.2 Incapacity to Contract with the Government

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

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



### 5.21.3 Anti-Terrorism

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

## 5.22 DISPUTE RESOLUTION

### 5.22.1 Discussion and Negotiation

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

### 5.22.2 Procurement Ombudsman

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



## ANNEX A - STATEMENT OF WORK

Commercial Cleaning Services for Embassy of Canada to  
United States of America in Washington D.C.

### 1. INTRODUCTION

The Embassy of Canada to the United States, in Washington, D.C. (hereafter referred to as the “**Embassy**”) requires Cleaning services at 501 Pennsylvania Avenue NW, Washington, DC, USA, 20001, and at its Official Residence (OR) located on 2825 Rock Creek Drive NW, in Washington, DC, USA, 20008.

### 2. BACKGROUND

The Embassy is soliciting proposals for commercial cleaning services for a building of approximately 250,000 sqft (approximately 150,000 sqft of office space and 100,000 sqft of parking garage), consisting of eight levels, located at 501 Pennsylvania Avenue NW, Washington, DC, 20001 This work includes its Official Residence (OR) located at 2825 Rock Creek Drive NW, Washington, DC, 20008.

### 3. OBJECTIVES

The objective of this requirement is to obtain a scalable solution that will offer the services of qualified resources to be assigned to accomplish cleaning services at the Embassy, thus maintaining cleanliness and providing decent working and living conditions for their occupants. To achieve this objective, the levels of service and their specifications described herein must be followed.

### 4. SCOPE OF WORK

The Contractor must provide cleaning services to the Embassy including all personnel, materials, labour, supervision, tools, equipment, and other items related to the services as described herein and is exempt only from those items that are specifically noted.

The work is divided into 2 categories:

#### **Routine Cleaning Services**

Consists of pre-determined tasks, as outlined in **Section 5.1 - 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 5.2 – “As and When Requested” Services**.

Example s of “as and when requested” services:

- Cleaning at an offsite location.
- Cleaning after a hospitality event.
- Cleaning of an urgent nature.



## 5. TASKS / REQUIREMENT

### 5.1. ROUTINE CLEANING SERVICES

The Contractor must perform all the following tasks:

#### A. Official Residence (OR) - 2825 Rock Creek Drive NW, Washington, DC, 20008

##### General

- a) To be performed biweekly (typically Tuesday and Thursday). Days may be adjusted +/-1 for stat holidays or unexpected closures.
- b) To be performed during normal working hours 8am-3pm.
- c) Exterior cleaning as needed (prior to official events or official guests) and in the absence of the assigned Embassy staff.
- d) Assist with cleaning duties before and after official events, receptions, and meetings, assist the OR staff with periodic large scale cleaning projects and other housekeeping tasks that the OR staff may require assistance.

##### Biweekly

- a) Vacuum and mop floors in Representational spaces (dining room, pool house and pool baths) and floor on ground floor (this includes living room, library, sunroom, kitchen, staff office, main and side entrances, bathrooms) and the staircase to the second floor.
- b) Dust furniture, light fixtures, baseboards, fireplace mantel, top of the frames, windowsills, equipment, desks, doors, doorknobs. Artwork not included.
- c) Cleaning the two bathrooms on the ground floor. Clean plumbing fixtures, polish/wipe faucets and handles, replenish towels/soap.
- d) Clean the handrail and stairs leading to the second floor.

##### Monthly

- a) Dust off all the shelves in the library.

#### B. Embassy of Canada – the Chancery – 501 Pennsylvania Avenue NW, Washington, DC, 20001

The Regular Hours of cleaning operations are defined under **Section - 5.5 Schedule of Operations**. Some of the operations specified in this section will be performed ideally at specific times, likely at the start or end of the Regular Hours, to minimize disturbance to Embassy employees. These operations and times will be identified and agreed to between the Contractor and Project Authority.

##### **EXTERIOR**

##### Daily

- a) Under the supervision of the Project Authority, remove graffiti, posters and stickers from exterior surfaces, doors, and windows at street level. (If unsure of safe removal technique do NOT attempt).
- b) Remove litter and fecal material from walkways and driveways, and sweep areas after.
- c) Remove litter, trash and debris from fountains (using special basket provided by the Embassy) and from landscape areas on main level.
- d) Clean glass and sashes on both sides of main entrance and exit doors in main lobby and immigration section lobby.
- e) Clean glass of fingerprints and smudges in parking garage kiosk.
- f) Empty bin for smoking materials on the John Marshall Park side and bring them to the loading dock for recycling.
- g) Clean stainless-steel surfaces, including all handrails and gates, on Mondays, Wednesdays, and Fridays.





- h) Spray/wet down Pennsylvania Avenue sidewalk from main stairs to planters commencing at 07:00 on Mondays, Wednesdays, and Fridays and upon request by the Project Authority.

**Biweekly (only from April to November inclusive)**

- a) Brush all wet pool and fountain surfaces (using brushes provided by the Embassy).
- b) Brush walls of Rotunda fountain.

**Monthly**

- a) Remove sand debris from drainage catch boxes in driveway and at garage entrance/exit on north side of building.
- b) Clean stainless-steel top of rotary entrance door at Pennsylvania Avenue entrance.

**Note: Snow removal is not included in this Contract.**

**INTERIOR**

**General**

- a) Only Green Seal Certified products are to be used for cleaning and polishing and all products must be pre-approved by the Project Authority. All disposable material must be biodegradable including but not limited to paper towels and trash bags. The use of colored bags for recycling is required. A list of the products used must be sent to the project Authority.
- b) Do not place chairs, wastepaper baskets, etc., on desks, tables, or other furniture surfaces during cleaning operations.
- c) Do not allow cleaning solutions and chemicals to seep under legs of furniture or file cabinets and partitions.
- d) Place warning signs (Bilingual: French/English - provided by the Embassy) in prominent location when performing floor-cleaning operations.
- e) Clean-up all spills as soon as they are reported or found.
- f) Place all trash, compost and recycling in the proper containers in the loading dock as soon as possible after it is collected.
- g) Place all empty cardboard boxes in compacter located on the loading dock. Once the compacter is full, place cardboard bale near loading dock door.
- h) Collect separate and or divide all recycle material obtained from the Embassy approved recycled containers and place in designated recycle bins.
- i) Place recycling bins outside loading dock door at the end of each day. These bins must be brought in each morning.
- j) Empty trash and compost bins at 2 pm, from Monday to Friday, except on 6th floor where it should be done at 7 am.

**Weekly**

- a) Clean the recycling bins in the loading dock.
- b) Water the plants in common areas, listed but not limited to those in **Section 12.2.7**.

**FLOORS - RESILIENT TILE AND RUBBER**

**General**

- a) Remove litter and foreign matter, and clean rubber baseboards of dust and foreign matter before applying polishes or waxes.

**Daily**

- a) Sweep and damp-mop floors in corridors and bathroom/elevator lobbies. Use hot water and replace once water becomes dirty or cold.
- b) Sweep or vacuum floors in office areas twice weekly, on Mondays and Thursdays.



**Weekly**

- a) Sweep and damp-mop offices and storage areas.
- b) Spot spray-buff high traffic areas in front of, and behind, counters, in desk wells, and traffic lanes in office areas and corridors.

**Monthly**

- a) Wet scrub and refinish, on a full floor basis, all corridors.
- b) Sweep and damp-mop theatre stage.

**Quarterly**

- a) Wet scrub and refinish, on a full floor basis, all office areas.

**FLOORS/STAIRS - STONE**

**Daily**

- a) Sweep and damp-mop all floors, stairways, and corridors.
- b) Remove foreign matter stuck to floors, and wash stains and spills.
- c) Dust and/or vacuum cove bases in corridors.

**Weekly**

- a) Damp-mop cove bases in corridors.
- b) Wet mop all floors.

**Monthly**

- a) Wet mop stairways.

**Semi-annually**

- a) Machine scrub floors.

**FLOORS/STAIRS - CONCRETE**

**Daily**

- a) Sweep all floors.
- b) Remove litter and foreign matter in stairways.

**Weekly**

- a) Sweep, or vacuum, all stairways and landings.

**Monthly**

- a) Machine scrub all floors.

**Quarterly**

- a) Machine scrub stairways and landings.

**FLOORS - CERAMIC TILES**

**Daily**

- a) Sweep, or vacuum, and damp mop.
- b) Remove litter, foreign material, and items stuck to tile.

**Weekly**

- a) Wet mop all floors.
- b) Wash floors with germicidal detergent in washrooms and private showers.
- c) Use germicidal detergent and pressure-washer in mini-gymnasium showers and locker rooms.



- d) Place chemicals in floor drains to ensure p-traps are full (chemical provided by the Embassy).

**Monthly**

- a) Apply germicidal detergent to private showers and clean with pressure washer.
- b) Steam clean public washrooms.
- c) Machine scrub security man trap.

**Quarterly**

- a) Machine scrub the parking garage elevator and passenger elevators.

**Annually**

- a) Steam clean private washrooms and showers.

**FLOORS - WOOD (CANADA ROOM)**

**Daily**

- a) Dust mop with clean, dedicated cotton mop.

**Biweekly**

- a) Dust mop with treated cotton mop (Bona X Swedish formula system - must be used - no substitution unless approved by Project Authority.)
- b) Wet mop with mild cleaning chemical and mop dedicated for use in this area ONLY (Bona X Swedish formula chemical ONLY - no substitution unless approved by Project Authority.)

**FLOORS - CARPET**

**General**

- a) Notify Project Authority of any damage found to any carpeting or if carpet-tile lifting is observed anywhere.
- b) Remove spots and stains using system and method prescribed by carpet cleaning contractor. Notify Project Authority of spots or stains that cannot be removed.
- c) All carpets, rugs, and walk-on mats MUST be vacuumed at least twice during the normal work week with approved HEPA-filter machines.

**Daily**

- a) Vacuum all hallways, conference rooms, and high traffic areas.

**Weekly**

- a) Vacuum offices, open work areas, closets, and storage rooms.

**Monthly**

- a) Wash walk-on mats as per manufacturer's instructions and check for damage from fraying or tears and report irregularities to Project Authority.

**Note: Steam cleaning or chemical washing of carpets is NOT part of this Contract, with the exception of walk-on mats.**

**WALLS, DOORS AND OTHER SURFACES**

**General**

- a) Windowsills and stools will be kept dust free.
- b) Glass partitions and walls will be kept clean and free of all smudges and foreign matter.



- c) Metal surfaces, doorframes and jambs will be kept smudge and dirt free.
- d) Walls will be wiped of smudges, marks and kept dirt free.

**Daily**

- a) Stainless steel handrails, doors and frames will be wiped and polished using an approved non-abrasive stainless-steel cleaner, including surfaces in main lobby.
- b) Aluminum windowsills will be damp wiped of dust.

**Weekly**

- a) High dust (above seven (7) feet) stainless steel in lobbies and tops of door frames in corridors, lobbies, and hallways.
- b) High dust (above seven (7) feet) stainless steel in Canada Room, main entrance and Pennsylvania Avenue Entrance, main hallway, Immigration Section Waiting Room, and Security Man-Trap Pyramid.
- c) Wash, using mild detergent, all stonewalls around elevator "call" buttons.

**Monthly**

- a) Dust or vacuum all air intake grills, air diffusers and metal surrounds.
- b) Vacuum baseboard heaters.
- c) Polish all decorative stainless steel.
- d) Vacuum top of translucent panels in main entrance above receptionist.
- e) Wash, with mild detergent, walls around security "swipe card" devices and "push plates" on doors in service areas, hallways, and corridors.

**Quarterly**

- a) Wash, using mild detergent, all air intake grills, air diffusers and metal trim and surrounds.
- b) Wipe smudges off mechanical access panels and doors.

**Semi-annually**

Wash all glass partitions.

**ELEVATORS**

**General**

- a) Keep elevators in neat appearance and replace spent light bulbs in cabs as soon as reported.
- b) Report non-working indicator lamps to Project Authority as soon as noticed.
- c) Use freight elevator only to transport waste barrels and materials in the building, as well as all equipment.

**Daily**

- a) Clean walls, rails, and doors of fingerprints and smudges using a non-abrasive cleaner.
- b) Vacuum mats and floors.

**Weekly**

- a) Scrape and vacuum doorsills and tracks in cabs and at each landing.
- b) Wash floors with germicidal detergent.

**Monthly**

- a) Wash walk-on mats as per manufacturer's instructions and check for damage from fraying or tears and report irregularities to Project Authority.

**Quarterly**

- a) Machine scrub floors.



## FOOD PREPARATION AREAS

### KITCHENETTES

#### Daily

- a) Damp wipe and disinfect counters and sinks.
- b) Empty trash, recycle and compost bins between 1:30pm (13:30) and 3:30pm (15:30) from Monday to Friday.

#### Monthly

- a) Damp wipe cupboards under sinks.
- b) Vacuum interior of all cupboards.

#### Quarterly

- a) Defrost refrigerators. Approximately 24 refrigerators - list maintained by the Project Authority.

### CAFETERIA VENDING AREA

#### Daily

- a) Sweep and damp mop the floors.
- b) Wipe down and spot clean the area, including shelving and vending/coffee machines.
- c) Perform basic maintenance of the coffee machine, including emptying pods/packets into the designated recycling bin.

#### Monthly

- a) Scrub floor according to Manufacturer's recommended method with approved product.

### 1<sup>ST</sup> FLOOR SERVERY

#### Twice weekly

- a) Sweep and damp mop the floors.
- b) Wipe down and disinfect prepping surfaces with surface sanitizing chemicals.
- c) Clean and sanitize the sinks and kitchen equipment.

#### Monthly

- a) Scrub floor according to Manufacturer's recommended method with approved product.

### 2<sup>ND</sup> FLOOR KITCHEN

#### General

After use, typically for a catered hospitality event, outside catering companies are responsible for cleaning and leaving the 2<sup>nd</sup> floor kitchen in the same condition as found. However, the Contractor must respond to requests from the Project Authority for cleaning services before and after any planned use of the space.

#### Daily

The day after a catered hospitality event:

- a) Sweep and damp mop the floors.
- b) Maintain adjoining washrooms per **Section 5.1.B - Washrooms**.
- c) Check the paper towel holders and soap dispensers, and replenish supplies when needed.
- d) Empty waste, recycling and compost bins and place everything in the proper containers in the loading dock.



**Weekly**

- a) Sweep and damp mop the floors.
- b) Maintain adjoining washrooms per **Section 5.1.B - Washrooms**.
- c) Check the paper towel holders and soap dispensers, and replenish supplies when needed.
- d) Empty waste, recycling and compost bins and place everything in the proper containers in the loading dock.

**Monthly**

- a) Wipe down and disinfect prepping surfaces with surface sanitizing chemicals.
- b) Clean and sanitize the sinks and kitchen equipment, including the grill, griddle, range, and flattop.
- c) Scrub floor according to Manufacturer's recommended method with approved product.
- d) Wet mop all floors in walk-in coolers according to Manufacturer's recommended method with approved product.

**6<sup>TH</sup> FLOOR KITCHEN**

**Daily**

- a) Empty waste, recycling and compost bins and place everything in the proper containers in the loading dock.

**Twice weekly**

- a) Wipe down and disinfect prepping surfaces with surface sanitizing chemicals.
- b) Clean and sanitize the sinks and kitchen equipment, including the grill, griddle, range, and flattop.
- c) Wipe down catering coolers.
- d) Check the paper towel holders and soap dispensers, and replenish supplies when needed.
- e) Wet mop all floors in walk-in coolers and kitchen with floor care chemicals. Kitchen floor is made of ceramic tiles, use appropriate product for cleaning (see **Section 5.1.B - Floors - Ceramic Tiles**).

**MISCELLANEOUS FURNISHINGS AND EQUIPMENT**

**General**

- a) Report any damage to the Project Authority.

**Daily**

- a) Empty trash and recycle bins located in common areas.
- b) Wipe fingerprints and smudges from all stainless-steel drinking fountains using Project Authority approved disinfectant.
- c) Check paper dispensers and refill as necessary.

**Weekly**

- a) Dust window coverings.

**Quarterly**

- a) Damp wipe window coverings.

**WASHROOMS**

**General**

- a) During cleaning of washrooms, proper signage must be displayed to inform users of cleaning operations. Bilingual (French/English) signs will be provided by the Embassy
- b) While floors are being washed, or are wet, appropriate signage must be prominently displayed.



- c) While washrooms are being cleaned, they are NOT to be used by staff.
- d) Blocked toilets, urinals, sinks and drains must be cleared immediately by use of a plunger ('plumber's helper). If not successful, report problem to the Project Authority for further action.
- e) Ensure that floor drain p-traps are not dry. Place chemicals in floor drains to ensure p-traps are full (chemical provided by the Embassy).
- f) Cleaning crew is to check toilets, faucets and soap dispensers' operation. Any defects or equipment not working is to be reported to the Project Authority for further action.

**Daily**

- a) All washrooms MUST be serviced at least twice per day, except for the washroom closest to the theatre which can be serviced once per day.
- b) Remove all litter and foreign matter from floors and counters.
- c) Wipe fixtures, counters, partitions, and other surfaces with an approved germicidal cleaning solution.
- d) Wipe stainless steel surfaces with an approved non-abrasive cleaner/polisher.
- e) Remove debris caught in strainers in all fixtures.
- f) Wipe smudges and fingerprints off mirrors and walls.
- g) Empty sani-cans, wash and disinfect, and provide new sanitary bags.
- h) Empty all refuse receptacles and replace biodegradable liners.
- i) Keep all dispensers stocked with approved liquid hand soap, toilet tissue and paper towels.
- j) Checking/refilling the feminine hygiene boxes with products provided by the Embassy/Project Authority.

**Weekly**

- a) Wash all partitions and partition doors with an approved germicidal detergent dry.
- b) Descale toilet bowls and urinals.
- c) Wipe electric hand dryer in every washroom.

**Monthly**

- a) Machine scrub floors with an approved germicidal detergent.
- b) Wash ceramic tile walls and floors with Manufacturer's recommended method for ceramic tiles. pressure washer.

**Quarterly**

- a) Steam clean floor grout.

**Annually**

- a) Wash ceilings.

**CAFETERIA**

**Daily**

- a) Vacuum carpeted area.
- b) Damp wipe tables and chairs after breakfast/morning break (10:30 AM).
- c) Damp wipe tables and chairs after lunch (2:00 PM).
- d) Spot clean any mess left by food service vendors after lunch (2:00 PM).
- e) Sweep area in front of vending machines, microwaves, bins, and the coffee and water dispensers.
- f) Wipe smudges and fingerprints from walls, ledges, and painted glass wall plates.
- g) Damp wipe the top of the metal receptacle of the coffee machine.

**Weekly**

- a) Vacuum upholstered furniture.



**Monthly**

- a) Machine scrub floor

**Quarterly**

- a) Deep cleaning of the resinous/poured epoxy floor according to Manufacturer's recommended method/with approved product.

**FURNITURE & FURNISHINGS**

**General**

- a) Papers, files, and material left on furniture must not be disturbed by the cleaning staff. When a desktop is to be cleaned (in case of a change of personnel), all items will be removed by a member of the Embassy staff prior to cleaning.
- b) Dusting of cabinets, bookcases, occasional tables, etc., must be done exercising care not to damage items on surfaces.
- c) Vacuuming of upholstered furniture will be done using proper safety devices on hoses.
- d) Office desktop equipment, to include (but not limited to) telephones & computer systems are NOT maintained in this Contract. Cleaning staff is not to touch this equipment.
- e) Art works in hallways and main lobby are NOT maintained in this Contract.
- f) Cleaning soft upholstered furniture with a mild soap and water solution/spot cleaning (as needed).

**Twice weekly**

- a) Empty wastebaskets and recycle bins located in offices. Replace disposable liners.
- b) Dust all horizontal surfaces.
- c) Spot clean fingerprints and smudges from furniture and metal cabinets using approved chemicals and lint-free dusting clothes.
- d) Dust picture frames and wall hangings, excluding paintings and art objects. Project Authority will specify items not to be cleaned.

**Weekly**

- a) Vacuum under cushions on upholstered furniture.
- b) Dust vertical surfaces of furniture.
- c) Damp wipe exterior of wastebaskets.
- d) Damp wipe and polish all conference rooms tables using manufacturers approved materials.

**Quarterly**

- a) Vacuum upholstered office partitions.
- b) Polish stainless-steel frames and bases using approved cleaner.
- c) Clean and polish chair legs using approved cleaner.
- d) Wash interior of wastebaskets.

**SHIPPING AND RECEIVING AREA**

**General**

- a) Immediately remove supplies received for Contractor's use and place in assigned storage areas. Transfer carts provided by Embassy must be returned immediately after supplies have been removed.

**Daily**

- a) Sweep loading dock.
- b) Remove litter and spillage.
- c) Wipe smudges and stains from doors, windows, and walls.





**Weekly**

**Note: Advise Security in advance before performing**

- a) Clean hydraulic dock levellers.
- b) Wash area under hydraulic dock levellers.
- c) Wash floors in both shipping bays.

**Monthly**

- a) Pressure wash floors and walls in entire Loading Dock area. Ensure that water is mopped up so that no puddles are left as "standing water".

**TRASH/DUMPSTER AREA**

**General**

- a) Collect all office waste and recycling. Sort material to comply with embassy and District of Columbia recycling laws. Appropriate containers will be provided by Embassy.

**Daily**

- a) Place all disposable material in appropriate bins before end of workday.
- b) Place all cardboard containers into compactor.
- c) Sweep trash area and keep dock free of litter and debris.

**Weekly**

- a) Wash floor on trash area.

**PARKING GARAGE**

**General**

- a) The parking facility is an indoor garage, accommodating approximately 220 vehicles. The area is comprised of three (3) levels with a total space of approximately 100,000 square feet.
- b) All cleaning operations must be performed during the same hours as the interior of the building.
- c) The Contractor must ensure that ramps are always kept clear of debris. Chemicals must not be used without written permission from the Project Authority.

**Daily**

- a) Sweep area around entrance kiosk and remove all debris inside entrance/exit doors and on ramp.
- b) Check all areas and remove debris and litter.
- c) Clean Kiosk stainless steel as per standard office cleaning procedures outlined in Contract.
- d) Remove 'standing water' with squeegees to nearest drains.
- e) Provide and apply an absorbent compound to oil and grease leaks and spills and remove as quickly as possible. Report habitual leaks of oil and fluids by parking number to the Project Authority.

**Weekly**

- a) Dust both sides of entrance/exit doors in elevator lobbies.
- b) Remove floor drain covers, clean built-in receptacles of dirt and debris, and replace covers; minimum of one (1) gallon of water in each floor drain.
- c) Empty large waste receptacles.

**Monthly**

- a) Wash interior and exterior of garage entrance/exit doors.
- b) Sweep and damp mop concrete floors in storage rooms.



- c) Dust portable fire extinguishers.
- d) Wash interiors of large waste receptacles and disinfect as necessary.

**Semi-annual**

- a) Dust or vacuum ledges, tops of pipes and partitions, and light fixtures, including the tops of all hanging and wall-mounted fixtures and conduits. This must be coordinated with the Building Maintenance team.

**CONFERENCE AND HOSPITALITY ROOMS**

**General**

- a) The contractor must respond to written requests for cleaning of dishes (i.e., cups, glasses, pitchers, etc.) as requested by the Project Authority.

**Daily**

- a) Ensure that the dishes are clean and stored in the cupboards provided for this purpose.
- b) Restock of the dishes per room requirements as listed at each location.
- c) Wipe countertops, including the tea and coffee stations.
- d) Perform basic maintenance of the coffee machines, including emptying pods/packets into the designated recycling bin and bringing them to the loading dock.

**Contractor's room #132.3**

- a) Office area to be maintained to standards of other offices.
- b) Unless otherwise specified, furniture and material to be maintained to same standards of areas occupied by embassy staff.
- c) Supplies and approved cleaning products to be stored to manufacturer's specifications.

**Daily**

- a) Remove litter and debris from janitor's closets.
- b) Wash and disinfect sinks in janitor's closets.
- c) Keep brooms, mops, buckets, and other cleaning utensils in a clean and odour-free manner.

**FITNESS CENTRE**

- a) The Fitness Centre includes the Weight, Cardio, and Wellness rooms. It will be closed for cleaning daily at specified hours to minimize disturbance to users. These hours will be identified and agreed to between the Contractor and Project Authority.
- b) Report signs of equipment damage or defects to the Project Authority immediately.

**Daily**

- a) Maintain washrooms as per **Section 5.1.B - Washrooms**.
- b) Ensure soap dispensers in showers are stocked and operational.
- c) Damp wipe, with approved disinfectant, benches and stools.
- d) Damp mop all floors.
- e) Wipe smudges and stains off exercise equipment with industry approved disinfectant.
- f) Wipe reflective wall panels of smudges and stains with approved cleaner.
- g) Polish chrome and stainless-steel handles, showerheads and other washroom fixtures.
- h) Remove and clean debris from special traps in shower drains and reinstall.
- i) Clean mirrors of fingerprints, water drops, etc.
- j) Vacuum interior of lockers.



**Weekly**

- a) Remove contents of all lockers including hangers, wearing apparel, towels, etc., and place in a sealed plastic bag and deliver to the Project Authority and disinfect interior of lockers every Friday.
- b) Remove rubber floor mats from showers and shower drying-area and disinfect with an approved germicidal soap. Bring the rubber floor mats to slop sink on level one. Clean the mat with disinfectant spray, by thoroughly spraying both sides, and rinsing with hot water (Step 1). If dirt, hair, mildew and grime is still seen on mat, use brush to clean mat, especially in hard-to-reach areas and repeat Step 1. Please advise Project Authority if the mat is behind cleaning.

**Monthly**

- a) Remove shower curtains from showers and disinfect with an approved germicidal soap and pressure wash.

**Quarterly**

- a) Strip and refinish resilient tile floor.
- b) Steam clean and disinfect dressing room floors.

**THEATRE AND THEATRE LOBBY**

**Note:** The Contractor must respond to written requests from the Project Authority for cleaning services before and after any planned use of the theatre space.

**Weekly**

- a) Vacuum lobby rug, parallel to fringe to avoid tangling in the beater.

**Monthly**

- a) Clean control booth as per offices.
- b) Clean control booth glass on both sides.
- c) Wipe smudges and fingerprints from stainless steel and polish all surfaces and handrails.
- d) Sweep and damp mop theatre stage floor as per **Section 5.1.B - Floors - Resilient Tile and Rubber**.
- e) Dust seat frames and vacuum upholstered seats and remove stains. Remove chewing gum with "freeze" type spray to prevent damage to fabric.

**Semi-annually**

- a) Vacuum ceiling screen tiles.
- b) Clean bright metal ceiling panels.
- c) Vacuum wall panels.

**CANADA ROOM**

**General**

- a) Special Events may occur any day of the week (including weekends) and are normally limited to a maximum of 375 participants. Notwithstanding, Contractor may be required to work events including, but not limited to, Canada Day, Partners in Defence, and July 4th that exceed this maximum number.
- b) An "As and When Requested" cleaning estimate will be requested at least one (1) week prior to the date of each event.
- c) This area must be checked one (1) hour prior to the scheduled start time of an event to ensure it is in good condition for the event.
- d) Daytime events are cleaned as part of the Contract if they end before 4:30 PM (16:30). All other events are cleaned as "As and When Requested" cleaning projects. See **Section 5.2 - "As and When Requested" Services**.



**Daily**

- a) See **Section 5.1.B – Floors – Wood (Canada Room)** for regular cleaning procedures in this area.

**Weekly**

- a) See **Section 5.1.B – Floors – Wood (Canada Room)** for floor care.
- b) High dust horizontal surfaces up to 7-feet 6-inches above floor and clean smudges and fingerprints off doorframes and doors.

**Monthly**

- a) High dust horizontal surfaces and vacuum fabric wall panels.

**ART GALLERY**

- a) When art is displayed in the Art Gallery, the area must only be cleaned when requested by the Project Authority. At that time, cleaning chemicals that are approved by the Art Curator must be specified and only those cleaning chemicals will be used. At all other times the Art Gallery must be cleaned as other areas of the building with the same surfaces, unless the Gallery is locked in which case no cleaning operation must take place.

**5.2. “AS AND WHEN REQUESTED” SERVICES**

Other services not included in **Section 5.1 - Routine Cleaning Services** may be required on an “As and When Requested” basis. These services could include, but are not limited to, cleaning services of an unforeseen nature, for special events or any other requirements in excess of the routine cleaning service requirements.

Each event with “As and When Requested” cleaning requires a Supervisor who will be responsible for ensuring that all work is performed to the level of the Contract and who will inspect the areas used to ensure they are ready for the next day’s operation or function.

Additional resource(s) may be required on an “As and When Requested” basis using a Service Authorization (SA) form, available as **Attachment 1 - Service Authorization Form** to this Statement of Work.

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 Operations**.

**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 designated areas and put in appropriate containers provided by the Embassy. The containers can then be moved to the designated location for pick-up by 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 daily. 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 provide supervisor with an on-site computer for the purposes of communicating information, during working hours, related to the performance of this Contract only. The Contractor will assign the supervisor a company email address.

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 of good quality, appropriate to the task 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. Repairs must be made immediately to any device that poses a safety or fire hazard. Such equipment must be removed from use as soon as defects have been observed. The Contractor must provide replacement equipment, when necessary.

No equipment must be operated with more than one (1) 50-foot electric extension cord added to the manufacturers' original electric cord. Equipment that has had the original electric cord altered must not be used with any additional extension cord attached.

Equipment includes but is not limited to;

- One (1) Upright HEPA Filter Vacuum;
- One (1) Wet Vacuum;
- Two (2) Power Flite (or equivalent) Floor Fans;
- One (1) Advanced Plus 20 (or equivalent) Buffer Machine;
- One (1) Wax Stripper Machine;
- Several Mops and Brooms;
- Four (4) cleaning carts; and
- Three (3) ProTeam (or equivalent) HEPPA Vacuums.

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

Steam cleaners, pressure washers, hoses, and other devices that use water must not leak and must be maintained to always operate in a safe manner.

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 very low noise output when in maximum operation. Decibel ratings of equipment must be submitted for approval by the Project Authority. Cleaning equipment must be energy efficient.

Equipment brought into the Embassy, as part of this Contract must NOT be removed without the prior knowledge of the Project Authority. When equipment is removed for repairs, it must be replaced with a like piece for use during the repair period.

#### **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. The Embassy promotes the use of green products and practices, whenever possible.

The Contractor must furnish a complete written list of proposed material giving manufacturer, origin, composition, etc., that will be used to carry out the Contract for approval by the Project Authority.

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. Embassy to Supply

### 5.4.2.1. Stock room and Storage

The Embassy will provide the Contractor enough storage to cover one month worth of supplies at a time for the duration of this requirement.

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

### 5.4.2.2. Office Space and Equipment Provided

The Contractor must be provided with such office and storage space as is considered necessary for the performance of the Contract. This space will be mutually agreed between the Embassy and the Contractor, and the appearance of this space will be kept up to standards of like spaces used by the Embassy for the same purposes.

The Embassy will provide a telephone extension, which is connected through the Embassy switchboard, for the Contractor's use at no charge, with the exception of toll-call charges and long-distance costs, which will be borne by the Contractor. The Contractor must not list, publicize or use in any fashion, for business purposes, the name or address of the Embassy. A private telephone line may be installed at the expense of the Contractor but must be unlisted and must not, under any circumstances, appear in telephone directories or advertised as a business telephone. The Embassy will provide standard internet connection and a landline phone.

The Contractor will be provided one (1) parking space on Parking Level 2 per employee assigned to this Contract. The parking space may not be used to store a vehicle overnight, and all parking rules and regulations observed by Embassy employees will apply to Contractor's personnel.

## 5.5. SCHEDULE OF OPERATIONS

Unless specified otherwise, the cleaning operations must be performed during the following Regular Hours: **7:00 AM (07:00) and 7:00 PM (19:00), Monday through Friday.**

The Embassy observes twelve (12) statutory holidays per year. These days may change from year to year and do not necessarily correspond to the holidays observed by the United States of America. Cleaning service provided at the Embassy must follow the holiday schedule and opening hours as determined by the Embassy. The holiday schedule will be provided by the Project Authority at the beginning of each contract year.

## 5.6. CONTRACTOR'S PERSONNEL

All staff assigned to the Embassy, whether permanent or temporary, must be properly trained and able to perform the work required. All cleaning staff must adhere to the strictest requirements in terms of discretion and integrity as well as being medically fit to carry out their work.

The Contractor must designate 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 Supervisor or Alternate Supervisor will have full authority to act for the Contractor, and by being so designated in writing, must be familiar with all Contract matters relating to daily operation of this Contract.





The Supervisor or Alternate Supervisor must be available at all times during normal working hours. The Contractor must supply telephone numbers for the Embassy to use to contact the Supervisor or Alternate Supervisor at all times.

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 not change any staff without prior approval of the Project Authority due to security and medical reasons. Only security cleared workers must be allowed to work under this Contract. The Contractor must be fully responsible for his/ her employees and must ensure that they possess the necessary job knowledge, skills and experience in the fields of their operations.

In case of absenteeism, replacement must be provided by the Contractor. If the Contractor does not provide adequate replacement staff in case of absenteeism, any expenditure incurred by the Embassy for operation must be recovered from the Contractor or adjusted against amount due and payable to the Contractor.

The Embassy reserves the right to deny access to any individual on the basis of security reasons or for reasons of incompetence, behaviour or safety.

#### **5.6.1. Supervisor or Alternate Supervisor**

The Contractor must provide adequate supervision at all times when Contract work is being performed. The Supervisor or Alternate Supervisor will have full authority to act for the Contractor, and by being so designated in writing, must be familiar with all Contract matters relating to daily operation of this Contract.

The Supervisor or Alternate Supervisor must be available at all times during normal working hours. The Contractor must supply telephone numbers for the Embassy to use to contact Supervisor or Alternate Supervisor at all times.

The Supervisor or Alternate Supervisor must have the appropriate member(s) of their staff respond promptly to all service calls during regular hours.

#### **5.7. 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 Embassy, take care that his/her assigned cleaning staff do not inconvenience the business activities of the Embassy'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.

#### **5.8. 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.





If it is proven that the breakdown/loss of material at the Embassy 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.

## **5.9. HEALTH AND SAFETY, BUILDING SECURITY AND CONTRACTOR'S ACCESS TO FACILITIES**

### **5.9.1. Health and Safety**

Safety goggles, ear plugs, and protective outerwear are the responsibility of the Contractor when tasks call for their use and industry safety standards must be observed when undertaking assignments in the Contract.

The Contractor must ensure that all equipment used to perform the work is in a state of good repair. The Project Authority reserves the right to have equipment judged to be unsafe, not suitable or defective taken out of service. The Contractor will be responsible for supplying suitable replacement equipment.

The contractor must perform a Health & Safety Risk assessment of all working operations to be performed under this contract. An initial site meeting must be held with the successful Contractor to review their risk assessment and resultant safety plan.

The Contractor must abide by the rules and regulations which the Embassy may from time to time make or adopt for the care, protection and administration of the premises and the general welfare and comfort of the visitor, owner/ occupant's personnel.

The Contractor's resources for this work must be in good health and free from any infection or disease and a medical fitness report needs to be submitted upon contract award for the assigned employees. Declaring Contractor staff as medically unfit can also be decided by the Contractor. Project Authority to provide feedback to Contractor if anything unusual is observed.

The Contractor will be responsible for medical check-ups, (blood work, x-ray, urine and stool analysis, etc.) as per OSHA of United States Department of Labor for all of the workers prior to their starting work at the Embassy. The cost will be borne by the Contractor. Personnel who, once the required medical check-ups have been completed, are found to be medically unfit for the contracted duties, will not be allowed to work under this contract.

### **5.9.2. Building security**

Building identification passes must be worn by all Contractor's employees at all times when on Embassy property. Passes must be visible at all times and must be reported immediately if lost or stolen.

Only those employees whose names appear on the Contractor's payroll will be allowed access to the site of work. No other persons accompanying Contractor's employees, or guests of Contractor's employees, will be allowed on site.

The Contractor's employees will be subject to questioning and search of cleaning material in relation to security matters by designated members of the Embassy Security Staff.

Contractor's employees may not bring privately-owned electronic devices, cameras or other recording equipment into the building. Personal mobile phones and portable music devices may be carried into the building; however, camera functions may not be used at any time. Contract employees should restrict personal telephone conversations to the cleaner's office or break areas, such as the cafeteria.

Contractor's employees must enter and exit the building through the Main Lobby airlock.



All keys required for the execution of the Contract must be signed-for each day by the Contractor and fully protected at all times and returned to Security at the end of shift. Keys that may be required on an irregular basis must be signed- for at the Security Control Center and returned immediately after use or no later than the end of each workday.

Names of prospective employees Contractor may wish to assign to Embassy must be submitted for a Government of Canada Reliability Status security clearance. Clearance times vary from person-to-person and can take between twenty and sixty business days. The Contractor should submit documentation as early as possible.

Contractor's employees will be escorted at all times when working inside of secure zones of the building.

### **5.9.3. Contractor's Access to Facilities**

Contractors' employees are not permitted to use equipment or Locker Rooms in the mini gymnasium. Embassy liability does not allow use of these facilities by non-employees.

Contractors' employees are not permitted to use the Mezzanine Level "Car Wash/Cleaning" facility. Embassy regulations do not allow non-Embassy personnel the use of these utilities or the special equipment located there.

Contractors' employees are only permitted to be in the building while they are on duty with their contractual work or on lunch/coffee breaks that are approved as part of the Contract. Embassy liability does not allow access to social functions by non-employees except as guests to specific events.

## **5.10. UNIFORMS AND PERSONAL PROTECTIVE EQUIPMENT**

All Contractors' employees, including the Supervisor and Alternate Supervisor, must be uniformed at all times while on Embassy property. Access to the building will be denied to any non-uniformed employee of the Contractor.

Uniforms must consist of matching trousers, pants or slacks with coordinated, and matching, shirts or blouses. The uniform can have the Contractor's name, or monogram, neatly affixed thereon, but they must be consistent. Complimentary coveralls, smocks or aprons may be worn when performing tasks that require such additional attire

Clean uniforms must be worn at all times, and the appearance of the uniforms must be acceptable to the Project Authority. Contractor's employees must be required to dress neatly, commensurate with the Embassies' appearance.

Contractor's employees must not wear hats, caps, sweatshirts, T-shirts, sports teams clothing or other garments that depict such things as cartoon characters, professional sports team logos, social comments, "catch phrases", etc. Contractor's employees must not wear apparel that has logos or advertising, nor may they wear dark glasses while inside the building. Ornaments, such as lapel-pins or badges, are limited to one (1) and may NOT be of a political nature.

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 glasses
- 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 sixteen (16) days of signing the contract, the Contractor must submit and maintain throughout the life of the Contract:

- 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 Embassy's daily, weekly, monthly, quarterly, semi-annual, and yearly cleaning tasks, and must be used to generate quality control checklists. These schedules and checklists are to be examined, and approved, by the Project Authority or delegate prior to commencement of the Work.
- b) The Contractor's designated person will meet with the Project Authority on a quarterly 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.
- f) The Contractor must notify the Project Authority when each scheduled cleaning task has been completed as well as after the completion of each "As and When Requested" cleaning assignment for an inspection to ensure work has been carried out in compliance with the Contract.
- g) The Contractor and the Project Authority must sign the report form daily and send it to the Service Contract Coordinator by the end of billing cycle.

## 7. CONSTRAINT

Electricity usage: The Contractor will use ONLY the white electric outlets available throughout the building. At no time will equipment be plugged into orange or brown outlets.

## 8. SUB-CONTRACTING

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

The Contractor must not sub-contract the services or any part thereof without the written consent of the Project Authority. Such consent must not be unreasonably withheld. The Contractor must enter into agreement with his sub-contractors embodying the same conditions for which the Contractor is



responsible against DFATD. The Contractor shall agree all working details with his sub-contractors directly and without DFATD being expected to assist in any way.

## 9. LANGUAGE OF WORK

The Contractor's Supervisor and Alternate Supervisor must be able to communicate verbally and understand written instructions in English.

## 10. LOCATION OF WORK

Embassy of Canada to the United States in Washington DC, 501 Pennsylvania Avenue NW, Washington, D.C., 20001, U.S.A. and at its Official Residence (OR) located on 2825 Rock Creek Drive NW, Washington, D.C., 20008, USA.

## 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. DFATD will not reimburse Contractor for such expenses.

## 12. TERMINOLOGY / QUALITY STANDARDS

### 12.1. GLOSSARY OF TERMS

**Alternate Supervisor** - The employee of the Contractor who is designated by the Contractor as being in full charge of the site operations of the Contractor in the absence of the Supervisor for the purpose of this Contract.

**Annually** - Means once every twelve months or approximately every 365 days.

**Contractor** - the Company who is successful in being awarded the Contract.

**Damp Mop (floor)** - Consists of applying a clean mop, well wrung out in clean water to remove surface dirt and spillage.

**Dusting** - Consists of removing loose dirt, dust, and cobwebs using treated, or untreated, dust mop or cloth on horizontal surfaces on windowsills, stools and furniture.

**Equipment** - All machines and appliances used to support the execution of the Contract, such as vacuums, floor/buffer/polishers, chemical dispensers, pressure washers, extension cords, carpet shampooers.

**Food preparation areas** - Area for storing and/or preparing food (cafeteria, kitchen, kitchenette, etc.) with cooking equipment (a sink, a refrigerator, a microwave, a stove, etc.).

**Materials** - All supplies and expendable goods (such as toilet tissue, paper towels, hand soap, plastic bags and sani-bags) necessary for the physical cleaning of the building (such as waste containers, brushes, mops, etc.)

**Monthly**- Means twelve times per calendar year, or approximately every 30 days.



**As and When Requested Cleaning** - Cleaning Operations, which are specified to be performed only when ordered by the Project Authority.

**Polishing** - Consists of removing soil marks and stains, as well as finger marks and smudges, by applying an approved cleaner/polisher and buffing with a dry cloth until dry.

**Quarterly** - Means four (4) times per calendar year, or approximately every 90 days.

**Routine Cleaning** - Cleaning operations, which are specified, to be performed monthly or more frequently than monthly, such as biweekly or daily.

**Scheduled Operations** - Cleaning operations, which are specified to be performed less frequently than monthly, such as every two (2) months, quarterly, semi-annually, or annually.

**Semi-annually** - Means two (2) times per calendar year, or approximately every 180 days.

**Spray Buffing** - Consists of spraying a spray-buff on a swept floor with care taken that no solution splashes against furniture, walls, doors, and baseboards. Floor must be swept after spray buffing has been completed.

**Spot Cleaning** - Consists of removing finger marks, smudges, stains, and graffiti using a moistened cloth followed by a dry cloth.

**Supervisor** - The employee of the Contractor who is designated by the Contractor as being in full charge of the site operations of the Contractor for the purpose of this Contract.

**Sweeping** - Consists of removing loose, dry surface soil with a broom, treated dust mop, treated dust cloth, or solvent-free dust mop or cloth. Note: Treated mops and cloths must have chemicals applied the day before they are used to ensure no streaks are left on floor and furniture.

**Biweekly** - Means every three (3) or four (4) days (i.e. Monday and Thursday, or Tuesday and Friday)

**Vacuum** - Consists of removing dust, dirt, and litter using an upright or canister type vacuum cleaner, capable of having a hose and crevice tool attached to clean in corners and along baseboards or behind and under cushions on upholstered furniture as well as air-conditioning supply and return grills in walls and ceilings.

**Wash (floor)** - Consists of applying a neutral detergent solution to the floor and agitating it with a mop, removing the solution and rinsing the floor with clean water and picking up the rinse water.

**Wet Scrubbing** - Consists of removing the top layer, or layers, of floor finish using the wet scrub method with a floor scrubbing machine. Followed by the application of two (2) coats of a self-polishing, non-slip, interlocked floor finish to the dry, clean floor. Operation is completed by cleaning baseboards.

**Work** - Includes the whole of the works, materials, matter and things required to be done, furnished and performed by the Contractor under the Contract.

## 12.2. QUALITY STANDARDS

### 12.2.1. Exterior

- a) Debris/Litter/Trash Pick-Up - Sidewalks, driveways, and walkways must be free of paper and other debris after policing.
- b) Sweeping - Sidewalks, entrances, and other designated areas must be clean after scheduled sweeping.



- c) Hosing - Sidewalks and other designated areas must be clean after scheduled hosing. There must be no remaining water on handrails.
- d) Entrances -After washing exterior stone surfaces they must present a clean surface, free from grime and glass must be free of water streaks.

**12.2.2. Floor Maintenance**

- a) Sweeping - There must be no dirt, trash or other matter left in corners, behind or under doors, furniture or radiators. Floors must be free of dust film. There must be no dirt left where sweepings were picked up. Furniture and equipment must be relocated to where it was prior to the sweeping operation. Walk-on mats will be returned to their proper position.
- b) Damp and Wet Mopping - All mopped areas must be clean and free of surface stains, mop streaks, and loose mop strands. Walls, baseboards and other surfaces must be free of watermarks and splashing marks. Water or other cleaning solutions must not have been allowed to collect under furniture legs and doors.
- c) Spray Buffing - There must be neither dust nor dirt left on the floor after spray buffing. There must be no muddying or rippling effect caused by over spraying. The floor must present an overall appearance of cleanliness. Baseboards, doors, and equipment must be free of spray residue.
- d) Vacuuming - All carpets must be cleaned of miscellaneous office debris such as paper clips, elastic bands, etc., after vacuuming has been done. Care will be taken not to damage furniture, walls or doorframes when moving vacuuming equipment through offices and corridors. No equipment will be operated with defective or damaged cords or with extensions that exceed limits detailed in the Contract.

**12.2.3. Washroom Fixture Inventory**

FLOOR	ROOM #	TYPE	SINK	TOILET	URINAL	SHOWER	SANITARY PRODUCT BOX
PENTHOUSE	761	NO GENDER	1	1		1	
6	643.1	PRIVATE RESTROOM	1	1		1	
6	622.1	<b>NO GENDER</b>	1	1			<b>1</b>
6	622.2	<b>NO GENDER</b>	1	1			<b>1</b>
6	605.6	MEN	3	2	1		
6	605.5	WOMEN	3	3			<b>1</b>
6	613.2	PRIVATE RESTROOM	1	1		1	
6	611.2	PRIVATE RESTROOM	1	1		1	
5	503.4	MEN	3	2	1		
5	503.2	WOMEN	3	3			<b>1</b>
5	539.1	PRIVATE RESTROOM	1	1		1	
5	581	WOMEN	1	1			
5	583	MEN	1	1			
4	473.2	PRIVATE RESTROOM	1	1		1	
4	405.4	MEN	3	2	1		
4	405.3	WOMEN	3	3			<b>1</b>
3	326.4	MEN	2	2	1		
3	326.3	WOMEN	2	3			<b>1</b>
3	311.1	PRIVATE RESTROOM	1	1		1	
INTERSTITIAL	ISO.1	MEN	1	1			
INTERSTITIAL	ISO.2	WOMEN	1	1			
2	232.1	PUBLIC	1	1			
2	232.2	PUBLIC	1	1			
2	212.2	MEN	2	2	1		



2	212.1	WOMEN	2	3			1
1	150.4	MEN	1			2	
1	150.3	MEN	2	1	1		
1	125.2	WOMEN	1	1		1	1
1	125.1	MEN	1	1	2	1	
1	123.3	MEN	1	1		2	
1	123.1	WOMEN	1	1		2	1
1	121.3	WOMEN	1	1			1
1	121.1	MEN	1	1			
1	112.3	WOMEN	5	5			1
1	112.1	MEN	5	4	2		
		<b>TOTALS</b>	<b>63</b>	<b>58</b>	<b>9</b>	<b>15</b>	<b>11</b>

**12.2.4. Paper Dispenser Inventory**

ROOM #	PAPER DISPENSER
516	1
484	1
417	1
360	1
205.2	1
124	1
123	1
<b>TOTAL</b>	<b>7</b>

**12.2.5. Kitchenettes**

FLOOR	Number of Kitchenettes
1	1
2	1
INTERSTITIAL	1
3	2
4	2
5	3
6	2

**12.2.6. Conferences and Hospitality Rooms**

FLOOR	ROOM #	Name	Dishes (cup, saucer, glass and small plate for each seat per Conference Room)
1		Theater Lobby	N/A
2		Canada room	N/A
3		Media Center	N/A
3	301	Conference room	30
3		OAS	12
3	329	Muskoka	
4	407	Small Conference Room	N/A
4	409	Public relations conference Room	10
4	452	CDLS Conference Room	10
5	500	Congressional and Legal Relations	10
5	500.2	Large Conference Room	20



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6	624	Political Conference Room	10
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**12.2.7. Plants in Common Areas**

<b>FLOOR</b>	<b>ROOM #/PLACE</b>
1	In front of main elevators (Green wall)
2	Main entrance airlock side
2	Cafeteria
3	329
3	Outside room 367
4	402
4	412
5	502 (Green wall)
5	539
5	561





## ANNEX B - BASIS OF PAYMENT

### 1. ROUTINE CLEANING SERVICES

#### Firm Monthly Rate

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

During the extended period of the Contract, the Contractor will be paid the following firm monthly rates, as per lines Option1, 2 and 3 below to perform all the Work in relation to the contract extension

**TABLE 1**

PERIOD	Firm Monthly Rate (USD) 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 SERVICES

#### Firm Hourly Rate

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

During the extended period of the Contract, the Contractor will be paid firm hourly rates, as per lines Option1, 2 and 3 below to perform all the Work in relation to the contract extension.

**TABLE 2**

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



**ATTACHMENT 1 TO ANNEX B – SERVICE AUTHORIZATION FORM**

Service Authorization Form	
Contractor's Name and Address:	(To be inserted at contract award)
Contract Number:	(To be inserted at contract award)
Service Authorization (SA) No.	

**1. Required service:** (To be completed by the Project Authority)

**A. Service description and expected outcomes**

*(This area is currently blank for service description and expected outcomes.)*

**B. Desired timelines**

Service to be started by:	MM/DD/YY		Service to be completed by:	MM/DD/YY	
	Start time (24 :00)			End time (24:00)	

**2. Contractor's financial proposal:** (To be completed by the Contractor)

**A. Firm Hourly Rate**

As per the terms and conditions identified in **Annex B – Basis of Payment** under section 2 – **As and When Requested Services**, for the work performed in accordance with this Service Authorization Form.

Type of Resource	Firm Hourly Rate	Quantity of Hours Required	Total Cost (USD)
Cleaning Staff	As per Annex B		
<b>Section 2.A. – Total Cost (Taxes extra)</b>			



**B. Specialized Machinery and/or Materials and Supplies** (if required and if applicable)  
 As per the terms and conditions identified in **Annex B – Basis of Payment** under section 2 – **As and When Requested Services**, for the work performed in accordance with this Service Authorization Form.

Specialized Machinery and/or Materials and Supplies	Cost per (Taxes extra)	Unit of Measure (i.e. hrs, day, lot, each, etc.)	Quantity required	Third party rental or purchase?	Total Cost (USD)
<b>Section 2.B. – Total Cost (Taxes extra)</b>					
<b>Section 2.A. Total Cost + Section 2.B. Total Cost (Taxes extra)</b>					
<b>Taxes (If applicable)</b>					
<b>C. Contractor’s financial proposal Grand Total</b>					
<b>Grand Total (Section 2.A. Total + Section 2.B. Total + Taxes)</b>					

<b>3. Contractor’s Signature</b>	
Name and title of individual authorized - to sign for the Contractor	
Signature	
Date (MM/DD/YY)	

<b>4. Project Authority’s Approval</b>	
*(To be signed only when all of the above sections have been completed)	
Name of the Project Authority	
Signature	
Date (MM/DD/YY)	



## ANNEX C - SECURITY REQUIREMENTS CHECK LIST (SRCL)



Government of Canada / Gouvernement du Canada

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

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

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

TBS/SCT 350-103(2004/12)

Security Classification / Classification de sécurité  
Unclassified

Canada





Government of Canada / Gouvernement du Canada

Contract Number / Numéro du contrat
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**PART A (continued) / PARTIE A (suite)**

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

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

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

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

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

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

Special comments:  
Commentaires spéciaux : Contractor will work within Embassy (ops zone) and will be escorted in secure areas.

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

For users completing the form **manually** use the summary chart below to indicate the category(ies) and level(s) of safeguarding required at the supplier's site(s) or premises.  
Les utilisateurs qui remplissent le formulaire **manuellement** doivent utiliser le tableau récapitulatif ci-dessous pour indiquer, pour chaque catégorie, les niveaux de sauvegarde requis aux installations du fournisseur.

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

**SUMMARY CHART / TABLEAU RÉCAPITULATIF**

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

12. a) Is the description of the work contained within this SRCL PROTECTED and/or CLASSIFIED?  
La description du travail visé par la présente LVERS est-elle de nature PROTÉGÉE et/ou CLASSIFIÉE?  No / Non  Yes / Oui

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

12. b) Will the documentation attached to this SRCL be PROTECTED and/or CLASSIFIED?  
La documentation associée à la présente LVERS sera-t-elle PROTÉGÉE et/ou CLASSIFIÉE?  No / Non  Yes / Oui

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