



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

Veterans Affairs Canada / Anciens Combattants Canada  
Procurement & Contracting / Gestion des acquisitions, de marchés et des biens

Attn: Sine MacAdam  
[sine.macadam@veterans.gc.ca](mailto:sine.macadam@veterans.gc.ca)

**REQUEST FOR PROPOSAL**

**DEMANDE DE PROPOSITION**

**Proposal To: Veterans Affairs Canada**

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

**Proposition aux: Anciens Combattants Canada**

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

**Instructions: See Herein**  
**Instructions : Voir aux présentes**

**Comments - Commentaires**

**Vendor/Firm Name and address**  
**Raison sociale et adresse du fournisseur/de l'entrepreneur**

**Issuing Office – Bureau de distribution**  
Veterans Affairs Canada / Anciens combattants Canada  
Procurement and Contracting / Gestion des acquisitions, de marchés et des biens

<b>Title – Sujet</b> Cleaning Services, Canadian National Vimy Memorial and the Beaumont-Hamel Newfoundland Memorial	
<b>Solicitation No. – N° de l'invitation</b> 3000773669	<b>Date</b> April 2 2024
<b>GETS Reference No. – N° de reference de SEAG</b> -	
<b>File No. – N° de dossier</b>	<b>CCC No. / N° CCC - FMS No. / N° VME</b>
<b>Solicitation Closes – L'invitation prend fin</b> at – à 15:00 on – le April 26 2024	
<b>Time Zone</b> Fuseau horaire Atlantic Daylight Time ADT	
<b>F.O.B. - F.A.B.</b> <i>Plant-Usine:</i> <input type="checkbox"/> <i>Destination:</i> <input type="checkbox"/> <i>Other-Autre:</i> <input type="checkbox"/>	
<b>Address Inquiries to : - Adresser toutes questions à: Sine MacAdam</b>	<b>Buyer Id – Id de l'acheteur</b> MSMACADA
<b>Telephone No. – N° de téléphone :</b> (902) 626-5288	<b>FAX No. – N° de FAX</b> N/A
<b>Destination – of Goods, Services, and Construction:</b> <b>Destination – des biens, services et construction :</b> See Herein	

<b>Delivery required - Livraison exigée</b> See Herein	<b>Delivered Offered – Livraison proposée</b>
<b>Vendor/firm Name and address</b> <b>Raison sociale et adresse du fournisseur/de l'entrepreneur</b>	
<b>Facsimile No. – N° de télécopieur</b> <b>Telephone No. – N° de téléphone</b>	
<b>Name and title of person authorized to sign on behalf of Vendor/firm (type or print)-</b> <b>Nom et titre de la personne autorisée à signer au nom du fournisseur/de l'entrepreneur (taper ou écrire en caractères d'imprimerie)</b>	
<b>Signature</b>	<b>Date</b> _____

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## **PART 1 - GENERAL INFORMATION**

### **1.1 Introduction**

The bid solicitation is divided into seven 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 bid solicitation;

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;

Part 5 Certifications and Additional Information: includes the certifications and additional information to be provided;

Part 6 Security, Financial and Other Requirements: includes specific requirements that must be addressed by Bidders; and

Part 7 Resulting Contract Clauses: includes the clauses and conditions that will apply to any resulting contract.

The Annexes include the Statement of Work, the Basis of Payment, the Security Requirements Checklist, Insurance Requirements, Technical Evaluation Criteria, Electronic Invoicing, List of Directors, Application for Registration and Mandatory Site Visit.

### **1.2 Summary**

1.2.1 Veterans Affairs Canada (VAC) requires daily cleaning services for its buildings at the Canadian National Vimy Memorial and the Beaumont-Hamel Newfoundland Memorial.

VAC operates 15 memorial sites in Europe, two of which are the Canadian National Vimy Memorial and the Beaumont-Hamel Newfoundland Memorial. As National Historic Sites, Vimy and Beaumont-Hamel welcome approximately 850,000 visitors per year. The surface area of both Sites is considerable and both Sites include visitor centres, washrooms, and other facilities developed for visitor comfort and appreciation. In order to maintain these two sites and sustain daily operations, VAC relies on the Contractor to provide cleaning services.

The Contract period is July 1, 2024 to June 30, 2025 with four (4) additional one (1) year optional contract periods.

1.2.2 There are security requirements associated with this requirement. For additional information, consult Part 6 - Security, Financial and Other Requirements, and Part 7 - Resulting Contract Clauses. For more information on personnel and organization security screening or security clauses, Bidders should refer to the Contract Security Program of Public Works and Government Services Canada (<http://www.tpsgc-pwgsc.gc.ca/esc-src/introduction-eng.html>) website.

1.2.3 Bidders must provide a list of names, or other related information as needed, pursuant to section 01 of Standard Instructions 2003.

1.2.4 The requirement is subject to the provision of the following Trade Agreements,

- Canadian Free Trade Agreement (CFTA)
- Canada - European Union Comprehensive Economic and Trade Agreement (CETA);
- Revised World Trade Organization Agreement on Government Procurement (WTO-AGP);
- Comprehensive and Progressive Agreement for Trans-Pacific Partnership (CPTPP);
- Canada - Chile Free Trade Agreement (CCFTA);
- Canada - Colombia Free Trade Agreement;
- Canada - Honduras Free Trade Agreement;
- Canada - Korea Free Trade Agreement;
- Canada - Panama Free Trade Agreement;
- Canada - Peru Free Trade Agreement (CPFTA);
- Canada - United Kingdom Trade Continuity Agreement (Canada-UK TCA);
- Canada - Ukraine Free Trade Agreement (CUFTA);
- Canada-United States-Mexico Agreement (CUSMA).

1.2.5 There is a mandatory site visit associated with this requirement (for two separate locations). Please refer to Part 7, Article 2.7, Mandatory Site Visit for details.

### **1.3 Debriefings**

Bidders may request a debriefing on the results of the bid solicitation process. Bidders should make the request to the Contracting Authority within 15 working days from receipt of the results of the bid solicitation process. The debriefing may be in writing, by telephone or in person.

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## PART 2 - BIDDER INSTRUCTIONS

### 2.1 Standard Instructions, Clauses and Conditions

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

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

The [2003](#) (2003-06-08) Standard Instructions - Goods or Services - Competitive Requirements, are incorporated by reference into and form part of the bid solicitation.

#### Completeness of the Bid

After the closing date and time of this bid solicitation, Canada will examine the Bid to determine completeness. The review for completeness will be limited to identifying whether any information submitted as part of the bid can be accessed, opened, and/or decoded. This review does not constitute an evaluation of the content, will not assess whether the Bid meets any standard or is responsive to all solicitation requirements, but will be solely limited to assessing completeness. Canada will provide the Bidder with the opportunity to submit information found to be missing or incomplete in this review within two business days of notice.

Specifically, the bid will be reviewed and deemed to be complete when the following elements have been submitted by the bidder:

1. That certifications and securities required at bid closing are included.
2. That bids are properly signed, that the bidder is properly identified.
3. Acceptance of the terms and conditions of the bid solicitation and resulting contract.
4. That all documents created prior to bid closing but due to technical difficulties Canada was unable to receive them, have been properly submitted and received by Canada.
5. All certifications, declarations and proofs created prior to bid closing but due to technical difficulties Canada was unable to receive them, have been properly submitted and received by Canada.

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

Delete: 60 days  
Insert: 120 days

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## 2.1.1 SACC Manual Clauses

SACC	Reference	Section	Date
<u>C9000T</u>	Pricing		2010-08-16

## 2.2 Submission of Bids

Bids must be submitted only to Sine MacAdam by the date and time indicated on page 1 of the bid solicitation.

Due to the nature of the bid solicitation, bids transmitted by facsimile, courier or mail will not be accepted.

## 2.3 Former Public Servant

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

### Definitions

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

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

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

"**pension**" means a pension or annual allowance paid under the *Public Service Superannuation Act* (PSSA), R.S., 1985, c. P-36, and any increases paid pursuant to the *Supplementary Retirement Benefits Act*, R.S., 1985, c. S-24 as it affects the PSSA.

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It does not include pensions payable pursuant to the [Canadian Forces Superannuation Act](#), R.S., 1985, c. C-17, the [Defence Services Pension Continuation Act](#), 1970, c. D-3, the [Royal Canadian Mounted Police Pension Continuation Act](#), 1970, c. R-10, and the [Royal Canadian Mounted Police Superannuation Act](#), R.S., 1985, c. R-11, the [Members of Parliament Retiring Allowances Act](#), R.S. 1985, c. M-5, and that portion of pension payable to the [Canada Pension Plan Act](#), R.S., 1985, c. C-8.

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

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

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

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

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

### **Work Force Adjustment Directive**

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

If so, the Bidder must provide the following information:

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

## **2.4 Enquiries - Bid Solicitation**

All enquiries must be submitted in writing to the Contracting Authority no later than 3 calendar days before the bid closing date. Enquiries received after that time may not be answered.



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

## **2.5 Applicable Laws**

Any resulting contract must be interpreted and governed, and the relations between the parties determined, by the laws in force in Prince Edward Island, 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.

## **2.6 Improvement of Requirement During Solicitation Period**

Should bidders consider that the specifications or Statement of Work contained in the bid solicitation could be improved technically or technologically, bidders are invited to make suggestions, in writing, to the Contracting Authority named in the bid solicitation. Bidders must clearly outline the suggested improvement as well as the reason for the suggestion. Suggestions that do not restrict the level of competition nor favour a particular bidder will be given consideration provided they are submitted to the Contracting Authority at least 5 days before the bid closing date. Canada will have the right to accept or reject any or all suggestions.

## **2.7 Mandatory Site Visit**

**It is mandatory that the Bidder or a representative of the Bidder visit the work sites. Arrangements have been made for the site visit to be held at:**

Friday, April 12, 2024, 10:00 am (CET) Central European Time  
Canadian National Vimy Memorial  
Route departementale 55, 62580 Vimy, France

And

Friday, April 12, 2024, 14:00 pm (CET) Central European Time  
Beaumont-Hamel Newfoundland Memorial Rue de l'église (route D73),

80300 Beaumont-Hamel, France

Bidders must communicate with the Contracting Authority no later than Tuesday, April 9, 2024, 16:00 pm Central European Time to confirm attendance and provide the name(s) of the person(s) who will attend. Bidders will be required to sign an attendance sheet. Bidders should confirm in their bid that they have attended the site visit. Bidders who do not attend the mandatory site visit or do not send a representative will not be given an alternative appointment and their bid will be declared non-responsive. Any clarifications or changes to the bid solicitation resulting from the site visit will be included as an amendment to the bid solicitation

## 2.8 Bid Challenge and Recourse Mechanisms

- (a) Several mechanisms are available to potential suppliers to challenge aspects of the procurement process up to and including contract award.
- (b) Canada encourages suppliers to first bring their concerns to the attention of the Contracting Authority. Canada's [Buy and Sell](#) website, under the heading "[Bid Challenge and Recourse Mechanisms](#)" contains information on potential complaint bodies such as:
- Office of the Procurement Ombudsman (OPO)
  - Canadian International Trade Tribunal (CITT)
- (c) Suppliers should note that there are **strict deadlines** for filing complaints, and the time periods vary depending on the complaint body in question. Suppliers should therefore act quickly when they want to challenge any aspect of the procurement process.

## 2.9 Office of the Procurement Ombud

The OPO was established by the Government of Canada to provide an impartial, independent venue for Canadian bidders to raise complaints regarding the award of certain federal contracts under \$30,300 for goods and \$121,200 for services. If you have concerns regarding the award of a federal contract below these dollar amounts, you may contact the OPO by e-mail at [boa.opo@boa-opo.gc.ca](mailto:boa.opo@boa-opo.gc.ca), by telephone at 1-866-734-5169, or by web at [www.opo-boa.gc.ca](http://www.opo-boa.gc.ca). For more information on OPO's services or to determine if your concerns are within the Ombudsman's mandate, please see the [Procurement Ombudsman Regulations](#) or visit the [Office of the Procurement Ombudsman website](#).

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## PART 3 - BID PREPARATION INSTRUCTIONS

### 3.1 Bid Preparation Instructions

Canada requests that the Bidder submits its bid in separately bound sections as follows:

- Section I: Technical Bid (1 soft copy via e-mail)
- Section II: Financial Bid (1 soft copy via e-mail)
- Section III: Certifications (1 soft copy via e-mail)
- Section IV: Additional Information (1 soft copy via e-mail)

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

Canada requests that bidders follow the format instructions described below in the preparation of hard copy of their bid:

- (a) use 8.5 x 11 inch (216 mm x 279 mm) paper.
- (b) use a numbering system that corresponds to the bid solicitation.

In order to assist Canada in meeting the objectives of the [Policy on Green Procurement](#), when feasible bidders should prepare and submit their bid as follows:

- 1) Include all environmental certification(s) relevant to your organization (such as ISO 14001, Leadership in Energy and Environmental Design (LEED), Carbon Disclosure Project, etc.)
- 2) Include all third party environmental certification(s) or Environmental Product Declaration(s) (EPD) specific to your product/service (such as Canadian Standards Association (CSA Group), Underwriters Laboratories (ULSolutions); Forest Stewardship Council (FSC), ENERGYSTAR, etc.)
- 3) Unless otherwise noted, bidders are encouraged to submit bids electronically. If hard copies are required, bidders should:
  - a. use 8.5 x 11 inch (216 mm x 279 mm) paper containing fibre certified as originating from a sustainably managed forest and containing minimum 30% recycled content; and
  - b. use an environmentally preferable format including black and white printing instead of colour printing, printing double sided/duplex, using staples or clips instead of Cerlox, duo tangs, spiral binding or binders, and must not contain any single-use plastics.

Canada is committed to achieving [net zero greenhouse gas \(GHG\) emissions by 2050](#) in an effort to position Canada for success in a green economy and to mitigate climate change impacts. As a result, future solicitations may include the following:

- there may be evaluation criteria or other instructions in the solicitation or contract documents related to measuring and disclosing your company's GHG emissions;

- you may be requested or required to join one of the following initiatives to submit a bid, offer or arrangement or if you are awarded the contract:
  - Canada's Net-Zero Challenge;
  - the United Nations Race to Zero;
  - the Science-based Targets Initiative;
  - the Carbon Disclosure Project;
  - the International Organization for Standardization;
- you may be required to provide other evidence of your company's commitment and actions toward meeting net zero targets by 2050.

## **Section I: Technical Bid**

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 and describe their approach 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: Financial Bid**

**3.1.1** Bidders must submit their financial bid in accordance with the Basis of Payment in Annex B.

### **3.1.2 Electronic Payment of Invoices – Bid**

If you are willing to accept payment of invoices by Electronic Payment Instruments, complete Annex F Electronic Payment Instruments, to identify which ones are accepted.

If Annex F Electronic Payment Instruments is not completed, it will be considered as if Electronic Payment Instruments are not being accepted for payment of invoices.

Acceptance of Electronic Payment Instruments will not be considered as an evaluation criterion.

### **3.1.3 Exchange Rate Fluctuation**

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**C3011T** (2013-11-06), Exchange Rate Fluctuation

**Section III: Certifications**

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

**Section IV: Additional Information**

**3.1.4 Bidder's Proposed Sites or Premises Requiring Safeguarding Measures**

**3.1.4.1** As indicated in Part 6 under Security Requirements, the Bidder must provide the full addresses of the Bidder's and proposed individuals' sites or premises for which safeguarding measures are required for Work Performance:

Street Number / Street Name, Unit / Suite / Apartment Number  
City, Province, Territory / State  
Postal Code / Zip Code  
Country

**3.1.4.2** The Company Security Officer must ensure through the **Contract Security Program** that the Bidder and proposed individuals hold a valid security clearance at the required level, as indicated in Part 6 – Security, Financial and Other Requirements.

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

### **4.1 Evaluation Procedures**

- (a) Bids will be assessed in accordance with the entire requirement of the bid solicitation including the technical and financial evaluation criteria.
- (b) An evaluation team composed of representatives of Canada will evaluate the bids.

#### **4.1.1 Technical Evaluation**

Mandatory and point rated technical evaluation criteria are included in Annex D.

#### **4.1.2 Financial Evaluation**

##### **4.1.2.1 Mandatory Financial Criteria**

*SACC Manual* Clause [A0222T](#) (2014-06-26), Evaluation of Price-Canadian/Foreign Bidders

### **4.2 Basis of Selection**

#### **4.2.1 Mandatory Technical Criteria**

A bid must comply with the requirements of the bid solicitation and meet all mandatory technical requirements to be declared responsive. The responsive bid with the lowest evaluated price will be recommended for award of a contract.

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## **PART 5 – CERTIFICATIONS AND ADDITIONAL INFORMATION**

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

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

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

### **5.1 Certifications Required with the Bid**

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

#### **5.1.1 Integrity Provisions - Declaration of Convicted Offences**

In accordance with the Integrity Provisions of the Standard Instructions, all bidders must provide with their bid, **if applicable**, the Integrity declaration form available on the [Forms for the Integrity Regime](http://www.tpsgc-pwgsc.gc.ca/ci-if/declaration-eng.html) website (<http://www.tpsgc-pwgsc.gc.ca/ci-if/declaration-eng.html>), to be given further consideration in the procurement process.

### **5.2 Certifications Precedent to Contract Award and Additional Information**

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

#### **5.2.1 Integrity Provisions – Required Documentation**

In accordance with the section titled Information to be provided when bidding, contracting or entering into a real property agreement of the [Ineligibility and Suspension Policy](http://www.tpsgc-pwgsc.gc.ca/ci-if/politique-policy-eng.html) (<http://www.tpsgc-pwgsc.gc.ca/ci-if/politique-policy-eng.html>), the Bidder must provide the required documentation, as applicable, to be given further consideration in the procurement process.

#### **5.2.2 Security Requirements – Required Documentation**

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In accordance with the [requirements of 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>), the Bidder must provide a completed Contract Security Program Application for Registration (AFR) form to be given further consideration in the procurement process.

Bidders are reminded to obtain the required security clearance and, as applicable, security capabilities promptly. As indicated above, bidders who do not provide all the required information at bid closing will be given the opportunity to complete any missing information from the AFR form within a period set by the Contracting Authority. If that information is not provided within the timeframe established by the Contracting Authority (including any extension granted by the Contracting Authority in its discretion), or if Canada requires further information from the Bidder in connection with assessing the request for security clearance (i.e., information not required by the AFR form), the Bidder will be required to submit that information within the time period established by the Contracting Authority, which will not be less than 48 hours. If, at any time, the Bidder fails to provide the required information within the timeframe established by the Contracting Authority, its bid will be declared non-compliant.

### **5.2.3 Additional Certifications Precedent to Contract Award**

#### **5.2.3.1 Status and Availability of Resources**

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

If the Bidder has proposed any individual who is not an employee of the Bidder, the Bidder certifies that it has the permission from that individual to propose his/her services in relation to the Work to be performed and to submit his/her résumé to Canada. The Bidder must, upon request from the Contracting Authority, provide a written confirmation, signed by the individual, of the permission given to the Bidder and of his/her availability. Failure to comply with the request may result in the bid being declared non-responsive.

#### **5.2.3.2 Education and Experience**



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.

## **PART 6 - SECURITY, FINANCIAL AND OTHER REQUIREMENTS**

### **6.1 Security Requirements**

1. Before award of a contract, the following conditions must be met:
  - (a) the Bidder must hold a valid organization security clearance as indicated in Part 7 - Resulting Contract Clauses;
  - (b) the Bidder must provide the addresses of proposed sites or premises of work performance and document safeguarding as indicated in Part 3 - Section IV Additional Information.
2. Before access to sensitive information is provided to the Bidder, the following conditions must be met:
  - (a) the Bidder's proposed individuals requiring access to sensitive information, assets or sensitive work sites must meet the security requirements as indicated in Part 7 - Resulting Contract Clauses;
  - (b) the Bidder's security capabilities must be met as indicated in Part 7 - Resulting Contract Clauses.
3. For additional information on security requirements, Bidders should refer to the [Contract Security Program](http://www.tpsgc-pwgsc.gc.ca/esc-src/introduction-eng.html) of Public Works and Government Services Canada (<http://www.tpsgc-pwgsc.gc.ca/esc-src/introduction-eng.html>) website.

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## **PART 7 - RESULTING CONTRACT CLAUSES**

*Delete this title and the following sentence at contract award.*

The following clauses and conditions apply to and form part of any contract resulting from the bid solicitation.

### **7.1 Statement of Work**

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

### **7.2 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.

#### **7.2.1 General Conditions**

[2010C](#) (2022-012-01), General Conditions Services (medium complexity), apply to and form part of the Contract.

#### **7.2.2 Supplemental General Conditions**

[4013](#) (2022-06-20) Compliance with on-site measures, standing orders, policies and rules, apply to and form part of the Contract.

### **7.3 Security Requirements**

**7.3.1** The following security requirements (SRCL and related clauses provided by the Contract Security Program) apply and form part of the Contract.

The Canadian Designated Security Authority (Canadian DSA) for industrial security matters in Canada is the Industrial Security Sector (ISS), Public Works and Government Services Canada (PWGSC), administered by International Industrial security Directorate (IISD), PWGSC. The Canadian DSA is the authority for confirming Contractor compliance with the security requirements for foreign suppliers. The following security requirements apply to the foreign recipient Contractor incorporated or authorized to do business in a jurisdiction other than Canada and delivering outside of Canada the services listed and described in the subsequent contract.

1. The Foreign recipient Contractor must be from a Country within the North Atlantic Treaty Organization (NATO), the European Union (EU) or from a country with which Canada has an international bilateral security instrument. The Contract Security Program (CSP) has international bilateral security instruments with the

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countries listed on the following PWGSC website: <http://www.tpsgc-pwgsc.gc.ca/esc-src/international-eng.html>.

2. The Foreign recipient Contractor must, at all times during the performance of the contract, hold an equivalence to a valid Designated Organization Screening (DOS), issued by the Canadian DSA as follows:
  - i. The Foreign recipient Contractor must provide proof that they are incorporated or authorized to do business in their jurisdiction.
  - ii. The Foreign recipient Contractor must not begin the work, services or performance until the Canadian Designated Security Authority (DSA) is satisfied that all contract security requirement conditions have been met. Canadian DSA confirmation must be provided, in writing, to the foreign recipient Contractor in an Attestation Form, to provide confirmation of compliance and authorization for services to be performed.
  - iii. The Foreign recipient Contractor must identify an authorized Contract Security Officer (CSO) and an Alternate Contract Security Officer (ACSO) (if applicable) to be responsible for the overseeing of the security requirements, as defined in this contract. This individual will be appointed by the proponent foreign recipient Contractor's Chief Executive officer or Designated Key Senior Official, defined as an owner, officer, director, executive, and or partner who occupy a position which would enable them to adversely affect the organization's policies or practices in the performance of the contract.
  - iv. The Foreign recipient Contractor must not permit access to Canadian restricted sites, except to its personnel subject to the following conditions:
    - a. Personnel have a need-to-know for the performance of the contract;
    - b. Personnel have been subject to a Criminal Record Check, with favourable results, from a recognized governmental agency or private sector organization in their country as well as a Background Verification, validated by the Canadian DSA;
    - c. The Foreign recipient Contractor must ensure that personnel provide consent to share results of the Criminal Record and Background Checks with the Canadian DSA and other Canadian Government Officials, if requested; and

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- d. The Government of Canada reserves the right to deny access to Canadian restricted sites to a foreign recipient Contractor for cause.
3. CANADA PROTECTED information/assets provided or generated pursuant to this contract must not be further provided to a third party Foreign recipient Subcontractor unless:
- a. written assurance is obtained from the Canadian DSA to the effect that the third-party Foreign recipient Subcontractor has been approved for access to CANADA PROTECTED information/assets by the Canadian DSA; and
  - b. written consent is obtained from the Canadian DSA, if the third-party Foreign recipient Subcontractor is located in a third country.
4. The foreign recipient Contractor requiring access to Canadian restricted sites, under this contract/subcontract, must submit a Request for Site Access to the Chief Security Officer of Veterans Affairs Canada.
5. In the event that a Foreign recipient Contractor is chosen as a supplier for this contract, subsequent country-specific foreign security requirement clauses must be generated and promulgated by the Canadian DSA, and provided to the Government of Canada Contracting Authority, to ensure compliance with the security provisions, as defined by the Canadian DSA, in relation to equivalencies.
6. Subcontracts which contain security requirements are NOT to be awarded without the prior written permission of the Canadian DSA.
7. All Subcontracts awarded to a third party foreign recipient are NOT to be awarded without the prior written permission of the Canadian DSA in order to confirm the security requirements to be imposed on the subcontractors.
8. The Foreign recipient Contractor must comply with the provisions of the Security Requirements Check List attached at Annex C.

### **7.3.2 Contractor's Sites or Premises Requiring Safeguarding Measures**

- 7.3.2.1** Where safeguarding measures are required in the performance of the Work, the Contractor must diligently maintain up to date the information related to the Contractor's and proposed individuals' sites or premises for the following addresses:

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Street Number / Street Name, Unit / Suite / Apartment Number  
City, Province, Territory / State  
Postal Code / Zip Code Country

**7.3.2.2** The Company Security Officer must ensure through the Contract Security Program that the Contractor and individuals hold a valid security clearance at the required level.

## **7.4 Term of Contract**

### **7.4.1 Period of the Contract**

The Work is to be performed during the period of July 1, 2024 to June 30, 2025.

### **7.4.2 Option to Extend the Contract**

The Contractor grants to Canada the irrevocable option to extend the term of the Contract by up to 4 additional one year 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.

Canada may exercise this option at any time by sending a written notice to the Contractor at least 50 calendar days before the expiry date of the Contract. The option may only be exercised by the Contracting Authority, and will be evidenced for administrative purposes only, through a contract amendment.

## **7.5 Authorities**

### **7.5.1 Contracting Authority**

The Contracting Authority for the Contract is:

Name: Sine MacAdam  
Title: Procurement Contracting Officer  
Veterans Affairs Canada  
Telephone: (902) 626-5288  
E-mail address: [sine.macadam@veterans.gc.ca](mailto:sine.macadam@veterans.gc.ca)

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

### **7.5.2 Project Authority**

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The Project Authority for the Contract is: *(insert at contract award)*

Name: \_\_\_\_\_  
Title: \_\_\_\_\_  
Veterans Affairs Canada  
Telephone: \_\_\_\_-\_\_\_\_-\_\_\_\_\_  
E-mail address: \_\_\_\_\_

In its absence, the Project Authority is: *(insert at contract award)*

Name: \_\_\_\_\_  
Title: \_\_\_\_\_  
Veterans Affairs Canada  
Telephone: \_\_\_\_-\_\_\_\_-\_\_\_\_\_  
E-mail address: \_\_\_\_\_

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

### 7.5.3 Contractor's Representative

Name: \_\_\_\_\_  
Title: \_\_\_\_\_  
Organization: \_\_\_\_\_  
Telephone: \_\_\_\_-\_\_\_\_-\_\_\_\_\_  
E-mail address: \_\_\_\_\_

### 7.6 Proactive Disclosure of Contracts with Former Public Servants

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

### 7.7 Payment

#### 7.7.1 Basis of Payment

The Contractor will be paid for its costs reasonably and properly incurred in the performance of the Work, in accordance with the Basis of payment in annex B, to a

limitation of expenditure of \$ \_\_\_\_\_ *(to be insert at contract award)*. Customs duties are included and Applicable Taxes are extra.

### 7.7.2 Limitation of Expenditure

1. Canada's total liability to the Contractor under the Contract must not exceed \$ \_\_\_\_\_ *(to be insert at contract award)*. Customs duties are included and Applicable Taxes are extra.
2. No increase in the total liability of Canada or in the price of the Work resulting from any design changes, modifications or interpretations of the Work, will be authorized or paid to the Contractor unless these design changes, modifications or interpretations have been approved, in writing, by the Contracting Authority before their incorporation into the Work. The Contractor must not perform any work or provide any service that would result in Canada's total liability being exceeded before obtaining the written approval of the Contracting Authority. The Contractor must notify the Contracting Authority in writing as to the adequacy of this sum:
  - a. when it is 75% committed, or
  - b. four months before the contract expiry date, or
  - c. as soon as the Contractor considers that the contract funds provided are inadequate for the completion of the Work,whichever comes first.
3. If the notification is for inadequate contract funds, the Contractor must provide to the Contracting Authority a written estimate for the additional funds required. Provision of such information by the Contractor does not increase Canada's liability.

### 7.7.3 SACC Manual Clauses

<b>SACC Reference</b>	<b>Section</b>	<b>Date</b>
<a href="#"><u>A9117C</u></a>	T1204 – Direct Request by Customer Department	2007-11-30
<a href="#"><u>C2000C</u></a>	Taxes – Foreign-based Contractor	2007-11-30
<a href="#"><u>C6000C</u></a>	Limitation of Price	2017-08-17
<a href="#"><u>C0710C</u></a>	Time and Contract Price Verification	2007-11-30
<a href="#"><u>H1008C</u></a>	Multiple Payments	2008-05-12

### 7.7.4 Electronic Payment of Invoices – Contract



The Contractor accepts to be paid using any of the following Electronic Payment Instrument(s):

- a. Direct Deposit (Domestic and International);

## **7.8 Invoicing Instructions – Maintenance Services**

1. The Contractor must submit invoices in accordance with the section entitled "Invoice Submission" of the general conditions along with the monthly maintenance report described in Statement of Work of the Contract.

Invoices cannot be submitted until all work identified in the invoice has been completed and that all maintenance service call reports related to the Work identified in the invoice have been received by the Project Authority.

2. The Contractor must distribute the invoices and reports as follows:

The original and two (2) copies of the invoices and monthly maintenance reports must be forwarded to the address shown on page 1 of the Contract for certification and payment.

## **7.9 Certifications and Additional Information**

### **7.9.1 Compliance**

Unless specified otherwise, the continuous compliance with the certifications provided by the Contractor in its bid or precedent to contract award, and the ongoing cooperation in providing additional information are conditions of the Contract and failure to comply will constitute the Contractor in default. Certifications are subject to verification by Canada during the entire period of the Contract.

### **7.10 Applicable Laws**

The Contract must be interpreted and governed, and the relations between the parties determined, by the laws in force in Prince Edward Island, Canada.

### **7.11 Priority of Documents**

If there is a discrepancy between the wording of any documents that appear on the list, the wording of the document that first appears on the list has priority over the wording of any document that subsequently appears on the list.

- (a) the Articles of Agreement;

- (b) the supplemental general conditions [4013](#) (2022-06-20) Compliance with on-site measures, standing orders, policies and rules;
- (c) the general conditions [2010C](#) (2022-12-01), General Conditions Services (medium complexity);
- (d) Annex A, Statement of Work;
- (e) Annex B, Basis of Payment;
- (f) Annex C, Security Requirements Check List;
- (g) Annex D, Insurance Requirements;
- (h) the Contractor's bid dated \_\_\_\_\_, (*insert date of bid*)

## 7.12 Insurance – Specific Requirements

The Contractor must comply with the insurance requirements specified in Annex D. The Contractor must maintain the required insurance coverage for the duration of the Contract. Compliance with the insurance requirements does not release the Contractor from or reduce its liability under the Contract.

The Contractor is responsible for deciding if additional insurance coverage is necessary to fulfill its obligation under the Contract and to ensure compliance with any applicable law. Any additional insurance coverage is at the Contractor's expense, and for its own benefit and protection.

The Contractor must forward to the Contracting Authority within ten (10) days after the date of award of the Contract, a Certificate of Insurance evidencing the insurance coverage and confirming that the insurance policy complying with the requirements is in force. For Canadian-based Contractors, coverage must be placed with an Insurer licensed to carry out business in Canada, however, for Foreign-based Contractors, coverage must be placed with an Insurer with an A.M. Best Rating no less than "A-". The Contractor must, if requested by the Contracting Authority, forward to Canada a certified true copy of all applicable insurance policies.

## 7.13 Foreign Nationals (Canadian Contractor OR Foreign Contractor)

SACC Manual clause [A2000C](#) (2006-06-16) Foreign Nationals (Canadian Contractor)

OR

SACC Manual clause [A2001C](#) (2006-06-16) Foreign Nationals (Foreign Contractor)

## 7.14 Dispute Resolution

(a) The parties agree to maintain open and honest communication about the Work throughout and after the performance of the contract.

(b) The parties agree to consult and co-operate with each other in the furtherance of the contract and promptly notify the other party or parties and attempt to resolve problems or differences that may arise.

(c) If the parties cannot resolve a dispute through consultation and cooperation, the parties agree to consult a neutral third party offering alternative dispute resolution services to attempt to address the dispute.

(d) Options of alternative dispute resolution services can be found on Canada's Buy and Sell website under the heading "[Dispute Resolution](#)".

## 7.15 Office of the Procurement Ombud

### 7.15.1 Dispute Resolution

The Parties agree to make every reasonable effort, in good faith, to settle amicably all disputes or claims relating to the Contract, through negotiations between the Parties' representatives authorized to settle. If the Parties do not reach a settlement within 25 working days after the dispute was initially raised to the other party in writing, either Party may contact the OPO to request dispute resolution/mediation services.

The OPO may be contacted by e-mail at [boa.opo@boa-opo.gc.ca](mailto:boa.opo@boa-opo.gc.ca), by telephone at 1-866-734-5169, or by web at [www.opo-boa.gc.ca](http://www.opo-boa.gc.ca). For more information on the OPO's services, please see the [Procurement Ombudsman Regulations](#) or visit the [Office of the Procurement Ombudsman website](#).

### 7.15.2 Contract Administration

The OPO was established by the Government of Canada to provide an impartial, independent venue for Canadian bidders to raise complaints regarding the administration of certain federal contracts, regardless of dollar value. If you have concerns regarding the administration of a federal contract, you may contact the OPO by e-mail at [boa.opo@boa-opo.gc.ca](mailto:boa.opo@boa-opo.gc.ca), by telephone at 1-866-734-5169, or by web at [www.opo-boa.gc.ca](http://www.opo-boa.gc.ca). For more information on the OPO's services, please see the [Procurement Ombudsman Regulations](#) or visit the [Office of the Procurement Ombudsman website](#).

## **ANNEX A STATEMENT OF WORK**

### **CLEANING SERVICES, CANADIAN NATIONAL VIMY MEMORIAL AND THE BEAUMONT-HAMEL NEWFOUNDLAND MEMORIAL**

#### **1.0 INTRODUCTION**

Veterans Affairs Canada (VAC) requires daily cleaning services for its buildings at the Canadian National Vimy Memorial and the Beaumont-Hamel Newfoundland Memorial.

#### **2.0 BACKGROUND**

VAC operates 15 memorial sites in Europe, two of which are the Canadian National Vimy Memorial and the Beaumont-Hamel Newfoundland Memorial. As National Historic Sites, Vimy and Beaumont-Hamel welcome approximately 850,000 visitors per year. The surface area of both Sites is considerable and both Sites include visitor centres, washrooms, and other facilities developed for visitor comfort and appreciation. In order to maintain these two sites and sustain daily operations, VAC relies on the Contractor to provide cleaning services.

#### **3.0 SCOPE OF WORK**

The Contractor will be required to provide all labour, supervision, expertise, and supplies necessary to provide cleaning services at the Canadian National Vimy Memorial and the Beaumont-Hamel Newfoundland Memorial. The Contractor will be responsible for providing, cleaning product, regular working tools (e.g. brooms, vacuum cleaner) and personal protective equipment, appropriate footwear, gloves, uniform, communication equipment such as a cell phone and a lone worker protection device for personal security purposes. The Contractor is also responsible for providing the necessary training to staff when required (e.g. when there are changes in legislation related to working conditions, health and safety).

As national historic sites, the Canadian National Vimy Memorial and the Beaumont-Hamel Newfoundland Memorial are both culturally significant and have certain restrictions that apply to ongoing work.

All staff must possess the minimum level of training/experience as detailed in the 4.6 CONTRACTOR'S RESOURCES - RESOURCING LEVEL AND QUALIFICATIONS section. Should a requirement for additional training be identified by VAC, the responsibility for the provision and cost of the training will be the responsibility of the Contractor.

The following are the anticipated requirements per site (excluding additional as and when required work time or tasks ). The number of resources, as well as the number of hours, may be subject to change:

### **Canadian National Vimy Memorial**

- Monday to Friday: 60 hours per week to a maximum of 3,120 hours per year.
- Saturday and Sunday: 12 hours per week to a maximum of 624 hours per year.
- French Public Holidays: 5 hours per French Public Holiday to a maximum of 50 hours per year.
- Hours may be reduced during the annual closure period (Mid-December until end of January)
- Resources required: see section 4.6 CONTRACTOR'S RESOURCES - RESOURCING LEVEL AND QUALIFICATIONS

### **Beaumont-Hamel Newfoundland Memorial**

- Monday to Friday: 20 hours per week to a maximum of 1040 hours per year,
- Saturday and Sunday: 2 hours per week to a maximum of 104 hours per year.
- French Public Holidays: 2.5 hours per French Public Holiday to a maximum of 25 hours per year.
- Hours may be reduced during the annual closure period (Mid-December until end of January)
- Resources required: see section 4.6 CONTRACTOR'S RESOURCES - RESOURCING LEVEL AND QUALIFICATIONS

It will be necessary for services to be provided on public holidays, with exceptions (e.g. Christmas and New Years Day) to be determined by VAC. Public holidays will be observed in accordance with French law. Back up personnel for holidays and sick leave periods will be required. It is the responsibility of the Contractor to ensure that all shifts are covered and that back up personnel are in place to cover sick leave and annual holidays for the cleaning staff.

## **4.0 TASKS AND SPECIFICATIONS/REQUIREMENTS**

These specifications are set for the minimum level of the required services. It remains the prerogative of the Project Authority to add cleaning tasks to these non-exhaustive lists.

The contractor and its resources are expected to provide courteous and competent services.

The cleaning services are categorised into two (2) cleaning activities:

1. Category I: General Cleaning;
2. Category II: As-and-when-requested Cleaning;

#### 4.1 CATEGORY I: GENERAL CLEANING

General cleaning services are pre-determined tasks. The cleaning activities are divided into daily, weekly, monthly, and yearly tasks. These minimum frequencies shall be performed to ensure that the facilities maintain a clean, neat and tidy appearance. A detailed description of those tasks and their frequency are included in *Attachment 1 to Annex A – Cleaning Schedule* however, the lists are not exhaustive. Additional cleaning tasks may be requested during the annual closure (mid-December to end of January).

The general cleaning work consists of thoroughly cleaning floors, walls, furniture, equipment, displays, and ceilings in following locations outlined in Table 1, Table 2 and Attachment 1 to Annex A.

Additional tasks include:

As needed, sort guide uniforms at the end of each of the three sessions (May, August, December) and provide a list of the number of each uniform component to the Administrative Assistant in preparation for dry cleaning. Sort and store uniforms upon their return from dry cleaning.

Cleaning Frequency:

The minimum cleaning frequency for each of the spaces is listed in the tables below.

**Table 1: Canadian National Vimy Memorial, Cleaning Frequency**

Location	Minimum Cleaning Frequency (including statutory holidays)
Visitor Centre (Lobby, Washrooms, Staff Area, Exhibit Hall, office and washroom on second floor)	Year-round, daily  <i>*Exception – reduced scope of cleaning from mid-December to end of January as outlined by the Project Authority.</i>
Monument washroom block	Year-round, once daily weekdays and twice daily on weekends
Trenches washroom block	Year-round, once daily weekdays and twice daily on weekends
Guide kiosk (including kitchen and washroom)	Year-round, daily  <i>*Exception - reduced scope of cleaning from mid-December to end of January as outlined by the Project Authority.</i>
Administrative building (including washrooms and employee kitchen)	Year-round, Monday-Friday
Training centre (classroom area)	Year-round, Weekly and as requested by the Project Authority
Workshop (washroom and office space)	Year-round, Monday-Friday

**Table 2: Beaumont-Hamel Newfoundland Memorial, Cleaning Frequency**

Location	Minimum Cleaning Frequency (including statutory holidays)
Visitor Centre (includes toilets, office area, and kitchen)	Year-round, daily  <i>Exception – reduced scope of cleaning mid-December to end of January as outlined by the Project Authority.</i>
Residence	Weekly, Year round

#### 4.2 CATEGORY II: AS AND WHEN REQUESTED CLEANING SERVICES

Some cleaning services will be required on an “as-and-when requested” basis. These cleaning services cannot be determined in advance and may be requested at any given time, including before or after regular working hours, during weekends and during French statutory holidays. When these services are required, the Project Authority will notify the Contractor as soon as possible.

The following tasks will be required on an “as-and-when requested” basis:

- Intensive cleaning after major construction/ renovation work
- Cleaning before or after ceremonies, special events, official visits etc.

All extra work as noted above must be approved by the Project Authority before the work begins.

#### 4.3 RESPONSIBILITIES OF THE CONTRACTOR, GENERAL RULES AND WORK INSTRUCTIONS

- The Contractor must provide all appropriate personnel and must respect the daily working schedule.
- The Contractor must provide qualified personnel in order to execute the activities as per the contract.
- The Contractor must provide one Client Services Representative for the contract to coordinate activities at both the Canadian National Vimy Memorial and the Beaumont-Hamel Newfoundland Memorial. The Contractor’s Client Services Representative must be available during the daily cleaning schedule and during regular business hours.
- The Contractor must provide the specialized floor cleaning equipment and the resources trained to operate it as follows:
  - One self-washing machine for the Vimy Visitor Centre flooring;
  - One small mechanical brushing machine for the Vimy site;
  - One small mechanical brushing machine for the Beaumont-Hamel site.
- The Contractor will be responsible for supplying suitable replacement cleaning equipment in case of a malfunction or defective equipment within one business day.

- The Contractor must ensure that that all the work is done in compliance with the industry standards and with the quality standards listed in Attachment 2 to Annex A.
- The Contractor must notify the Project Authority of critical issues that may affect the execution of the work.
- The Contractor must ensure that the any equipment, supplies and materials used for the cleaning services are safe and meet the highest operational standards.
- When the floors are being cleaned, the Contractor must place warning signs in English and French in high traffic or visible locations for VAC employees, Contracted resources and visitors.
- The Contractor is to provide all the necessary tools and equipment required to perform all tasks as detailed in Attachment 3 to Annex A.
- The contractor must be sufficiently stocked and delivered to the site as requested.
- The Project Authority may reject any product, material, supply item or equipment used by the contractor. The Project Authority may request specific products, materials or equipment to be used by the Contractor. The Contractor must provide a replacement that is accepted by the Project Authority.
- A list of materials to be used shall be submitted to the Project Authority or designated VAC representative for approval prior to use. Cleaning products must be clearly labeled and the material safety data sheets must be present at the product's location of storage.
- The contractor must provide the products detailed in Attachment 3 to Annex A.
- All light furniture and furniture fitted with wheels must be moved to allow for thorough cleaning under and around them. The Contractor must never put furniture, chairs and waste bins and other items on the desks, tables or any other piece of furniture during cleaning activities.
- The contractor's resources must never move or touch any papers, files or materials left on the furniture. Prior to any cleaning by the Contractor's resources, all articles on the desktop will be removed by the VAC employee.
- The Contractor is responsible for ensuring that their resources follow the security and safety standards established by VAC, by the EU legislation, and by local laws.

#### 4.4 SCHEDULE OF SERVICES

VAC requires cleaning services seven (7) days per week including French public holidays. The general cleaning services must take place before the hours stipulated in Table 3 and Table 4. Cleaning services must be completed before the opening of the Visitor Centres. The Project Authority can modify the schedule of services as required in writing to the Contractor.

**Table 3: Canadian National Vimy Memorial**

Building	Cleaning must be completed by:
Visitor Centre (Lobby, Washrooms, Staff Area, Exhibit Hall, office and washroom on second floor)	9:00 a.m.



Monument washroom block - once daily weekdays	11:00 a.m.
Monument washroom block - twice daily weekends	11:00 a.m. and by 3:00 p.m.
Trenches washroom block - once daily weekdays	10:00 a.m.
Trenches washroom block - twice daily weekends	10:00 a.m. and by 3:00 p.m.
Guide kiosk (including kitchen and washroom)	9:00 a.m.
Administrative building (including washrooms and employee kitchen)	8:00 a.m.
Training centre (classroom area)	No specific time
Workshop (washroom and office space)	Noon

**Table 4: Beaumont-Hamel Newfoundland Memorial**

Location	Cleaning must be completed by:
Visitor Centre (includes toilets, office area, and kitchen)	9:00 a.m.
Residence	No specific time

#### 4.5 MEETINGS

Liaison meetings must be held once per month to ensure that all the cleaning procedures meet the quality standards or as requested by the Project Authority or their team. The Contractor will provide a summary email 24 hours following the meeting with the Project Authority.

#### 4.6 CONTRACTOR'S RESOURCES- RESOURCING LEVEL AND QUALIFICATIONS

The Contractor must provide a minimum of four (4) general cleaners in order to consistently meet required daily cleaning quality standards, thus 3 at Vimy and 1 at Beaumont-Hamel.

The Contractor must maintain a sufficient reserve of "replacement resources", available for replacement for vacations, illness (short and long term) in order to avoid any interruption of services. Within one month of Contract Award, the Contractor must pre-identify a list of potential cleaners. The potential cleaners must have a valid security screening.

The resources must have the following suitability and competencies:

- Independent
- Attentive to detail
- Thorough
- Efficient
- Organizational skills

- Teamwork
- Comfortable and professional when in contact with the public
- Punctuality
- Resources must have a minimum of two years' experience in the provision of professional cleaning services

#### **4.7 DRESS CODE**

The cleaning staff must always wear a clean and appropriate uniform when on duty. A uniform must include a trouser and a shirt. In order to clearly identify and distinguish the Contractor's resources, a monogram or the name of the Contractor must be applied on the uniform.

The Contractor is responsible for providing the resources with the uniforms and closed toe footwear and to replace them in sufficient quantity so that the staff may change daily. The Contractors' resources must not wear a hat, a baseball cap or open toed footwear.

#### **4.8 INFORMATION RELATED TO HEALTH AND SAFETY**

The Contractor must comply with all the safety measures relative to personnel, fire hazards, use of equipment, materials, tools, cleaning products, work habits and procedures recommended by the French national codes and/or required by the competent authorities.

The Contractor must take all necessary steps to protect visitors, VAC personnel and property of VAC from any harm in the course of their work.

The Contractor must provide training to all resources assigned to the performance of the work under the Contract including proper handling, use and disposal of all cleaning products including sanitizers, disinfectants, etc.

The Project Authority has the right to ask for the replacement of the Contractor's resource if they do not respect the safety regulations when using the equipment, not limited to, as well as the relative personal safety rules.

The Contractor must ensure that all equipment used to perform the work is in good working condition. The Contractor is also responsible for performing periodical testing of on-site equipment in accordance with any Health & Safety standards.

The Project Authority reserves the right to have equipment judged unsafe, not suitable or defective taken out of service and replaced by the Contractor.

As cleaning personnel resources may work alone in the early hours of the morning (before daybreak), the Contractor must ensure that resources are equipped with a lone worker protection device for personal safety.

The Contractor must display and keep updated the Material Safety Data Sheets for all the products in the storage areas. The Contractor must establish and review a Safety Prevention Plan on a yearly basis with VAC. Once approved and signed by the Contractor and VAC, the plan must be posted and reviewed by the Contractor and their resources.

#### **4.9 WASTE MANAGEMENT**

Waste collection and removal services, for each building, shall be performed according to the Project Authority instructions and in accordance with the policy and local waste management practices and, in accordance with the local recycling program. This also includes delivering the garbage bin into appropriate containers identified in accordance with the EU legislation.

The Contractor resources shall be responsible for the removal and separation of all recyclable materials including, but not limited to, mixed office paper, newspaper, old, corrugated cardboard, aluminum and steel cans, plastics, and organic material, placing these in designated recycling garbage containers located in front of each building, according to the local waste management and recycling program.

#### **5. SECURITY REQUIREMENTS**

The cleaning resources must have a security clearance, obtained via background checks with the police and/or other authorities in France and/or Canada. Security checks must take place prior to initial assignment of resources and may have to be renewed on a periodic basis. The cleaning resources must adhere to the strictest requirements in terms of discretion and integrity.

VAC reserves the right to reject and/or terminate resources based on findings from, or as a result of incomplete security reliability checks.

#### **6. LOCATION OF WORK**

The contractor will provide resources to work at the Canadian National Vimy Memorial and the Beaumont-Hamel Newfoundland Memorial.

#### **7. METHOD OF PAYMENT**

Invoices will be provided monthly outlining hours worked. Payment will be for actual hours worked as verified by the Project Authority. Attachment 4 to Annex A applies to the basis of payment.

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## **8. INSPECTION, DOCUMENTATION AND ACTIVITY LOGGING**

The Project Authority will conduct random inspections for all specifications identified in the Contract and will provide performance evaluations to the Contractor notifying any deficiencies in writing by email.

Contractor must remain responsible to make any necessary changes if the Project Authority determines that any task has not been performed adequately or satisfactorily. Contractor must correct the deficiency within twenty-four (24) hours from notice of the deficiency, or sooner depending on the severity of the task.

The Project Authority will also maintain a record of complaints received from VAC staff, Contracted Resources and Visitors and will provide the necessary information to the Contractor. The Contractor must take all appropriate actions in order to correct the situation within twenty-four (24) hours of the receipt of the information.

The following criteria will be used by the Project Authority to determine "Acceptance" of the services provided under this statement of work (see Section 5 – Task Specifications /Requirements):

- Frequency of tasks (i.e., Daily, Weekly, Monthly, etc.)
- Contractor's Resources (including but not limited to services, number of resources, punctuality, etc.)
- Quality control as defined in Quality Standards (see Attachment 2 to Annex A – Quality Standards)
- Complaints received
- Completion of the tasks identified for each building

## **9. PRIVACY AND INFORMATION MANAGEMENT**

### **9.1 OWNERSHIP OF INFORMATION**

The Contractor must ensure that all records which are collected, used, processed, handled, stored, and created for the purposes of fulfilling the requirements of the contract, regardless of the format, remain under the ownership and control of Veterans Affairs Canada (VAC).

The Contractor acknowledges that all records belonging to VAC are managed in accordance with all applicable Government of Canada legislation.

Upon delivery of the final requirements of the contract, the Contractor will ensure that all information belonging to VAC is transferred or disposed of, following a process approved by the Project Authority and VAC Information Management.

### **9.2 NON-DISCLOSURE OF VETERANS AFFAIRS CANADA INFORMATION**

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The Contractor agrees that all information, created or used to fulfill the requirements of this contract, remains under the ownership and control of Veterans Affairs Canada (VAC). The Contractor will not disclose information belonging to VAC to any third party (this includes any generative AI tool) for any reason or purpose whatsoever. This applies to both during and after the contract period.

### **9.3 HANDLING OF PERSONAL INFORMATION**

The Contractor acknowledges that Veterans Affairs Canada is bound by the Privacy Act with respect to the protection of personal information as defined in the Act. The Contractor must keep private and confidential any such personal information collected, created or handled by the Contractor under the contract, and must not collect, use, copy, disclose, dispose of or destroy such personal information except in accordance with the Privacy Act and the delivery provisions of the contract.

### **9.4 REQUESTS FOR INFORMATION**

Should the Contractor receive a request for information from a third party the Contractor will advise the Project Authority. Following consultation with the VAC Access to Information and Privacy Coordinator, the Project Authority will provide the Contractor with guidance and direction on handling the request.

### **9.5 NOTIFICATION OF NON-COMPLIANCE OR BREACH OF PRIVACY AND SECURITY**

The Contractor shall notify, in writing, the Project Authority, Veterans Affairs Canada and the Contracting Authority immediately of any reason it does not comply with the Privacy and Security provisions of the Contract in any respect. The Contractor shall promptly notify the Project Authority of the particulars of the non-compliance and what steps it proposes to take to address, or prevent recurrence of the non-compliance.

The Contractor shall notify the Project Authority immediately when it becomes aware of an occurrence of breach of privacy or of the security requirements of the Contract. This includes but is not limited to:

- a. unauthorized access to or modification of the personal information in its custody
- b. unauthorized use of the personal information in its custody
- c. unauthorized disclosure of the personal information in its custody
- d. A breach of privacy or security with respect to personal information in its custody or with respect to any computer system in its custody and that may be used to access personal information.

The Contractor shall work with the Department to achieve resolution and compliance with Government of Canada privacy and security requirements.

## ATTACHEMENT 1 TO ANNEX A

### CATEGORY 1 – CLEANING SCHEDULE

<b>GENERAL CLEANING</b>					
<b>Area</b>	<b>Tasks</b>	<b>Minimum Frequency</b>			
		<b>Daily</b>	<b>Weekly</b>	<b>Monthly</b>	<b>Yearly</b>
<b>Visitors Centres Exhibits</b>  (Vimy Visitor Center & Beaumont-Hamel Visitor Centre)	Sweep floor space	X			
	Wet mop hard surface floors (machine at Vimy)	X			
	Dust and clean the front desk area	X			
	Dust moldings, exhibits, interpretive panels and shelves	X			
	Clean and disinfect counter tops	X			
	Remove fingerprints from painted and glass surfaces in exhibit hall and lobby	X			
	Empty garbage bins, collect and dispose of trash and litter, replace plastic bags	X			
	Clean and vacuum entrance mats	X			
	Disinfect interactive elements of the exhibit	X			
	Remove cobwebs		X		
	Dust baseboards around the centre		X		
	Clean interior window sashes and windows where physically feasible		X		
<b>Washrooms</b>  (Vimy Visitor Centre, Trenches Washroom, Monument Washroom, Beaumont-Hamel Visitor Centre,	Replenish hand soap, paper towel and toilet paper, etc.	X			
	Ensure there are always adequate supplies of paper towel, soap, toilet paper etc. available for daytime restocking	X			
	Empty garbage and sanitary bins, collect and dispose of trash and litter, replace plastic bags	X			
	Sweep and wash floors	X			

Workshop Washroom)	Clean and sanitize door handles	X			
	Clean and disinfect wash basins and sinks	X			
	Clean and disinfect toilet bowls	X			
	Clean and disinfect urinals	X			
	Clean and shine plumbing fixtures (free of corrossions or calcium deposits)	X			
	Clean mirrors (free of streaks)	X			
	Clean walls under the hand dryer	X			
	Clean baseboards		X		
	Clean stall partitions		X		
	Clean walls			X	
	Clean floors with brushing machine to remove build-up dirt		X		
<b>Office Space &amp; Administration</b>  (Vimy Administration, Beaumont-Hamel Administration, Vimy Centre Office, Workshop Office)	Dust and wipe clean desk, desk lamp, phone and chairs	X			
	Sweep offices and conference room of visible dirt	X			
	Empty garbage bins, collect and dispose of trash and litter, replace plastic bags	X			
	Mop floors		X		
	Remove cobwebs		X		
	Spot clean windows and doors		X		
	Wash windows			X	
	Clean baseboards		X		
	Wash wastepaper baskets		X		
	Wash walls and doors				X
<b>Kitchens</b>  (Guide Kiosk, Vimy Administration, Beaumont-Hamel Administration)	Sweep and wash floors	X			
	Clean sink, faucet and kitchen counter	X			
	Clean and disinfect kitchen tables and chairs	X			
	Empty garbage bins, collect and dispose of trash and litter, replace plastic bags	X			

	Spot clean exterior surface of appliances	X			
	Clean cabinet doors and inside cabinets			X	
	Dust and clean window sills			X	
<b>Training Centre</b>  (Vimy)	Sweep floors		X		
	Wash floors			X	
	Clean sink, faucet and kitchen counter		X		
	Clean and disinfect kitchen tables and chairs			X	
	Empty garbage bins, collect and dispose of trash and litter, replace plastic bags		X		
	Clean cabinet doors and inside cabinets			X	
	Dust and clean window sills			X	
	Clean floors with brushing machine to remove built-up dirt				X
<b>Residence</b>  (Beaumont-Hamel)	Sweep floors		X		
	Wash floors		X		
	Clean sink, faucet and kitchen counter		X		
	Clean and disinfect kitchen tables and chairs		X		
	Empty garbage bins, collect and dispose of trash and litter, replace plastic bags		X		
	Clean cabinet doors and inside cabinets		X		
	Dust and clean window sills		X		
	Dust and wipe clean furniture		X		
	Clean interior window sashes and windows where physically feasible		X		



## ATTACHEMENT 2 TO ANNEX A

### QUALITY STANDARDS

The quality standards of the cleaning services described in this statement of work will be assessed and monitored according to the following quality standards:

1. General Cleaning:
  - a. All surfaces and objects specified in the contract must be free of dust, stains, spills, debris and soil immediately after cleaning operation.
  - b. Machinery and equipment must be in a functioning state.
  - c. Machinery and equipment must not block a passageway or present a hazard.
  - d. Caution signs must be placed during cleaning.
  - e. Furnishings moved by cleaners must be returned to their original location.
  - f. Washrooms and kitchen areas require thorough cleaning of all surfaces.
2. Spot cleaning:
  - a. All affected areas must be clear of stains, streaks and soil.
  - b. All over-spray from spray applicators must be wiped clean from all surfaces.
3. Sweeping:
  - a. All building floor areas including open areas and flooring around furniture legs and into corners must be free of dirt and litter.
4. Dust mopping:
  - a. All floor areas including open areas and flooring around furniture legs and into corners must be free of debris and dust film.
5. Damp mopping/ Wash floors:
  - a. Floor areas including open areas and flooring around furniture legs and into corners must be clean and free of surface stains, soil, mop streaks, loose mop strands and water spotting.
  - b. The area must be swept or dry mopped immediately before damp mopping.
  - c. The area must be damp mopped with clean water and a clean mop.
  - d. Walls, baseboards and other surfaces must be free of splash marks.
6. Machine scrubbing:
  - a. All areas must be free of dirt, stains, scuff marks, splashing, cleaning chemical and water accumulations.
  - a. Corners and other areas not accessible to mechanical floor scrubber must be scrubbed manually.
7. Vacuuming
  - a. All carpet surfaces must have an overall appearance of cleanliness and must be free of visible dust, dirt and grit. A power head must be used.

## 8. Damp Wiping

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

## 9. Glass and Mirror Cleaning

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

## 10. Heavy dusting to include spider web removal

- a. All surfaces must be free of dust and spider webs.
- b. High dusting up to 3 meters must be done using either damp rag wiping or vacuuming. The method will be specified by the Project Authority
- c. Dust must be contained and prevented from floating freely in the air during operation.

## 11. Clean and Disinfect

- a. All surfaces cleaned and disinfected must be rinsed clean of residual disinfectant.

## **ATTACHMENT 3 TO ANNEX A**

### **LIST OF PRODUCTS TO SUPPLY**

This attachment forms part of the Contract and is used to define the list of products.

On-site stock must never drop below 20%.

The list of products to be supplied is as follows:

- Multi-purpose cleaner
- Modern window and surface cleaner
- Floors cleaner for the various types of floors (ceramic tile, linoleum, concrete, wood)
- Degreaser
- Detergent for self-washing machine
- Disinfectant
- Kitchen disinfectant
- Sanitary detergent
- Descaling toilet gel
- Urinal tablets

List of consumable products:

- Foam hand soap for existing dispensers
- Waste bags
- Bags for recycling

The Project Authority may accept or reject any product, material, supply item or equipment used by the contractor. The Project Authority may request specific products, materials or equipment to be used by the Contractor.

Cleaning products must be clearly labeled and the material safety data sheets must be present at the product's location of storage.

## **ATTACHMENT 4 TO ANNEX A**

### **KEY PERFORMANCE INDICATOR AND QUALITY MANAGEMENT SYSTEM**

This attachment forms part of the Contract and is used to maintain a certain level of quality for the cleaning services provided in accordance with Annex A – Statement of Work.

The Key Performance Indicators and respective penalties will be applied to the rates indicated in Annex B – Basis of Payment.

#### **A. KEY PERFORMANCE INDICATORS**

1. If the Project Authority receives more than three reasonable written complaints about the quality of the cleaning services provided, within a month, the invoice amount for this month must be reduced by 10 %. The reasonability of the complaints received will be determined by the Project and Contracting Authority, a written explanation can be requested by the Contractor. In addition to that, the written complaint will be immediately brought to the Contractors attention by the Project Authority. The Contractor must address and resolve the complaints within 48 hours after receipt, otherwise the invoice amount will be reduced by additional 5%.
2. Cleaning services must be provided on a daily basis in accordance with Attachment 1 to Annex A – Cleaning Schedule, if the services are not provided in accordance with the cleaning schedule the hours that were scheduled for the day will not be paid and the invoice amount will be reduced by 10 % for every day the services haven't been provided.
3. If a minor deficiency in quality is detected the Contractor must take care of such minor deficiency within 48 hours after they receive notification. The notification must be in writing and as soon as the deficiency occurred. If the Contractor fails to meet the response time of 48 hours the invoice amount for that month will be reduced by 1%. Examples for possible minor deficiencies could be: Garbage bins not been emptied; Paper towels not been replaced etc.

#### **B. QUALITY MANAGEMENT SYSTEM**

The Contractor must adhere to their quality management system. The quality management system must explain in detail how the Contractor will conduct quality controls throughout the year. The minimum number of quality controls is 24 per year, this corresponds to one quality control per month. The Contractor must provide the form used for conducting quality controls.

## **ANNEX B**

### **BASIS OF PAYMENT**

The Contractor will be paid firm all-inclusive hourly rates as follows, for work performed in accordance with Annex A and products outlines in Attachment 3 to Annex A. The firm all-inclusive hourly rates include all costs necessary to perform the work. Customs duties are included and Applicable Taxes are extra. Attachment 4 to Annex A is applicable to the basis of payment.

The Contractor is not entitled to any other payment, compensation or remuneration than those indicated below.

Vacation and sick leave hours are not considered hours worked.

The volumetric data included in the Basis of Payment are provided for bid evaluation purposes only. They are not to be considered as a contractual guarantee. Their inclusion in this Basis of Payment does not represent a commitment by Canada that Canada's future usage of the services described in the bid solicitation will be consistent with this data.

**A. FOR THE PERIOD FROM DATE OF CONTRACT AWARD FOR ONE YEAR:  
01 July 2024 to 30 June 2025**

<b>Canadian National Vimy Memorial</b>	
	Sub-total
<b>Category I: General Cleaning</b>	
_____ € per hour for an estimated <b>3120</b> hours per year (Monday to Friday)	_____ €
_____ € per hour for an estimated <b>624</b> hours per year (Saturday and Sunday)	_____ €
_____ € per hour for an estimated <b>50</b> hours per year (French Public Holiday)	_____ €
<b>Category II: As and when required cleaning services</b>	
_____ € per hour for Sundays Day Time for an estimated <b>5</b> hours per year	_____ €
_____ € per hour for Sundays Night Time for an estimated <b>0</b> hours per year	_____ €
_____ € per hour for Holidays Day Time for an estimated <b>5</b> hours per year	_____ €
_____ € per hour for Holidays Night Time for an estimated <b>0</b> hours per year	_____ €
<b>TOTAL ESTIMATED COST – VIMY</b>	
	_____ €

<b>Beaumont-Hamel Newfoundland Memorial</b>	
	Sub-total
<b>Category I: General Cleaning</b>	
_____ € per hour for an estimated <b>1040</b> hours per year (Monday to Friday)	_____ €
_____ € per hour for an estimated <b>104</b> hours per year (Saturday and Sunday)	_____ €
_____ € per hour for an estimated <b>25</b> hours per year (French Public Holiday)	_____ €
<b>Category II: As and when required cleaning services</b>	
_____ € per hour for Sundays Day Time for an estimated <b>5</b> hours per year	_____ €
_____ € per hour for Sundays Night Time for an estimated <b>0</b> hours per year	_____ €
_____ € per hour for Holidays Day Time for an estimated <b>5</b> hours per year	_____ €
_____ € per hour for Holidays Night Time for an estimated <b>0</b> hours per year	_____ €

<b>TOTAL ESTIMATED COST – BEUAMONT-HAMEL</b>	_____ €
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<b>TOTAL ESTIMATED COST FOR 2024/2025</b>	_____ €
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**B. FOR THE OPTION PERIOD (1) : 01 July 2025 to 30 June 2026**

<b>Canadian National Vimy Memorial</b>	
	Sub-total
<b>Category I: General Cleaning</b>	
_____ € per hour for an estimated <b>3120</b> hours per year (Monday to Friday)	_____ €
_____ € per hour for an estimated <b>624</b> hours per year (Saturday and Sunday)	_____ €
_____ € per hour for an estimated <b>50</b> hours per year (French Public Holiday)	_____ €
<b>Category II: As and when required cleaning services</b>	
_____ € per hour for Sundays Day Time for an estimated <b>5</b> hours per year	_____ €
_____ € per hour for Sundays Night Time for an estimated <b>0</b> hours per year	_____ €
_____ € per hour for Holidays Day Time for an estimated <b>5</b> hours per year	_____ €
_____ € per hour for Holidays Night Time for an estimated <b>0</b> hours per year	_____ €
<b>TOTAL ESTIMATED COST – VIMY</b>	_____ €

<b>Beaumont-Hamel Newfoundland Memorial</b>	
	Sub-total
<b>Category I: General Cleaning</b>	
_____ € per hour for an estimated <b>1040</b> hours per year (Monday to Friday)	_____ €
_____ € per hour for an estimated <b>104</b> hours per year (Saturday and Sunday)	_____ €
_____ € per hour for an estimated <b>25</b> hours per year (French Public Holiday)	_____ €
<b>Category II: As and when required cleaning services</b>	
_____ € per hour for Sundays Day Time for an estimated <b>5</b> hours per year	_____ €
_____ € per hour for Sundays Night Time for an estimated <b>0</b> hours per year	_____ €

_____ € per hour for Holidays Day Time for an estimated <b>5</b> hours per year	_____ €
_____ € per hour for Holidays Night Time for an estimated <b>0</b> hours per year	_____ €
<b>TOTAL ESTIMATED COST – BEUAMONT-HAMEL</b>	_____ €

<b>TOTAL ESTIMATED COST FOR 2025/2026</b>	_____ €
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**C. FOR THE OPTION PERIOD (2) : 01 July 2026 to 30 June 2027**

<b>Canadian National Vimy Memorial</b>	
	Sub-total
<b>Category I: General Cleaning</b>	
_____ € per hour for an estimated <b>3120</b> hours per year (Monday to Friday)	_____ €
_____ € per hour for an estimated <b>624</b> hours per year (Saturday and Sunday)	_____ €
_____ € per hour for an estimated <b>50</b> hours per year (French Public Holiday)	_____ €
<b>Category II: As and when required cleaning services</b>	
_____ € per hour for Sundays Day Time for an estimated <b>5</b> hours per year	_____ €
_____ € per hour for Sundays Night Time for an estimated <b>0</b> hours per year	_____ €
_____ € per hour for Holidays Day Time for an estimated <b>5</b> hours per year	_____ €
_____ € per hour for Holidays Night Time for an estimated <b>0</b> hours per year	_____ €
<b>TOTAL ESTIMATED COST – VIMY</b>	_____ €

<b>Beaumont-Hamel Newfoundland Memorial</b>	
	Sub-total
<b>Category I: General Cleaning</b>	
_____ € per hour for an estimated <b>1040</b> hours per year (Monday to Friday)	_____ €
_____ € per hour for an estimated <b>104</b> hours per year (Saturday and Sunday)	_____ €
_____ € per hour for an estimated <b>25</b> hours per year (French Public Holiday)	_____ €
<b>Category II: As and when required cleaning services</b>	



_____ € per hour for Sundays Day Time for an estimated <b>5</b> hours per year	_____ €
_____ € per hour for Sundays Night Time for an estimated <b>0</b> hours per year	_____ €
_____ € per hour for Holidays Day Time for an estimated <b>5</b> hours per year	_____ €
_____ € per hour for Holidays Night Time for an estimated <b>0</b> hours per year	_____ €
<b>TOTAL ESTIMATED COST – BEUAMONT-HAMEL</b>	_____ €

<b>TOTAL ESTIMATED COST FOR 2026/2027</b>	_____ €
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**D. FOR THE OPTION PERIOD (3) : 01 July 2027 to 30 June 2028**

<b>Canadian National Vimy Memorial</b>	
	Sub-total
<b>Category I: General Cleaning</b>	
_____ € per hour for an estimated <b>3120</b> hours per year (Monday to Friday)	_____ €
_____ € per hour for an estimated <b>624</b> hours per year (Saturday and Sunday)	_____ €
_____ € per hour for an estimated <b>50</b> hours per year (French Public Holiday)	_____ €
<b>Category II: As and when required cleaning services</b>	
_____ € per hour for Sundays Day Time for an estimated <b>5</b> hours per year	_____ €
_____ € per hour for Sundays Night Time for an estimated <b>0</b> hours per year	_____ €
_____ € per hour for Holidays Day Time for an estimated <b>5</b> hours per year	_____ €
_____ € per hour for Holidays Night Time for an estimated <b>0</b> hours per year	_____ €
<b>TOTAL ESTIMATED COST – VIMY</b>	_____ €

<b>Beaumont-Hamel Newfoundland Memorial</b>	
	Sub-total
<b>Category I: General Cleaning</b>	

_____ € per hour for an estimated <b>1040</b> hours per year (Monday to Friday)	_____ €
_____ € per hour for an estimated <b>104</b> hours per year (Saturday and Sunday)	_____ €
_____ € per hour for an estimated <b>25</b> hours per year (French Public Holiday)	_____ €
<b>Category II: As and when required cleaning services</b>	
_____ € per hour for Sundays Day Time for an estimated <b>5</b> hours per year	_____ €
_____ € per hour for Sundays Night Time for an estimated <b>0</b> hours per year	_____ €
_____ € per hour for Holidays Day Time for an estimated <b>5</b> hours per year	_____ €
_____ € per hour for Holidays Night Time for an estimated <b>0</b> hours per year	_____ €
<b>TOTAL ESTIMATED COST – BEUAMONT-HAMEL</b>	_____ €

<b>TOTAL ESTIMATED COST FOR 2027/2028</b>	_____ €
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**E. FOR THE OPTION PERIOD (4) : 01 July 2028 to 30 June 2029**

<b>Canadian National Vimy Memorial</b>	
	Sub-total
<b>Category I: General Cleaning</b>	
_____ € per hour for an estimated <b>3120</b> hours per year (Monday to Friday)	_____ €
_____ € per hour for an estimated <b>624</b> hours per year (Saturday and Sunday)	_____ €
_____ € per hour for an estimated <b>50</b> hours per year (French Public Holiday)	_____ €
<b>Category II: As and when required cleaning services</b>	
_____ € per hour for Sundays Day Time for an estimated <b>5</b> hours per year	_____ €
_____ € per hour for Sundays Night Time for an estimated <b>0</b> hours per year	_____ €
_____ € per hour for Holidays Day Time for an estimated <b>5</b> hours per year	_____ €
_____ € per hour for Holidays Night Time for an estimated <b>0</b> hours per year	_____ €

<b>TOTAL ESTIMATED COST – VIMY</b>	€
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<b>Beaumont-Hamel Newfoundland Memorial</b>	
	Sub-total
<b>Category I: General Cleaning</b>	
_____ € per hour for an estimated <b>1040</b> hours per year (Monday to Friday)	_____ €
_____ € per hour for an estimated <b>104</b> hours per year (Saturday and Sunday)	_____ €
_____ € per hour for an estimated <b>25</b> hours per year (French Public Holiday)	_____ €
<b>Category II: As and when required cleaning services</b>	
_____ € per hour for Sundays Day Time for an estimated <b>5</b> hours per year	_____ €
_____ € per hour for Sundays Night Time for an estimated <b>0</b> hours per year	_____ €
_____ € per hour for Holidays Day Time for an estimated <b>5</b> hours per year	_____ €
_____ € per hour for Holidays Night Time for an estimated <b>0</b> hours per year	_____ €
<b>TOTAL ESTIMATED COST – BEUAMONT-HAMEL</b>	_____ €

<b>TOTAL ESTIMATED COST FOR 2028/2029</b>	_____ €
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<b>PRICING SUMMARY</b>	
Total estimated cost – Section A	_____ €
Total estimated cost – Section B	_____ €
Total estimated cost – Section C	_____ €
Total estimated cost – Section D	_____ €
Total estimated cost – Section E	_____ €
<b>TOTAL EVALUATED PRICE</b>	_____ €

Solicitation No. - N° de l'invitation

3000773669

Client Ref. No. - N° de réf. du client

1000526979

Amd. No. - N° de la modif.

File No. - N° du dossier

Buyer ID - Id de l'acheteur

msmacada

CCC No./N° CCC - FMS No./N° VME

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**NOTE:**

1) If applicable, the Value Added Tax @ 19.6% shall be shown as a separate item.

**ANNEX C  
SECURITY REQUIREMENTS CHECK LIST**



Government of Canada  
Gouvernement du Canada

Contract number / Numéro du contrat 3000773669
Security Classification / Classification de sécurité

**Security Requirements Check List (SRCL)  
Liste de vérification des exigences relatives à la sécurité (LVERS)**

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

1. Originating Government Department or Organization / Ministère ou organisme gouvernemental d'origine Veterans Affairs Canada		2. Branch or Directorate / Direction générale ou Direction Commemoration - International Operations	
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 Contract to provide cleaning services at the Canadian National Vimy Memorial and the Beaumont-Hamel Newfoundland Memorial			
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? (Specify the level of access using the chart in Question 7. c) Le fournisseur ainsi que les employés auront-ils accès à des renseignements ou à des biens PROTÉGÉS et/ou CLASSIFIÉS? (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 checked="" type="checkbox"/>		NATO / OTAN <input type="checkbox"/>	
Foreign / Étranger <input type="checkbox"/>			
7. b) Release restrictions / Restrictions relatives à la diffusion			
No release restrictions Aucune restriction relative à la diffusion <input checked="" type="checkbox"/>		All NATO countries Tous les pays de l'OTAN <input type="checkbox"/>	
Not releasable À ne pas diffuser <input type="checkbox"/>		Restricted to: / Limité à: <input type="checkbox"/>	
Restricted to: / Limité à: <input type="checkbox"/>		Restricted to: / Limité à: <input type="checkbox"/>	
Specify country(ies): / Préciser le(s) pays:		Specify country(ies): / Préciser le(s) pays:	
7. c) Level of information / Niveau d'information			
PROTECTED A PROTÉGÉ A <input type="checkbox"/>	NATO UNCLASSIFIED NATO NON CLASSIFIÉ <input type="checkbox"/>	PROTECTED A PROTÉGÉ A <input type="checkbox"/>	
PROTECTED B PROTÉGÉ B <input type="checkbox"/>	NATO RESTRICTED NATO DIFFUSION RESTREINTE <input type="checkbox"/>	PROTECTED B PROTÉGÉ B <input type="checkbox"/>	
PROTECTED C PROTÉGÉ C <input type="checkbox"/>	NATO CONFIDENTIAL NATO CONFIDENTIEL <input type="checkbox"/>	PROTECTED C PROTÉGÉ C <input type="checkbox"/>	
CONFIDENTIAL CONFIDENTIEL <input type="checkbox"/>	NATO SECRET NATO SECRET <input type="checkbox"/>	CONFIDENTIAL CONFIDENTIEL <input type="checkbox"/>	
SECRET SECRET <input type="checkbox"/>	COSMIC TOP SECRET COSMIC TRÈS SECRET <input type="checkbox"/>	SECRET SECRET <input type="checkbox"/>	
TOP SECRET TRÈS SECRET <input type="checkbox"/>		TOP SECRET TRÈS SECRET <input type="checkbox"/>	
TOP SECRET (SIGINT) TRÈS SECRET (SIGINT) <input type="checkbox"/>		TOP SECRET (SIGINT) TRÈS SECRET (SIGINT) <input type="checkbox"/>	



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

Special comments:  
Commentaires spéciaux :

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

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

If Yes, will unscreened personnel be escorted?  
Dans l'affirmative, le personnel en question sera-t-il escorté?  No / Non  Yes / Oui

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

**INFORMATION / ASSETS / RENSEIGNEMENTS / BIENS**

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

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

**PRODUCTION**

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

**INFORMATION TECHNOLOGY (IT) MEDIA**

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



**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 RESTRIENTE	NATO CONFIDENTIAL / NATO CONFIDENTIEL	NATO SECRET	COSMIC TOP SECRET / COSMIC TRÈS SECRET	PROTECTED / PROTÉGÉ			CONFIDENTIAL / CONFIDENTIEL	SECRET	TOP SECRET / TRÈS SECRET		
											A	B	C					
Information / Assets / Renseignements / Biens	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Production	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
IT Media / Support TI	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
IT Link / Lien électronique	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

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 the SRCL be PROTECTED and/or CLASSIFIED?  
 La documentation associée à la présente LVERS sera-t-elle PROTÉGÉE et/ou CLASSIFIÉE?  No / Non  Yes / Oui

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

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## ANNEX D

### INSURANCE REQUIREMENTS

#### Commercial General Liability Insurance

1. The Contractor must obtain Commercial General Liability Insurance, and maintain it in force throughout the duration of the Contract, in an amount usual for a contract of this nature, but for not less than \$2,000,000 per accident or occurrence and in the annual aggregate.
2. The Commercial General Liability policy must include the following:
  - a. Additional Insured: Canada is added as an additional insured, but only with respect to liability arising out of the Contractor's performance of the Contract. The interest of Canada should read as follows: Canada, as represented by Public Works and Government Services Canada.
  - b. Bodily Injury and Property Damage to third parties arising out of the operations of the Contractor.
  - c. Products and Completed Operations: Coverage for bodily injury or property damage arising out of goods or products manufactured, sold, handled, or distributed by the Contractor and/or arising out of operations that have been completed by the Contractor.
  - d. Personal Injury: While not limited to, the coverage must include Violation of Privacy, Libel and Slander, False Arrest, Detention or Imprisonment and Defamation of Character.
  - e. Cross Liability/Separation of Insureds: Without increasing the limit of liability, the policy must protect all insured parties to the full extent of coverage provided. Further, the policy must apply to each Insured in the same manner and to the same extent as if a separate policy had been issued to each.
  - f. Blanket Contractual Liability: The policy must, on a blanket basis or by specific reference to the Contract, extend to assumed liabilities with respect to contractual provisions.
  - g. Employees and, if applicable, Volunteers must be included as Additional Insured.
  - h. Employers' Liability (or confirmation that all employees are covered by Worker's compensation (WSIB) or similar program)
  - i. Broad Form Property Damage including Completed Operations: Expands the Property Damage coverage to include certain losses that would otherwise be excluded by the standard care, custody or control exclusion found in a standard policy.
  - j. Notice of Cancellation: The Contractor will provide the Contracting Authority thirty (30) days prior written notice of policy cancellation or any changes to the insurance policy.



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- k. If the policy is written on a claims-made basis, coverage must be in place for a period of at least 12 months after the completion or termination of the Contract.
  - l. Owners' or Contractors' Protective Liability: Covers the damages that the Contractor becomes legally obligated to pay arising out of the operations of a subcontractor.
  - m. Non-Owned Automobile Liability – Coverage for suits against the Contractor resulting from the use of hired or non-owned vehicles.
  - o. All Risks Tenants Legal Liability – to protect the Contractor for liabilities arising out of its occupancy of leased premises.
  - q. Sudden and Accidental Pollution Liability (minimum 120 hours): To protect the Contractor for liabilities arising from damages caused by accidental pollution incidents.
  - r. Litigation Rights: Pursuant to subsection 5(d) of the [Department of Justice Act](#), S.C. 1993, c. J-2, s.1, if a suit is instituted for or against Canada which the Insurer would, but for this clause, have the right to pursue or defend on behalf of Canada as an Additional Named Insured under the insurance policy, the Insurer must promptly contact the Attorney General of Canada to agree on the legal strategies by sending a letter, by registered mail or by courier, with an acknowledgement of receipt.

**For the province of Quebec, send to:**

Director Business Law Directorate,  
Quebec Regional Office (Ottawa),  
Department of Justice,  
284 Wellington Street, Room SAT-6042,  
Ottawa, Ontario, K1A 0H8

**For other provinces and territories, send to:**

Senior General Counsel,  
Civil Litigation Section,  
Department of Justice  
234 Wellington Street, East Tower  
Ottawa, Ontario K1A 0H8

A copy of the letter must be sent to the Contracting Authority. Canada reserves the right to co-defend any action brought against Canada. All expenses incurred by Canada to co-defend such actions will be at Canada's expense. If Canada decides to co-defend any action brought against it, and Canada does not agree to a proposed settlement agreed to by the Contractor's insurer and the plaintiff(s) that would result in the settlement or dismissal of the action against Canada, then Canada will be responsible to the Contractor's insurer for any difference between the proposed settlement amount and the amount

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finally awarded or paid to the plaintiffs (inclusive of costs and interest)  
on behalf of Canada.

## ANNEX E

### MANDATORY TECHNICAL CRITERIA

#### **MANDATORY REQUIREMENTS**

It is understood by the parties submitting offers that to be considered valid, an offer MUST meet all of the following mandatory requirements. Proposals must be supported by proper and adequate detail, particularly where supporting evidence is required by a mandatory item. Those not meeting all of these mandatory requirements will be given no further consideration.

**ATTENTION: BIDDERS SHOULD WRITE BESIDE THE CRITERIA BELOW THE RELEVANT PAGE NUMBER(S) FROM YOUR PROPOSAL WHICH ADDRESSES THE ISSUE.**

MANDATORY REQUIREMENTS		COMPLIANCE	PAGE #	FOR EVALUATION PURPOSES	
				MET / NOT MET	COMMENTS
<b>M1.</b>	<p><b>Site Visit:</b></p> <p>The Bidder or a representative must be present at the site visit to the Canadian National Vimy Memorial and the Beaumont-Hamel Newfoundland Memorial.</p>	To demonstrate this, the Bidder must sign the list of attendance provided during the site visit and submit with the bid.		<input type="checkbox"/> <b>Met</b> <input type="checkbox"/> <b>Not Met</b>	
<b>M2.</b>	<p><b>Bidder's Attestation:</b></p> <p>The Bidder must demonstrate that they understand all service requirements and conditions as per Annex A, Attachments 1, 2, 3, &amp; 4.</p>	To demonstrate this, the Bidder must provide a written and signed attestation, found at Annex J, that they understand all obligations and requirements, and conditions related to the services		<input type="checkbox"/> <b>Met</b> <input type="checkbox"/> <b>Not Met</b>	

		requested as per Annex A, Attachments 1, 2, 3, & 4.			
<b>M3.</b>	<p><b>Bidder's Corporate Profile:</b></p> <p>At the time of the bid closing, the bidder must be a provider of commercial cleaning services, registered with the appropriate authorities in France</p> <p>And</p> <p>The Bidder must be able to provide cleaning services at both the Canadian National Vimy Memorial and the Beaumont-Hamel Newfoundland Memorial</p>	<p>The Bidder must demonstrate this by providing the following:</p> <p>(a) The Bidders's address</p> <p>(b) An Extract from the French Commercial Register containing a detailed history.</p> <p>The document must in validity term and not older than 30 Days.</p>		<input type="checkbox"/> <b>Met</b> <input type="checkbox"/> <b>Not Met</b>	
<b>M4.</b>	<p><b>Corporate Experience:</b></p> <p>The Bidder must possess at least four (4) years of experience in providing commercial cleaning services, obtained within the last five (5) years from the bid closing date on projects of similar size and scope to the requirements identified in Annex A</p> <p>A scope of similar size and scope is defined as follows:</p>	<p>The Bidder must demonstrate its experience by providing a project list containing the following information:</p> <ul style="list-style-type: none"> <li>a complete list of past/present projects where the experience was gained.</li> </ul>		<input type="checkbox"/> <b>Met</b> <input type="checkbox"/> <b>Not Met</b>	

	<p>a. A minimum duration of twelve consecutive months;</p> <p>b. A space with a similar type and use (i.e., office space, public building, etc.).</p>	<p>The following information must be provided for each project:</p> <p>a. Location (city, country);</p> <p>b. Period of service (Start and End Date - Month and Year);</p> <p>c. Size of the cleaning area in square metres (m2)</p> <p>d. a reference for each project where experience was gained:</p> <ol style="list-style-type: none"> <li>1. Company name</li> <li>2. Name and title of reference</li> <li>3. Email address</li> </ol> <p>References may be contacted to verify the validity of the information provided by the Bidder. If the verification does not match the proposal, then the Bid will be declared non-responsive.</p>			
<p><b>M5</b></p>	<p><b>Experience of Cleaning Personnel:</b></p>	<p>The Bidder must provide an attestation, found at Annex J, that confirms that they will ensure that all personnel will</p>		<p><input type="checkbox"/> <b>Met</b>  <input type="checkbox"/> <b>Not Met</b></p>	

	<p>The Bidder must attest that the cleaning personnel has a minimum of 2 years of experience in office cleaning and general cleaning services, within the last five years from the bid closing date.</p> <p>The bidder must attest that their cleaning resources will have all the mandatory training for all tools and equipment used to complete the work.</p>	<p>have the training and experience required.</p>			
<b>M6.</b>	<p><b>Communications &amp; Contingency Planning:</b></p> <p>The Bidder must provide a detailed communications plans and contingency plan for work undertaken at the site including the number of back-up employees and response time as outlined in Annex A.</p>	<p>The Bidder must provide a detailed plan with the following:</p> <p>a. How they will communicate with the client                  b. Back-up plan for ensuring the service will be rendered in the events there is an absence                  c. The response time for the intervention</p>		<input type="checkbox"/> <b>Met</b> <input type="checkbox"/> <b>Not Met</b>	
<b>M7.</b>	<p><b>Quality Management System:</b></p> <p>The Bidder must provide their quality management system and describe</p>	<p>The Bidder must explain in detail how the bidder will conduct quality controls throughout the year. The minimum number of quality</p>		<input type="checkbox"/> <b>Met</b> <input type="checkbox"/> <b>Not Met</b>	

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	<p>their process to resolve deficiencies as outlined in Annex D.</p>	<p>controls is 24 per year, this corresponds to one quality control per month at each site.</p> <p>The bidder must provide the form used for conducting quality controls with the bid.</p> <p>The quality management system must include corrective measures that will be taken when deficiencies are identified and include processes to avoid the occurrence in the future.</p>			
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## **ANNEX F**

### **ELECTRONIC PAYMENT INSTRUMENTS**

The Bidder accepts to be paid by any of the following Electronic Payment Instrument(s):

( ) Direct Deposit (Domestic and International);







## Contract Security Program (CSP) Application for Registration (AFR) for Canadian legal entities

### Instructions for completing the application

#### General Instructions

- This form is used for registering Canadian legal entities **ONLY**. **ALL** Foreign based firms must contact the [International Industrial Security Directorate \(IISD\)](#) for more information on the security screening process.
- This form and all supporting documentation requested must be provided in English or French
- In any instance where this form does not allow enough space for a complete answer, please include additional pages or rows to the table as required.
- **Note** that all fields are mandatory unless specified as optional

**For organizations that do not yet have a clearance, refusal to provide required information, the provision of a false statement, misleading information, concealment or failure to disclose of any material fact on this application will result in the CSP not granting, or upgrading, a security clearance.**

**In the case of already cleared organizations; a denial or revocation of your organization's existing security clearance may occur and any personnel reliability statuses and/or personnel security clearances issued to your organization will be administratively closed out along with the organization's clearance with the Contract Security Program. This will immediately prohibit your eligibility to perform work on contracts requiring organization security clearances.**

#### Section A - Business Information

- **Legal name of the organization** refers to the legal name of the organization as it is organized and existing within the country of jurisdiction. In the case of Canadian legal entities, this would be the legal name that is registered with federal, provincial or territorial authorities.
- **Business or Trade name** refers to the name which a business trades under for commercial purposes, although its registered, legal name, used for contracts and other formal situations, may be another name.
- **Type of Organization** - All required documentation in relation to the type of organization must be provided.
  - **Corporation** refers to an entity having authority under the law to act as a single person distinct from the shareholders who own it and having rights to issue stock and exist indefinitely.

Provide the following information to substantiate this "Type of Organization" selection:

- Stock exchange identifier (if applicable);
- Certificate of incorporation, compliance, continuance, current articles of incorporation, etc.
- Ownership structure chart is mandatory

- **Partnership** refers to an association or relationship between two or more individuals, corporations, trusts, or partnerships that join together to carry on a trade or business.

Provide the following information to substantiate this "Type of Organization" selection:

- Evidence of legal status, ie. partnership agreement;
- Provincial partnership name registration (if applicable);
- Ownership structure chart

- **Sole proprietor** refers to the owner of a business who acts alone and has no partners. Provide the provincial registration documentation (if applicable) ie. master business license, provincial name registration document.

- **Other** (universities, financial institutions, unincorporated organizations, Assembly of First Nations, etc.)

Provide the following information to substantiate this "Type of Organization" selection:

- Evidence of legal status such as acts, charters, bands, etc.
- Ownership structure chart and management structure chart



- **Principal place of business** must be where the business is physically located and operating in Canada. Virtual locations, mail boxes, receiving offices, coworking spaces, representative agent's office, etc. will not be accepted.
- **Self-identify as a diverse supplier:** Public Services and Procurement Canada (PSPC) defines a diverse supplier as "a business owned or led by Canadians from underrepresented groups, such as women, Indigenous Peoples, persons with disabilities and visible minorities.

### Section B - Security Officers

Identify the individual(s) you intend to nominate or are already appointed as your organization's company security officer and alternate company security officer(s). For Document Safeguarding Capability at other locations, please ensure to indicate address (site) the ACSO is located at. Add additional rows or provide a separate page as required. Employee has the same meaning as that used by the Canada Revenue Agency.

- Email address must be able to accept various types of correspondence from the CSP
- Security officers **must** meet all of the following criteria:
  - an employee of the organization;
  - physically located in Canada;
  - a Canadian citizen\*; and
  - security screened at the same level as the organization (in some cases alternates may require a different level).

\*Canadian citizenship is required due to the oversight responsibility entrusted to a security officer and some contractual requirements in relation to national security. This requirement may be waived on a case by case basis for Permanent Residents.

### Section C - Officers

- Your organization must list **all** the names and position titles of all owners, any officers, executives and/or partners, authorized signatories who occupy positions of control or influence over the company. (not just those who have day to day control or influence). A management structure chart must be provided to demonstrate the reporting structure. Add additional rows to the section if required.

Operations (By virtue of their title, officials of a company who occupy one or more of the following positions):

- Individuals that occupy a management position, such as:
  - President
  - C-suite of officers
    - Chief Executive Officer
    - Chief Operating Officer
    - Chief Financial Officer
    - Chief Information/Technical Officer
    - Chief Human Resources Officer
  - Vice-presidents
  - Managing directors
  - Managing partners
  - Legal council
  - General partners (of a limited partnership)
- All Directing Minds: A directing mind is anyone that is delegated the governing executive authority of a corporation, by the board of directors

Note: The CSO must report to a designated KSO on all security matters.

- For the purposes of the Contract Security Program, the term "Country of Primary Residence/National Domicile" refers to the particular country for a person's true, fixed, principal and permanent home, to which that person intends to return and remain even though currently residing elsewhere.



- **Citizenship** refers to the status of being a citizen. A **citizen** is a person who, by either birth or naturalization, is a member of a state or nation, entitled to enjoy all the civil rights and protections of that state or nation and owing allegiance to its government.

#### Section D - Board of Directors

- List **all** members of your organization's board of directors, including the chairperson, (potential alternatives if no chairperson exists), secretary, treasurer and managing partners. Add additional rows to the section or on a separate page if required.
- For the purposes of the Contract Security Program, the term "Country of Primary Residence/National Domicile" refers to the particular country for a person's true, fixed, principal and permanent home, to which that person intends to return and remain even though currently residing elsewhere.
- **Citizenship** refers to the status of being a citizen. A **citizen** is a person who, by either birth or naturalization, is a member of a state or nation, entitled to enjoy all the civil rights and protections of that state or nation and owing allegiance to its government.

#### Section E - Ownership Information (Direct, Intermediate, Ultimate parents)

- For the purposes of the CSP, the following interpretations are applicable:
  - **Direct (or registered) ownership** are **all** owners who hold legal title to a property or asset in that owner's name regardless of the percentage owned.
  - **Ownership** refers to either (1) voting rights attached to the corporation's outstanding voting shares or (2) outstanding shares measured by fair market value.
  - **Parent company** refers to a company which owns and/or controls controlling interest (e.g., voting stock) of other firms or companies, usually known as subsidiaries, which may give it control of the operation of the subsidiaries.

#### Section F - Justification (this section is to be completed by organizations that are undergoing a renewal ONLY - not bidding)

- Your organization is to provide a list of active federal contracts, subcontracts, leases, supply arrangements (SA), standing offers (SO), purchase orders that have security requirements. Indicate the contract number (lease, SA, SO, sub-contract, etc.), contracting authority or prime contractor and the security level requirement.

#### Section G - Certification and Consent

- Only an officer identified in Section C may complete this section.



## Application for Registration (AFR) for Canadian legal entities Form

### Privacy notice for Canadian entities registering in the CSP

Part of the information collected in this form includes personal information which is collected under the authority of subsection 7(1) of the *Financial Administration Act* and is mandatory in accordance with Treasury Board's *Policy on Government Security and Standard on Security Screening* for the purposes of security assessment and registration in the Contract Security Program (CSP) of Public Services and Procurement Canada (PSPC). The personal information will be used to assess your eligibility to hold a security status or security clearance and for your organization to be registered in the Contract Security Program. The information provided may be disclosed to the Royal Canadian Mounted Police and Canadian Security Intelligence Service to conduct the requisite checks and / or investigation in accordance with the Policy on *Government Security and Standard on Security Screening*. Additionally, the information may be disclosed to and used by other federal institutions that may require this information as part of their functions or investigation under Canadian Law or to the industrial security programs of foreign governments (with which Canada has bilateral security instruments) for foreign assurances.

Personal information is protected, used and disclosed in accordance with the *Privacy Act* and is described in the Info Source under the Personal Information Bank PWGSC PPU 015 ([Access to information and privacy - PSPC \(tpsgc-pwgsc.gc.ca\)](https://www.tpsgc-pwgsc.gc.ca/tpsgc-pwgsc/tpsgc-pwgsc-privacy-access-to-information)) and the TBS standard personal information bank Personal Security Screening PSU 917 ([Standard personal information banks - Canada.ca](https://www.tpsgc-pwgsc.gc.ca/tpsgc-pwgsc/tpsgc-pwgsc-privacy-access-to-information)). Under the *Privacy Act*, you have the right to access and correct your personal information, if erroneous or incomplete. The personal information from paper sources that accompanies an organization registration is retained for two years after the last administrative action, and then destroyed. The personal information from paper sources that accompanies a foreign ownership, control, or influence assessments is kept for two years, and then destroyed if there are no changes to the organization that are reported to the foreign ownership, control, or influence evaluation office during this period. The personal information from paper sources that accompanies the personnel security screening process or foreign assurance process will be retained for a minimum period of two years after the last administrative action, and then destroyed. The Contract Security Program's retention period and disposal standards of personal information in electronic format may vary from the above retention period.

If you have concerns or require clarification about this privacy notice, you can contact PSPC's Access to Information and Privacy Directorate by email at [tpsgc.vieprivee-privacy.pwgsc@tpsgc-pwgsc.gc.ca](mailto:tpsgc.vieprivee-privacy.pwgsc@tpsgc-pwgsc.gc.ca). If you are not satisfied with the response to your privacy concern or if you want to file a complaint about the handling of your personal information, you may wish to contact the Office of the Privacy Commissioner of Canada.

### Section A - Business Information

Organization number

Legal name of the organization

Business or trade name (if different from legal name)

Type of organization

Indicate the type of organization and provide the required validation documentation (select one only)

Sole proprietor       Partnership       Corporation       Other (specify)

Type of Corporation (only applies for Corporation):  Private       Public

Other (specify other type of organization): \_\_\_\_\_

Provide a brief description of your organization's general business activities.

Procurement Business Number (PBN) (if applicable)

Self-identify as a diverse supplier (provide profile)

### Business civic address (head office)

Civic address

City/Town

Province/Territory

Postal code

**Principal place of business (if not at head office)**

Civic address

City/Town	Province/Territory	Postal code
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**Mailing address (if different from business civic address)**

Post office box or civic (street) address

City/Town	Province/Territory	Postal code
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Organization website (if applicable)

Telephone number	Facsimile number
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Number of employees in your organization or corporate entity:

Number of employees requiring access to protected/classified information/assets/sites:

**Section B - Security Officers**

Please identify all security officers for your organization. For document safeguarding capability identify the site number for each ACSO and the corresponding address for each site below. Add additional rows or attachments as needed if there is not enough space allotted.

**Company Security Officer (CSO)**

Surname	Given name
---------	------------

Position title within your organization

Email address (where the CSP will send correspondence)

**Alternate Company Security Officer (ACSO)**

Site number	Surname	Given name
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Position title within your organization

Email address (where the CSP will send correspondence)

**For Document Safeguarding Capability (DSC) - Active sites ONLY:**

Site number	Document Safeguarding (DSC) security levels
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Civic address

City/Town	Province/Territory	Postal code
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**Section C - Officers (managing partners, key leadership, signatories, etc.)**

Add additional rows or attachments as needed and include management structure chart demonstrating reporting structures.

**Officer**

Position title within your organization

Surname	Given name
Citizenship(s)	Country of primary residence/National domicile

**Section D - List of Board of Directors**

Add additional rows or attachments as needed.

**Board of Director**

Position title on the Board

Surname	Given name
Citizenship(s)	Country of primary residence/National domicile

**Section E - Ownership Information****Please complete for each level of ownership**

Identify all entities, individuals, public or private corporations that have an ownership stake in your organization being registered. Indicate if the entity has a valid Facility Security Clearance from Public Services and Procurement Canada's Contract Security Program or any other country. For publicly traded corporations, identify stock exchange. If there are more than three levels of ownership; please submit on an additional page to include all levels of ownership from direct to ultimate.

**Note: The organization structure chart with percentages of ownership must be included with your submission**

**Section E-1 - Ownership Level 1 (direct ownership)**

Add additional rows or attachments as needed.

**Ownership - Level 1 (Direct Parent)**

Name of organization or individual

**Address**

Civic address

City/Town	Province Territory/State
Country	Postal/Zip code

Type of entity (e.g. private or public corporation, state owned)

Sole proprietor
  Partnership
  Corporation
  Other (specify)

Type of Corporation (only applies for Corporation):  Private  Public

Other (specify other type of entity):

Stock exchange identifier (if applicable)

Facility Security Clearance (FSC): <input type="radio"/> Yes <input type="radio"/> No	Percentage of ownership	Country of jurisdiction or citizenship
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**Section E-2 - Ownership Level 2**

If there is any additional ownership for the names listed in the previous section (E-1) please select "Applicable" and provide the information below. If not, please select "Not Applicable" and move to section F.

Not applicable  Applicable

**Ownership of entries listed in E-1 (Level 2)**

Name of direct owner from E-1

Name of organization or individual

**Address**

Civic address

City/Town	Province Territory/State
Country	Postal/Zip code

Type of entity (e.g. private or public corporation, state owned)

Sole proprietor  Partnership  Corporation  Other (specify)

Type of Corporation (only applies for Corporation):  Private  Public

Other (specify other type of entity):

Stock exchange identifier (if applicable)

Facility Security Clearance (FSC): <input type="radio"/> Yes <input type="radio"/> No	Percentage of ownership	Country of jurisdiction or citizenship
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**Section E-3 - Ownership Level 3**

If there is any additional ownership for the names listed in the previous section (E-2) please select "Applicable" and provide the information below. If not, please select "Not Applicable" and move to section F.

Not applicable  Applicable

**Ownership of entries listed in E-2 (Level 3)**

Name of direct owner from E-2

Name of organization or individual

**Address**

Civic address

City/Town	Province Territory/State
Country	Postal/Zip code

Type of entity (e.g. private or public corporation, state owned)

Sole proprietor  Partnership  Corporation  Other (specify)



Type of Corporation (only applies for Corporation):  Private  Public

Other (specify other type of entity):

Stock exchange identifier (if applicable)

Facility Security  
Clearance (FSC):

Yes  No

Percentage of ownership

Country of jurisdiction or citizenship

#### Section E-4 - Ownership Level 4

If there is any additional ownership for the names listed in the previous section (E-3) please select "Applicable" and provide the information below. If not, please select "Not Applicable" and move to section F.

Not applicable  Applicable

#### Ownership of entries listed in E-3 (Level 4)

Name of direct owner from E-3

Name of organization or individual

#### Address

Civic address

City/Town

Province Territory/State

Country

Postal/Zip code

Type of entity (e.g. private or public corporation, state owned)

Sole proprietor

Partnership

Corporation

Other (specify)

Type of Corporation (only applies for Corporation):  Private

Public

Other (specify other type of entity):

Stock exchange identifier (if applicable)

Facility Security  
Clearance (FSC):

Yes  No

Percentage of ownership

Country of jurisdiction or citizenship

#### Section E-5 - Ownership Level 5

If there is any additional ownership for the names listed in the previous section (E-4) please select "Applicable" and provide the information below. If not, please select "Not Applicable" and move to section F.

Not applicable  Applicable

#### Ownership of entries listed in E-4 (Level 5)

Name of direct owner from E-4

Name of organization or individual

#### Address

Civic address

City/Town

Province Territory/State

Country		Postal/Zip code	
Type of entity (e.g. private or public corporation, state owned)			
<input type="radio"/> Sole proprietor		<input type="radio"/> Partnership	
<input type="radio"/> Corporation		<input type="radio"/> Other (specify)	
Type of Corporation (only applies for Corporation): <input type="radio"/> Private <input type="radio"/> Public			
Other (specify other type of entity):			
Stock exchange identifier (if applicable)			
Facility Security Clearance (FSC): <input type="radio"/> Yes <input type="radio"/> No		Percentage of ownership	Country of jurisdiction or citizenship

### Section F - Justification (for renewing Organizations)

Add additional rows or attachments as needed.

Please provide all current procurement rationales that have security requirements - i.e. contracts, leases, RFP, RFI, ITQ, supply arrangements, standing offers, etc.

#### Justification

Contract, lease, SA, SO, etc. number	Client / contracting authority
Security type and level	Expiry date (YYYYMMDD):

### Section G - Certification and Consent

I, the undersigned, as the Officer authorized by the organization, have read the Privacy Notice to this application and do hereby certify that the information contained in this application is true, complete and correct. I acknowledge and agree to comply with the responsibilities outlined in the [Public Services and Procurement Canada's Contract Security Manual](#) and consent to the collection, use and disclosure of my personal information for the purposes as described above. **I agree to notify the Contract Security Program of any changes to the organization including but not limited to: change of address, phone number, contact information, change in legal name, security officers, officers and directors, board members, partners, management / leadership team and ownership.**

Surname		Given name	
Position title			
Telephone number	(extension number if any)	Facsimile number	
Email address			
Signature			Date (YYYYMMDD)

### For use by the PSPC'S Contract Security Program

Recommendations

Recommended by e-signature	Approved by e-signature
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## ANNEX I

### MANDATORY SITE VISIT

#### CERTIFICATION OF MANDATORY SITE VISIT

Solicitation Number	3000773669
Date of Visit	
Time of Visit	
Place of Visit	Canadian National Vimy Memorial Route departementale 55, 62580 Vimy, France  And  Beaumont-Hamel Newfoundland Memorial Rue de l'église (route D73), 80300 Beaumont-Hamel, France

Firm

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This is to confirm and certify that the above mentioned firm was in attendance at the referenced mandatory site visit held at the stated date, time and place.

For the Client Department Authorized representative:	
Canadian National Vimy Memorial	Beaumont-Hamel Newfoundland Memorial
Title:	Title:
Signature:	Signature:

**This certification MUST be attached with your bid document.**

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## ANNEX J

### ATTESTATIONS

I \_\_\_\_\_, as \_\_\_\_\_

acting in the name and on behalf of the Company

\_\_\_\_\_, certify on my honour that :

- I understand all service requirements and conditions as per Annex A, Attachments 1,2,3 & 4.
- The cleaning personnel will have a minimum of 2 years of experience in office cleaning and general cleaning services, within the last five years from the bid closing date and the cleaning personnel will have all the mandatory training for all tools and equipment used to complete the work.

Signature :	
Location :	
Date :	

**This attestation MUST be attached with your bid document.**