

**RETURN OFFERS TO :**  
**RETOURNER LES OFFRES À :**  
 Bid Receiving - Réception des soumissions:  
 Email : [307Soumissions.GEN-QUE@CSC-SCC.GC.CA](mailto:307Soumissions.GEN-QUE@CSC-SCC.GC.CA)

**REQUEST FOR A STANDING OFFER**  
**DEMANDE D'OFFRE À COMMANDES**

Regional Master Standing Offer (RMSO)  
 Offre à commandes maître régionale (OCMR)

Canada, as represented by the Minister of the  
 Correctional Service of Canada, hereby requests a  
 Standing Offer on behalf of the Identified Users herein.

Le Canada, représenté par le ministre du Service  
 correctionnel Canada, autorise par la présente, une  
 offre à commandes au nom des utilisateurs identifiés  
 énumérés ci-après.

**Comments — Commentaires :**

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

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

Telephone # — N° de Téléphone :

\_\_\_\_\_

Fax # — No de télécopieur :

\_\_\_\_\_

Email / Courriel : \_\_\_\_\_

GST # or SIN or Business # — N° de TPS  
 ou NAS ou N° d'entreprise :

\_\_\_\_\_

<b>Title — Sujet:</b> Cleaning Services – La Macaza Institution	
<b>Solicitation No. — N° de l'invitation</b> 21301-25-4679509	<b>Date:</b> May 15, 2024
<b>Client Reference No. — N° de Référence du Client</b> 21301-25-4679509	
<b>GETS Reference No. — N° de Référence de SEAOG</b>	
<b>Solicitation Closes — L'invitation prend fin</b> at /à : 2:00 pm On / Le : June 14, 2024	<b>Time Zone Fuseau horaire</b>  EDT
<b>Delivery Required — Livraison exigée :</b> See herein – Voir aux présentes	
<b>F.O.B. — F.A.B.</b> Plant – Usine:                      Destination:    X                      Other-Autre:	
<b>Address Enquiries to — Soumettre toutes questions à:</b> Adriana Salvatore, Regional Officer – Contracting and Material Services Email : <a href="mailto:Adriana.Salvatore@csc-scc.gc.ca">Adriana.Salvatore@csc-scc.gc.ca</a>	
<b>Telephone No. – N° de téléphone:</b> 514-234-5127	<b>Fax No. – N° de télécopieur:</b>
<b>Destination of Goods, Services and Construction:</b> <b>Destination des biens, services et construction:</b> La Macaza Institution 321 Chemin de l'Aéroport La Macaza (QC) J0T 1R0	
<b>Security – Sécurité</b>  <b>This request for a Standing Offer includes provisions for security.</b> <b>Cette Demande d'offre à commandes comprend des dispositions en matière de sécurité.</b>	
<b>Instructions: See Herein</b> <b>Instructions : Voir aux présentes</b>	
<b>Name and title of person authorized to sign on behalf of Vendor/Firm</b> <b>Nom et titre du signataire autorisé du fournisseur/de l'entrepreneur</b>	
_____	
Name / Nom	Title / Titre
_____	
Signature	Date
(Sign and return cover page with offer/ Signer et retourner la page de couverture avec l'offre)	

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## **PART 1 - GENERAL INFORMATION**

### **1. Introduction**

The Request for Standing Offer (RFSO) is divided into seven parts plus attachments and annexes, as follows:

- Part 1 General Information: provides a general description of the requirement;
- Part 2 Offeror Instructions: provides the instructions applicable to the clauses and conditions of the RFSO;
- Part 3 Offer Preparation Instructions: provides Offerors with instructions on how to prepare their offer to address the evaluation criteria specified;
- Part 4 Evaluation Procedures and Basis of Selection: indicates how the evaluation will be conducted, the evaluation criteria which must be addressed in the offer, 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 Insurance Requirements: includes specific requirements that must be addressed by Offerors; and
- Part 7 7A, Standing Offer, and 7B, Resulting Contract Clauses:
  - 7A, includes the Standing Offer containing the offer from the Offeror and the applicable clauses and conditions;
  - 7B, includes the clauses and conditions, which will apply to any contract resulting from a call-up made pursuant to the Standing Offer.

The Annexes include the Statement of Work, the Basis of Payment and any other annexes.

### **2. Summary**

- 2.1 Correctional Service Canada is looking for an Offeror who can provide housekeeping services to the institution of La Macaza located at the 321, Chemin de l'Aéroport, La Macaza (QC) J0T 1R0 as and when required.

Period of the Standing Offer: The work is to be performed during the period from the date of award to August 31<sup>st</sup>, 2025, with the option to renew for two (2) additional one (1) year period.

### **3. Security Requirements**

There are security requirements associated with the requirement of the Standing Offer. For additional information, see Part 6 – Security, Financial and Insurance Requirements, and Part 7 – Standing Offer and Resulting Contract Clauses. For more information on personnel and organization security screening or security clauses, Offerors should refer to the Contract Security Program (CSP) of Public Works and Government Services Canada website.

### **4. Revision of Departmental Name**

As this request for Standing Offer is issued by Correctional Service of Canada (CSC), any reference to Public Works and Government Services Canada (PWGSC) or its Minister contained in full text or by reference in any term, condition or clause of this document, or any resulting contract, must be interpreted as a reference to CSC or its Minister.

## **5. Debriefings**

Offerors may request a debriefing on the results of the request for Standing Offer process. Offerors should make the request to the Standing Offer Authority within 15 working days of receipt of the results of the request for Standing Offer process. The debriefing may be in writing, by telephone or in person.

## **PART 2 - OFFEROR INSTRUCTIONS**

### **1. Standard Instructions, Clauses and Conditions**

All instructions, clauses and conditions identified in the Request for Standing Offer (RFSO) by number, date and title are set out in the [Standard Acquisition Clauses and Conditions Manual](#) issued by Public Works and Government Services Canada.

Offerors who submit an offer agree to be bound by the instructions, clauses and conditions of the RFSO and accept the clauses and conditions of the Standing Offer and resulting contract(s).

The [2006](#) (2023-06-08) Standard Instructions - Request for Standing Offer - Goods or Services - Competitive Requirements, are incorporated by reference into and form part of the RFSO.

**Subsection 5.4 of 2006, Standard Instructions - Request for Standing Offer - Goods or Services - Competitive Requirements, is amended as follows:**

**Delete: sixty (60) days**

**Insert: ninety (90) days**

### **2. Submission of Offers**

Offerors must submit their offer only to Correctional Service of Canada (CSC) by the date, time and at the bid submission email address indicated on page 1 of the request for standing offers (RFSO).

**Section 06 Late offers of 2006 Standard Instructions - Request for Standing Offers - Goods or Services - Competitive Requirements, is amended as follows:**

**Delete: Section 06 in its entirety.**

**Insert: 06 Late offers:**

For offers submitted by email, Canada will delete offers delivered after the stipulated RFSO closing date and time. Canada will keep records documenting receipt of late offers by email.

**Section 07 Delayed offers of 2006 Standard Instructions - Request for Standing Offers - Goods or Services - Competitive Requirements, is amended as follows:**

**Delete: Section 07 in its entirety.**

**Insert: 07 Delayed offers:**

Canada will not accept any delayed offers.

**Section 08 Transmission by facsimile or by E-Post Connect of 2006, Standard Instructions - Request for Standing Offers - Goods or Services - Competitive Requirements, is amended as follows:**

**Delete: Section 08 in its entirety.**

**Insert: 08 Transmission by email**

- a. Unless specified otherwise in the RFSO, Offerors must submit their offer to the CSC bid submission email address indicated on page 1 of the RFSO document. This email address is the only acceptable email address for Offerors to submit their offer in response to this RFSO.
- b. Offerors may transmit their offer at any time prior to the RFSO closing date and time.

- c. Offerors should include the RFSO number in the subject field of their email.
- d. Canada will not be responsible for any failure attributable to the transmission or receipt of the offer by email including, but not limited to, the following:
  - i. Receipt of a garbled, corrupted or incomplete offer;
  - ii. Availability or condition of the email service;
  - iii. Incompatibility between the sending and receiving equipment;
  - iv. Delay in transmission or receipt of the offer;
  - v. Failure of the Offeror to properly identify the offer;
  - vi. Illegibility of the offer;
  - vii. Security of offer data;
  - viii. Failure of the Offeror to send the offer to the correct email address;
  - ix. Connectivity issues; or
  - x. Email attachments that are blocked or not received even though the Offeror's email has been successfully delivered.
- e. CSC will send an acknowledgement of receipt of the Offeror's email by email from the bid submission email address provided for the submission of offers. This acknowledgement will confirm only the receipt of the Offeror's email and will not confirm if all of the Offeror's email attachments have been received, may be opened nor if their contents are readable. CSC will not respond to follow-up emails from Offerors requesting confirmation of attachments.
- f. Offerors must ensure they are using the correct email address for offer submission and should not rely on the accuracy of copying and pasting the email address from the RFSO cover page.
- g. A offer transmitted by an Offeror to the CSC bid submission email address constitutes the Offeror's formal offer, and must be submitted in accordance with section 05 of 2006, Standard Instructions - Request for Standing Offers Goods or Services - Competitive Requirements.
- h. Offerors are to note that CSC's email system has a limit of 10 MB per single email message. CSC's email system will reject emails with the following attachments: batch files, executable files, and image files in the following formats: JPEG, GIF, TIFF. Canada will not accept encrypted emails or emails that include attachments with passwords.

**Section 09 Customs clearance of 2006, Standard Instructions - Request for Standing Offers - Goods or Services - Competitive Requirements, is deleted in its entirety.**

CSC recommends that offerors submit their response to the requirements of this request for standing offer in typewritten format.

Offerors must ensure that any handwritten information included in their offer is clearly legible in order to allow CSC to complete the offer evaluation. CSC reserves the right, at its sole and entire discretion, to disregard any handwritten information which it determines to be illegible when assessing whether offers comply with all of the requirements of the request for standing offer including, if applicable, any and all evaluation criteria.

**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 FPS, offerors must provide the information required below before the issuance of a standing offer. If the answer to the questions and, as applicable the information required have not been received by the time the evaluation of offers is completed, Canada will inform the Offeror 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 offer 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. 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 Offeror a FPS in receipt of a pension?

YES ( ) NO ( )

If so, the Offeror must provide the following information, for all FPS 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, Offerors agree that the successful Offeror'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 Offeror a FPS who received a lump sum payment pursuant to the terms of the Work Force Adjustment Directive?

YES ( ) NO ( )

If so, the Offeror 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.

#### **4. Enquiries - Request for Standing Offer**

All enquiries must be submitted in writing to the Standing Offer Authority no later than five (5) business days before the Request for Standing Offer (RFSO) closing date. Enquiries received after that time may not be answered.

Offerors should reference as accurately as possible the numbered item of the RFSO to which the enquiry relates. Care should be taken by Offerors 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 Offerors do so, so that the proprietary nature of the question(s) is eliminated, and the enquiry can be answered to all Offerors. Enquiries not submitted in a form that can be distributed to all Offerors may not be answered by Canada.

#### **5. Applicable Laws**

The Standing Offer and any contract resulting from the Standing Offer must be interpreted and governed, and the relations between the parties determined, by the laws in force in the province of Quebec.

Offerors may, at their discretion, substitute the applicable laws of a Canadian province or territory of their choice without affecting the validity of their offer, 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 Offerors.

#### **6. Bid Challenge and Recourse Mechanisms**

- (a) Several mechanisms are available to potential suppliers to challenge aspects of the procurement process up to and including standing offer award.
- (b) Canada encourages suppliers to first bring their concerns to the attention of the Standing Offer Authority. The [CanadaBuys](#) website, under the heading "[Following up on a bid](#)" contains information on potential complaint bodies such as:
  - Office of the Procurement Ombud (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.

## **PART 3 - OFFER PREPARATION INSTRUCTIONS**

### **1. Offer Preparation Instructions**

CSC requests that offerors provide their offer in separate sections as follows:

Section I: Technical Offer: **one (1) electronic copy in PDF format** (*does not apply*)

Section II: Financial Offer: **one (1) electronic copy in PDF format**

Section III: Certifications: **one (1) electronic copy in PDF format**

Prices should appear in the financial offer only. No prices should be indicated in any other section of the offer.

**Offerors should submit their technical offer and financial offer in two (2) separate documents.**

In order to assist Canada in meeting the objectives of the [Policy on Green Procurement](#), when feasible Offerors should:

- 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.).

#### **Section I: Technical Offer** (*does not apply*)

In their technical offer, Offerors should explain and demonstrate how they propose to meet the requirements and how they will carry out the Work.

#### **Section II: Financial Offer**

Offerors must submit their financial offer in accordance with Annex B, Basis of Payment. The total amount of Applicable Taxes must be shown separately.

#### **Section III: Certifications**

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

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

### **1. Evaluation Procedures**

- (a) Offers will be assessed in accordance with the entire requirement of the Request for Standing Offers including the technical and financial evaluation criteria.
- (b) An evaluation team composed of representatives of CSC will evaluate the offers.

#### **1.1. Technical Evaluation** *(does not apply)*

##### **1.1.1 Mandatory Technical Criteria**

Offers will be evaluated to determine if they meet all mandatory technical criteria outlined in the Annex. Offers not meeting all mandatory criteria will be declared non-responsive and will be given no further consideration.

### **1.2 Financial Evaluation**

#### **1.2.1 Evaluation of Price - Offer**

The price of the offer will be evaluated in Canadian dollars, Applicable Taxes excluded, FOB destination, Canadian customs duties and excise taxes included.

Offers containing a financial offer other than the one requested at **Article 3. Section II: Financial Offer** of **PART 3 – OFFER PREPARATION INSTRUCTIONS** will be declared non-compliant.

### **2. Basis of Selection**

An offer must comply with the requirements of the Request for Standing Offers to be declared responsive. The responsive offer with the lowest evaluated price will be recommended for issuance of a standing offer.

#### **Tie-breaking method for identical bids:**

If two technically compliant bids have submitted the same price, the Standing Offer will be awarded to the technically compliant bid that was received first according to the date and time the bidder transmitted the email to the CSC contact person as indicated on page 1.

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

Offerors must provide the required certifications and additional information to be issued a Standing Offer.

The certifications provided by Offerors to Canada are subject to verification by Canada at all times. Unless specified otherwise, Canada will declare an offer non-responsive, will have the right to set-aside a standing offer, or will declare a offeror in default, if any certification made by the Offeror is found to be untrue whether made knowingly or unknowingly during the offer evaluation period, during the Standing Offer period, or during the contract period.

The Standing Offer Authority will have the right to ask for additional information to verify the Offeror's certifications. Failure to comply and to cooperate with any request or requirement imposed by the Standing Offer Authority will render the offer non-responsive, result in the setting aside of the Standing Offer or constitute a default under the Contract.

### **1. Certifications Precedent to the Issuance of a Standing Offer and Additional Information**

The certifications and additional information listed below should be submitted with the offer, but may be submitted afterwards. If any of these required certifications or additional information is not completed and submitted as requested, the Standing Offer Authority will inform the Offeror 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 provided will render the offer non-responsive.

#### **1.1 Integrity Provisions – Declaration of Convicted Offenses**

- A) Subject to subsection B, by submitting an offer in response to this request for standing offer (RFSO), the Offeror certifies that:
- i. it has read and understands the Ineligibility and Suspension Policy;
  - ii. it understands that certain domestic and foreign criminal charges and convictions, and other circumstances, as described in the Policy, will or may result in a determination of ineligibility or suspension under the Policy;
  - iii. it is aware that Canada may request additional information, certifications, and validations from the Offeror or a third party for purposes of making a determination of ineligibility or suspension;
  - iv. it has provided with its bid a complete list of all foreign criminal charges and convictions pertaining to itself, its affiliates and its proposed first tier subofferors that, to the best of its knowledge and belief, may be similar to one of the listed offenses in the Policy;
  - v. none of the domestic criminal offenses, and other circumstances, described in the Policy that will or may result in a determination of ineligibility or suspension, apply to it, its affiliates and proposed first tier subofferors; and
  - vi. it is not aware of a determination of ineligibility or suspension issued by PWGSC that applies to it.
- B) Where an Offeror is unable to provide any of the certifications required by subsection A, it must submit with its offer the completed [Integrity Declaration Form](#). Offerors must submit this form to Correctional Service of Canada with their offer.

## 1.2 Integrity Provisions – Required documentation

**List of names:** all Offerors, regardless of their status under the Ineligibility and Suspension Policy, must submit the following information:

- vii. Offerors that are corporate entities, including those submitting an offer as joint ventures, must provide a complete list of the names of all current directors or, for a privately owned corporation, the names of the owners of the corporation;
- viii. Offerors submitting an offer as sole proprietors, including sole proprietors submitting an offer as joint ventures, must provide a complete list of the names of all owners; or
- ix. Offerors that are a partnership do not need to provide a list of names.

List of Names:

_____	_____
_____	_____
_____	_____
_____	_____

**OR**

- The Offeror is a partnership

During the evaluation of offers, the Offeror must, within 10 working days, inform the Contracting Authority in writing of any changes affecting the list of names submitted with the offer.

## 1.3 Security Requirements – Required Documentation

In accordance with the requirements of the Contract Security Program of Public Works and Government Services Canada, the Offeror must provide a completed Application for Registration (AFR) form to be given further consideration in the procurement process.

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

## 1.4 Status and Availability of Resources

SACC Manual clause [M3020T](#) (2016-01-28) Status and Availability of Resources - Offer

## 1.5 Language Requirements - French Essential

By submitting an offer, the Offeror certifies that, should it be awarded a standing offer as result of the request for a standing offer, every individual proposed in its offer will be fluent in French. The individual(s) proposed must be able to communicate orally and in writing in French without any assistance and with minimal errors.

## **1.6 Certification**

By submitting an offer, the Offeror certifies that the information submitted by the Offeror in response to the above requirements is accurate and complete.

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

### **1. Security Requirements**

1. Before issuance of a standing offer, the following conditions must be met:

- (a) the Offeror must hold a valid organization security clearance as indicated in Part 7A - Standing Offer.

### **2. Insurance Requirements**

The Offeror must provide a letter from an insurance broker or an insurance company licensed to operate in Canada stating that the Offeror, if issued a Standing Offer as a result of the request for Standing Offer, can be insured in accordance with the Insurance Requirements specified in Annex D.

If the information is not provided in the offer, the Standing Offer Authority will so inform the Offeror and provide the Offeror with a time frame within which to meet the requirement. Failure to comply with the request of the Standing Offer Authority and meet the requirement within that time period will render the offer non-responsive.

## **PART 7 - STANDING OFFER AND RESULTING CONTRACT CLAUSES**

### **A. STANDING OFFER**

#### **1. Offer**

1.1 The Offeror offers to fulfill the requirement in accordance with the Statement of Work at Annex A.

#### **2. Security Requirement**

2.1 The following security requirements (SRCL and related clauses provided by CSP) apply to and form part of the Standing Offer.

#### **SECURITY REQUIREMENT FOR CANADIAN SUPPLIER: PWGSC FILE No. 21301-25-4679509**

1. The Offeror must, at all times during the performance of the Contract, hold a valid Designated Organization Screening (DOS), issued by the Contract Security Program (CSP), Public Works and Government Services Canada (PWGSC).
2. The Offeror personnel requiring access to sensitive site(s) must EACH hold a valid RELIABILITY STATUS, granted or approved by the CSP, PWGSC.
3. Subcontracts which contain security requirements are NOT to be awarded without the prior written permission of the CSP, PWGSC.
4. The Offeror must comply with the provisions of the:
  - a) Security Requirements Check List and security guide (if applicable), attached at Annex C – Security requirements check list;
  - b) *Contract Security Manual* (Latest Edition).

### **3. Standard Clauses and Conditions**

All clauses and conditions identified in the Standing Offer and resulting contract(s) by number, date and title are set out in the [Standard Acquisition Clauses and Conditions Manual](#) issued by Public Works and Government Services Canada.

As this Standing Offer is issued by Correctional Service of Canada (CSC), any reference to Public Works and Government Services Canada (PWGSC) or its Minister contained in full text or by reference in any term, condition or clause of this document must be interpreted as a reference to CSC or its Minister.

#### **3.1 General Conditions**

[2005](#) (2022-12-01) General Conditions - Standing Offers - Goods or Services, apply to and form part of the Standing Offer.

### **4. Term of Standing Offer**

#### **4.1 Period of the Standing Offer**

The period for making call-ups against the Standing Offer is from the date of award to August 31<sup>st</sup>, 2025.



## 4.2 Extension of Standing Offer

If the Standing Offer is authorized for use beyond the initial period, the Offeror offers to extend its offer for two (2) additional periods of one (1) year each, under the same conditions and at the rates or prices specified in the Standing Offer, or at the rates or prices calculated in accordance with the formula specified in the Standing Offer.

The Offeror will be advised of the decision to authorize the use of the Standing Offer for an extended period by the Standing Offer Authority at any time before the expiry date of the Standing Offer. A revision to the Standing Offer will be issued by the Standing Offer Authority.

## 5. Authorities

### 5.1 Standing Offer Authority

The Standing Offer Authority is:

Name: Adriana Salvatore  
Title: Regional Officer  
Correctional Service of Canada  
**Regional Services Centre**  
Branch/Directorate: **Contracting and Materiel Services**  
  
Telephone : 514-234-5127  
E-mail : [Adriana.Salvatore@csc-scc.gc.ca](mailto:Adriana.Salvatore@csc-scc.gc.ca)

The Standing Offer Authority is responsible for the establishment of the Standing Offer, its administration and its revision, if applicable. Upon the making of a call-up, as Contracting Authority, the Standing Offer Authority is responsible for any contractual issues relating to individual call-ups made against the Standing Offer by any Identified User.

### 5.2 Project Authority *(To Be Inserted at Standing Offer Award)*

The Project Authority for the Standing Offer is:

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

The Project Authority is the representative of the department or agency for whom the Work will be carried out pursuant to a call-up under the Standing Offer and is responsible for all the technical content of the Work under the resulting Contract.

### 5.3 Offeror's Representative *(to be completed immediately)*

The Offeror's Representative for the Standing Offer is:

Name: \_\_\_\_\_  
Title: \_\_\_\_\_  
Organization: \_\_\_\_\_  
Address: \_\_\_\_\_  
  
Telephone: \_\_\_\_ - \_\_\_\_ - \_\_\_\_\_

Facsimile: \_\_\_\_\_ - \_\_\_\_\_ - \_\_\_\_\_  
E-mail address: \_\_\_\_\_

## 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 Offeror 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. Identified Users

The Identified User authorized to make call-ups against the Standing Offer is:

Correctional Service of Canada  
Quebec Region.  
La Macaza Institution

## 8. Call-up Procedures

## 9. Call-up Instrument

The Work will be authorized or confirmed by the Identified User(s) using the Call-up Against a Standing Offer form or an electronic version.

## 10. Limitation of Call-ups

Individual call-ups against the Standing Offer must not exceed \$\_\_\_\_\_ (*To Be Inserted at Standing Offer Award*) (Applicable Taxes included).

## 11. Financial Limitation

The total cost to Canada resulting from call-ups against the Standing Offer must not exceed the sum of \$\_\_\_\_\_ (*To Be Inserted at Standing Offer Award*) (Applicable Taxes excluded) unless otherwise authorized in writing by the Standing Offer Authority. The Offeror must not perform any work or services or supply any articles in response to call-ups which would cause the total cost to Canada to exceed the said sum, unless an increase is so authorized.

The Offeror must notify the Standing Offer Authority as to the adequacy of this sum when 75 percent of this amount has been committed, or three (3) months before the expiry date of the Standing Offer, whichever comes first. However, if at any time, the Offeror considers that the said sum may be exceeded, the Offeror must promptly notify the Standing Offer Authority.

## 12. 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 call-up against the Standing Offer, including any annexes;
- b) the articles of the Standing Offer;
- c) the general conditions [2005](#) (2022-12-01) General Conditions - Standing Offers - Goods or Services;
- d) the supplemental general conditions [4013](#) (2022-06-20) Compliance with on-site measures, standing orders, policies, and rules;
- e) Annex A, Statement of Work;
- f) Annex B, Basis of Payment;
- g) Annex C, Security Requirements Check List;
- h) Annex D, Insurance Requirements;

i) the Offeror's offer dated \_\_\_\_\_ *(To Be Inserted at Standing Offer Award)*.

### **13. Certifications and Additional Information**

#### **13.1 Compliance**

Unless specified otherwise, the continuous compliance with the certifications provided by the Offeror with its offer or precedent to issuance of the Standing Offer (SO), and the ongoing cooperation in providing additional information are conditions of issuance of the SO and failure to comply will constitute the Offeror in default. Certifications are subject to verification by Canada during the entire period of the SO and of any resulting contract that would continue beyond the period of the SO.

#### **13.2 Status of Availability of Resources – Standing Offer**

If for reasons beyond its control, the Offeror is unable to provide the services of an individual named in its offer, the Offeror may propose a substitute with similar qualifications and experience. The Offeror must advise the Standing Offer 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 Offeror: death, sickness, maternity and parental leave, retirement, resignation, dismissal for cause or termination of an agreement for default.

If the Offeror is unable to provide a substitute with similar qualifications and experience, Canada may set aside the standing offer.

### **14. Applicable Laws**

The Standing Offer and any contract resulting from the Standing Offer must be interpreted and governed, and the relations between the parties determined, by the laws in force in the province of Quebec.

## **B. RESULTING CONTRACT CLAUSES**

The following clauses and conditions apply to and form part of any contract resulting from a call-up against the Standing Offer.

### **1. Statement of Work**

The Offeror must perform the Work described in the call-up against the Standing Offer.

### **2. Standard Clauses and Conditions**

#### **2.1 General Conditions**

[2010C](#) (2022-12-01), General Conditions - Services (Medium Complexity), apply to and form part of the Contract.

Subsection 5. Audit of the General Conditions is deleted in its entirety and replaced with the following:

#### **5. Audit**

The Offeror must maintain such records, and Canada and its authorized representatives will have the right to examine such records, at all times during the term of this Contract and for a period of seven years after it receives the final payment under the Contract, or until the settlement of all outstanding claims and disputes, whichever is later. Should an examination reveal any overpayments by Canada, these will be claimed by Canada and immediately repaid by the Offeror.

#### **[4013](#) (2022-06-20) – Compliance with On-Site Measures, Standing Orders, Policies, and Rules**

The Offeror must comply and ensure that its employees and subcontractors comply with all security measures, standing orders, policies or other rules in force at the site where the Work is performed.

### **3. Term of Contract**

#### **3.1 Period of the Contract**

The work must be completed in accordance with the call-up against the Standing Offer.

### **4. 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 Offeror 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.

### **5. Payment**

#### **5.1 Basis of Payment**

Payments will be made in accordance with Annex B – Basis of Payment

#### **5.2 Limitation of Expenditure**

1. Canada's total liability to the Offeror under the Contract must not exceed \$ \_\_\_\_\_ (*To Be Inserted at Standing Offer 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 Offeror unless these design changes, modifications or interpretations have been approved, in writing, by the

Contracting Authority before their incorporation into the Work. The Offeror 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 Offeror 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 Offeror 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 Offeror must provide to the Contracting Authority a written estimate for the additional funds required. Provision of such information by the Offeror does not increase Canada's liability.

### **5.3 Monthly Payment**

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

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

### **5.4 SACC Manual Clauses**

SACC Manual clause [A9117C](#) (2007-11-30), T1204 - Direct Request by Customer Department  
SACC Manual clause [C0710C](#) (2007-11-30), Time and Contract Price Verification

#### **5.4.1 Audit**

SACC Manual clause [C1004C](#) (2022-12-01), Auditing

Canada reserves the right to recover amounts and make adjustments to amounts payable to the Offeror where an examination of the Offeror's records has identified amounts allocated to the Contract that are not in accordance with the Contract terms.

Where the results of an examination indicate that an overpayment by Canada has occurred, such overpayment is due and payable on the date indicated in the notice of overpayment.

#### **5.4.2 Discretionary Audit**

SACC Manual clause [C0705C](#) (2010-01-11), Discretionary Audit

### **5.5 Travel and Living Expenses**

There are no travel and living expenses associated with the Contract.

### **5.6 Electronic Payment of Invoices – Contract**

The Offeror accepts to be paid using the following Electronic Payment Instrument(s):

- (a) MasterCard Acquisition Card;
- (b) Direct Deposit (Domestic and International).

**Note to bidders:** This clause will be deleted from the resulting contract clauses if the Offeror does not accept payment by MasterCard Acquisition Card.

## 5.7 Direct deposit request

All new suppliers have to sign up for Direct Deposit to receive their payment. All “**IFMMS Supplier Record Request / Revisions**” CSC / SCC 1400-03 (R-2014-06) form, must be sent to [GEN-QUE307Fournisseurs@CSC-SCC.GC.CA](mailto:GEN-QUE307Fournisseurs@CSC-SCC.GC.CA).

## 6. Invoicing Instructions

The Offeror must submit invoices in accordance with the section entitled “Invoice Submission” of the general conditions. Invoices cannot be submitted until all work identified in the invoice is completed.

All the invoices must be sent with a copy of the timesheet to confirm the work time claimed.

The original must be forwarded at the following address for certification and payment:

Email: *(To Be Inserted at Standing Offer Award)*

## 7. Insurance – Specific Requirements

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

The Offeror 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 Offeror's expense, and for its own benefit and protection.

The Offeror 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. Coverage must be placed with an Insurer licensed to carry out business in Canada. The Offeror must, if requested by the Contracting Authority, forward to Canada a certified true copy of all applicable insurance policies.

## 8. Ownership Control

Where the Offeror will have access to any and all personal and confidential information belonging to Canada, CSC staff or inmates for the performance of the work, the following will apply:

- 8.1 The Offeror warrants that it is not under ownership control of any non-resident entity (i.e. Individual, partnership, joint venture, corporation, limited liability company, parent company, affiliate or other).
- 8.2 The Offeror must advise the Minister of any change in ownership control for the duration of the contract.
- 8.3 The Offeror acknowledges that the Minister has relied on this warranty in entering into this Contract and that, in the event of breach of such warranty, or in the event that the Offeror's ownership control becomes under a non-resident entity, the Minister must have the right to treat this Contract as being in default and terminate the contract accordingly.
- 8.4 For the purposes of this clause, a non-resident entity is any individual, partnership, joint venture, corporation, limited liability company, parent company, affiliate or other residing outside of Canada.

## 9. Closure of Government Facilities

- 9.1 Offeror personnel are employees of the Offeror and are paid by the Offeror on the basis of services rendered. Where the Offeror or the Offeror's employees are providing services on government

premises pursuant to this Contract and the said premises become non accessible due to evacuation or closure of government facilities, and consequently no Work is being performed as a result of the closure, Canada will not be liable for payment to the Offeror for the period of closure.

- 9.2 Offerors working at CSC sites should be aware that they may be faced with delay or refusal of entry to certain areas at certain times even if prior arrangements for access may have been made. Offerors are advised to call in advance of travel to ensure that planned access is still available.

## **10. Tuberculosis Testing**

10.1 It is a condition of this contract that the Offeror or any employees of the Offeror who require entry into a Correctional Service of Canada Institution to fulfill the conditions of the contract may, at the sole discretion of the Warden, be required to provide proof of and results of a recent tuberculin test for the purpose of determining their TB infection status.

10.2 Failure to provide proof of and results of a tuberculin test may result in the termination of the contract.

10.3 All costs related to such testing will be at the sole expense of the Offeror.

## **11. Compliance with CSC Policies**

11.1 The Offeror agrees that its officers, servants, agents and subofferors will comply with all regulations and policies in force at the site where the work covered by this contract is to be performed.

11.2 Unless otherwise provided in the contract, the Offeror must obtain all permits and hold all certificates and licenses required for the performance of the Work.

11.3 Details on existing CSC policies can be found on the [CSC website](#) or any other CSC web page designated for such purpose.

## **12. Health and Labour Conditions**

12.1 In this section, "Public Entity" means the municipal, provincial or federal government body authorized to enforce any laws concerning health and labour applicable to the performance of the Work or any part thereof.

12.2 The Offeror must comply with all laws concerning health and labour conditions applicable to the performance of the Work or part thereof and must also require compliance of same by all its subofferors when applicable.

12.3 The Offeror upon any request for information or inspection dealing with the Work by an authorized representative of a Public Entity must forthwith notify the Project Authority or His Majesty.

12.4 Evidence of compliance with laws applicable to the performance of the Work or part thereof by either the Offeror or its subofferor must be furnished by the Offeror to the Project Authority or His Majesty at such time as the Project Authority or His Majesty may reasonably request."

## **13. Identification Protocol Responsibilities**

The Offeror must ensure that the Offeror and each of its agents, representatives or subofferors (referred to as Offeror Representatives for the purposes of this clause) comply with the following self-identification requirements:

13.1 During the performance of any Work at a Government of Canada site, the Offeror and each Offeror Representative must be clearly identified as such at all times;

13.2 During attendance at any meeting, the Offeror or Offeror Representatives must identify themselves as such to all meeting participants;

13.3 If the Offeror or a Offeror Representative requires the use of the Government of Canada's e-mail system in the performance of the Work, then the individual must clearly identify himself as the Offeror or an agent or subofferor of the Offeror in all electronic mail in the signature block as well as under the e-mail account Properties. This identification protocol must also be used in all other correspondence, communication, and documentation; and

13.4 If Canada determines that the Offeror is not complying with any of the obligations stated in this article, Canada will advise the Offeror and request that the Offeror implement, without delay, appropriate corrective measures to eliminate recurrence of the problem.

#### **14. Dispute Resolution Services**

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 Office of the Procurement Ombud (OPO) to request dispute resolution/mediation services. OPO may be contacted by e-mail at [the Office of the Procurement Ombud email address](#), by telephone at 1-866-734-5169, or by web at [the Office of the Procurement Ombud website](#). For more information on OPO's services, please see the [Procurement Ombud Regulations](#) or visit [the Office of the Procurement Ombud website](#).

#### **15. Contract Administration**

The Office of the Procurement Ombud (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 OPO by e-mail at [the Office of the Procurement Ombud email address](#), by telephone at 1-866-734-5169, or by web [the Office of the Procurement Ombud website](#). For more information on OPO's services, please see the [Procurement Ombud Regulations](#) or visit [the Office of the Procurement Ombud website](#).

#### **16. Privacy**

16.1 The Offeror acknowledges that Canada is bound by the Privacy Act, R.S.C. 1885, c. P-21, with respect to the protection of personal information as defined in that Act. The Offeror must keep private and confidential any such personal information collected, created or handled by the Offeror under the Contract, and must not use, copy, disclose, dispose of or destroy such personal information except in accordance with this clause and the delivery provisions of the Contract.

16.2 All such personal information is the property of Canada, and the Offeror must have no right in or to that information. The Offeror must deliver to Canada all such personal information in whatever form, including all copies, drafts, working papers, notes, memoranda, reports, data in machine-readable format or otherwise, and documentation which have been made or obtained in relation to this Contract, upon the completion or termination of the Contract, or at such earlier time as the Minister may request. Upon delivery of the personal information to Canada, the Offeror must have no right to retain that information in any form and must ensure that no record of the personal information remains in the Offeror's possession.

#### **17. Information Guide for Offerors**

Prior to the commencement of any work, the Offeror certifies that its employees or employees of its subofferors, working under contract for CSC will complete the applicable Module(s) and retain the signed checklist(s) from the CSC "Information Guide for Offerors" website: [www.bit.do/CSC-EN](http://www.bit.do/CSC-EN).



## ANNEX A

### STATEMENT OF WORK

#### 1. MAINTENANCE SERVICE

Provide cleaning (maintenance) service 4 times per week on Thursdays, Fridays, Saturdays and Sundays at the main entrance, administration area, the control post of the area, the MCCP (main communication control post), officers dining area, the school (3 classrooms and 2 washrooms), the M-02 training centre located outside the perimeter and maintain the sanitary facilities only.

Upon request, additional cleaning may be done during the day, at the firing range, and at Tower #4 (+/- 2 hours – about 5 times a year). This maintenance must be done within 24 hours of receiving the request from the authorized official, either the Head of Institutional Services or his substitute. Upon request, on Mondays, Tuesdays and Wednesdays additional cleaning may be requested for the main entrance, administration area, restricted movement area, officer's dining area, school, M2 building, filtration and water treatment plant for a total of approximately 90 hours per year.

The institution is estimating four (4) to five (5) hours per shift for the tasks indicated below.

The institution provides the cleaning products and equipment (vacuum cleaner, broom, etc.).

The Offeror must do the maintenance in the following sectors TWO (2) times a week (Thursdays and Fridays).

##### **Main entrance (security booth) and MCCP**

- Sweep the floors;
- Wash the floors;
- Buff floors, as needed;
- Wax the floors and strip them if necessary;
- Vacuum the carpets;
- Clean and disinfect the basement washrooms;
- Clean the main entrance control post's windows;
- Dust and clean the counter of the main entrance control post and in the MCCP in the basement;
- Dust and clean the counter and the microwaves in the MCCP's kitchenette.
- Disinfect the door handles;
- Empty and take out the trash;

##### **Administration area (basement)**

- Clean the men's and women's showers in the basement of the administration area basement;
- Clean and disinfect the men and women's washrooms.
- Sweep the floors in the basement corridor and showers;
- Clean the floors in the basement corridor and showers;
- Empty and take out the trash;
- Wax the floors and strip them if necessary;

##### **Restricted movement area (when it is open)**

- Clean the windows of the detention area control post;
- Sweep the control post and washroom floor;
- Wash the control post and washroom floor;
- Clean and disinfect the restrooms;
- Empty the trash;
- Clean the microwave;
- Dust the control post and dinette counters.

**Officer's dining area**

- Sweep the floors on both side of the dining area and the washrooms;
- Wash the floors on both side of the dining area and the washrooms;
- Clean and disinfect the men and women's washrooms.
- Empty the trash;
- Clean the windowsills, and make sure there are no insects.

**School**

- Sweep and wash the floors;
- Wax the floors and strip them if necessary;
- Empty the garbage cans;
- Dust the desks;
- Clean and disinfect the two (2) washrooms.

**Building M-02 – Training centre**

- Sweep the corridor, the training room (if open), the kitchenette and the washrooms on the 2 floors;
- Wash the floor of the corridor, the training room (if open), the kitchenette and the washrooms on the 2 floors;
- Clean and disinfect the washrooms;
- Empty and take out the garbage, and check the garbage in the Gymnasium;
- Dust the desks in the training room(if open);
- Clean the windowsills, and make sure there are no insects.

**FILTRATION PLANT**

- Clean and disinfect the washrooms;
- Empty the garbage cans;

**WATER TREATMENT PLANT**

- Clean and disinfect the washrooms;
- Empty the garbage cans;

The Offeror must do the maintenance in the following sectors TWO (2) times a week (Saturdays and Sundays).

**Main entrance (security booth) and MCCP**

- Clean and disinfect the basement washrooms;
- Empty and take out the washroom garbage cans;
- Replace the garbage bags.

**Administration area (basement)**

- Clean the men and women's showers in the administration area basement;
- Clean and disinfect the men and women's washrooms;
- Sweep the shower floors;
- Wash the shower floors;
- Empty and take out garbage cans in the washrooms (men and women's).

**Restricted movement area (when it is open)**

- Sweep the washroom and control post floor.
- Wash the washroom and control post floor;
- Clean and disinfect the washrooms;
- Empty the garbage cans;

**Officer's dining area**

- Sweep the floors on both side of the dining area and the washrooms;
- Wash the floors on both side of the dining area and the washrooms;
- Clean and disinfect the men and women's washrooms.
- Empty the trash;
- Clean the windowsills, and make sure there are no insects.

### **School**

- Sweep and wash the floors;
- Wax the floors and strip them if necessary;
- Empty the garbage cans;
- Dust the desks;
- Clean and disinfect the two (2) washrooms.

### **Building M-02**

- Sweep the floor of the washrooms (men's and women's) on both floors, the corridor, and the kitchenette;
- Wash the floor of the washrooms (men's and women's), the corridor, and the kitchenette;
- Clean and disinfect the washrooms;
- Empty and take out the garbage cans.

### **FILTRATION PLANT**

- Clean and disinfect the washrooms;
- Empty the garbage cans;

### **WATER TREATMENT PLANT**

- Clean and disinfect the washrooms;
- Empty the garbage cans;

### **VARIABLE PART**

The Offeror must do the maintenance of the following sectors upon **request during the day** (Mondays, Tuesdays, Wednesdays)

### **Firing range and Tower no. 4**

- Sweep the floors;
- Wash the floors;
- Clean and disinfect the washrooms;
- Empty the garbage cans;

### **Building M-02 – Training Centre**

- Sweep and wash the gymnasium floor.

### **Main entrance (security booth) and MCCP**

- Clean and disinfect the basement washrooms;
- Empty and take out the washroom garbage cans;
- Replace the garbage bags.

### **Administration area (basement)**

- Clean the men and women's showers in the administration area basement;
- Clean and disinfect the men and women's washrooms;
- Sweep the shower floors;
- Wash the shower floors;
- Empty and take out garbage cans in the washrooms (men and women's).

### **Restricted movement area (when it is open)**

- Sweep the washroom and control post floor.
- Wash the washroom and control post floor;
- Clean and disinfect the washrooms;
- Empty the garbage cans;

### **Officer's dining area**

- Sweep the floors on both side of the dining area and the washrooms;
- Wash the floors on both side of the dining area and the washrooms;

- Clean and disinfect the men and women's washrooms.
- Empty the trash;
- Clean the windowsills, and make sure there are no insects.

### **School**

- Sweep and wash the floors;
- Wax the floors and strip them if necessary;
- Empty the garbage cans;
- Dust the desks;
- Clean and disinfect the two (2) washrooms.

### **Building M-02**

- Sweep the floor of the washrooms (men's and women's) on both floors, the corridor, and the kitchenette;
- Wash the floor of the washrooms (men's and women's), the corridor, and the kitchenette;
- Clean and disinfect the washrooms;
- Empty and take out the garbage cans.

### **FILTRATION PLANT**

- Clean and disinfect the washrooms;
- Empty the garbage cans;

### **WATER TREATMENT PLANT**

- Clean and disinfect the washrooms;
- Empty the garbage cans;

## **2. DESCRIPTION OF THE WORK**

The designated persons must submit to regular search procedures at the main entrance according to the procedures set out in our policies.

They must also refrain from bringing prohibited and unauthorized items into the institution, as stipulated in our policies, e.g. cell phones, pagers, USB keys, laptops, tools, tobacco products, etc.

## **3. AREAS TO BE CLEAN/MAINTAIN**

The Offeror must clean/maintain all the physical locations described in these specifications. In addition, the Offeror must provide the workforce needed to carry out the work described in these specifications and in the contract documents.

### **3.1 MANAGING OFFEROR EMPLOYEES**

The Offeror is solely responsible for managing his staff.

The Offeror is responsible for training his employees in the work procedures.

The Offeror takes full responsibility for the actions of its employees during the performance of the contract.

The Offeror must meet his obligations concerning his employees' occupational health and safety.

### **3.2 SITE CONDITIONS**

At the time the contract is awarded, the Offeror must have already seen and accepted the condition of the building to be maintained. It is clearly understood that the manager will not pay the Offeror any additional amount of money should the previous Offeror have been negligent or committed any errors in maintaining the site.

Should the Offeror notice any abnormalities or defects, it must inform the manager in writing within 30 days of being awarded the contract, so as to avoid being held responsible later.

### **3.3 EMPLOYEE INTEGRITY**

Upon signing the contract, the Offeror must provide a complete list of his employees who underwent the required security screening and who will be assigned to the contract. The list must be duly accompanied by a copy of the security screening certificate for each employee.

The Offeror is responsible for keeping an up-to-date his list of employees with security clearance for the purposes of security screenings. All Offeror employees who must have access to protected information or assets, or to workplaces to which access is regulated, **must** have a valid reliability status. Any employee who does not meet the security standards will be denied access to the institution, at the Offeror's expense.

The Offeror must ensure that none of his employees are authorized to leave the building with any item, including found ones, not belonging to them.

Furthermore, the manager reserves the right to search any parcel or container that belong to employees, in addition to their equipment or storage areas (lockers or change rooms) located on the building premises. The Security Service manager or authorized official must perform these searches.

Neither the Offeror nor his employees can carry out tasks on the premises other than the ones defined herein.

The Offeror must ensure that his employees comply with the regulations regarding the confidential nature of information on the building or any other written or verbal information.

### **3.4 WORKFORCE**

#### **3.4.1 Competency**

The Offeror must provide all the qualified workers needed to do the work properly and must comply with regulations throughout the contract period. The Offeror must be given a list of the regulations if necessary.

Upon signing the contract, the Offeror must give the manager a complete list of the employees who are assigned to the contract. This list is subject to approval by the manager, who reserves the right and the privilege to ask to have it reviewed. In addition, the Offeror must inform the manager of any changes made to this list.

#### **3.4.2 Instructions**

Any questions about technical aspects of the work must be discussed and addressed with the manager.

#### **3.4.3 Contact with users**

The Offeror's staff must under no circumstances communicate with the inmates or disturb the building occupants or CSC employees. The manager must be told about any problems that arise in this respect; the same holds true if the Offeror's employees are disturbed.

### **3.5 WORK METHODS**

#### **3.5.1 General information**

The Offeror must use the cleaning methods he deems to be the most appropriate for doing the work, except for maintaining the floors (resilient surfaces), which as a general rule should be buffed.

If alkaline cleaning products must be used for the work, precautionary measures must be taken to ensure that upon completion of the work the surfaces cleaned are pH neutral.

### **3.5.2 Restrictions**

The Offeror's employees must not move any papers, documents, or items left on desks or other furniture. Under no circumstances must the Offeror's employees be allowed to open desk drawers, filing cabinets or other furniture.

It is strictly prohibited to place chairs, wastepaper baskets, or other items on the desks or the tables unless they were covered with protective materials beforehand. The Offeror's employees are strictly prohibited from using the office equipment, such as tables, file cabinets, chairs, or other items as scaffolding to carry out work or for any other purposes. Furthermore, employees are not authorized at any time to use telephones or other items left on the desks for their own purposes. Electrical devices, computing devices, and telephones must never be unplugged.

### **3.5.3 Opening doors is prohibited**

The Offeror's employees must never open doors for anyone. If need be, they must inform these persons to contact the building manager.

## **3.6 FOUND OBJECTS**

The Offeror's employees must hand over any objects found to the supervisor, who will give it to the officer in charge of the building's security.

## **3.7 BREAKAGE AND DEFECTS**

### **3.7.1 BREAKAGE**

The Offeror must inform the manager or designated representative as quickly as possible of the damages caused, accidentally or not, by its employees.

### **3.7.2 DEFECTS**

As the cleaning duties are carried out, employees must note any equipment or building defects and notify the supervisor. Depending on the seriousness of the defect, the supervisor must inform the building manager as soon as possible.

During winter, the Offeror must promptly notify the building manager if any office has a window left open, thus causing the location to be unusually cold.

### **3.7.3 Operating procedures**

The Offeror must be careful not to interrupt building activities. They must therefore carry out sanitary maintenance on a schedule that does not affect the smooth running of building activities. The Offeror must comply with the manager's techniques and requirements to carry out its sanitary maintenance work within the specialized services.

### **3.7.4 Security inspection**

The manager representing Correctional Service Canada is permitted at all times to inspect where the Offeror is working and the equipment being used. The manager must be authorized to make any recommendations deemed appropriate, and the Offeror must immediately comply with and carry out these recommendations, notwithstanding the maintenance activities set out in the technical specifications.

## **4. STANDARDIZED SANITARY MAINTENANCE DIRECTIONS**

### **4.1 QUALITY MANAGEMENT**

#### **4.1.1 INTRODUCTION**

Once the maintenance contract has been awarded, the Offeror must provide the quality services as stipulated in the following standardized directions. The quality management process outlined below is aimed at ensuring follow-up of the work carried out in order to meet the stated objectives.

This process will be implemented progressively because it will be subject to a one (1) month trial period at the beginning of the contract. This mechanism also precisely sets out the protocol to follow when the Offeror does not observe its contractual quality-of-service agreements.

#### **4.1.2 Quality control for routine and monthly work**

The manager must inspect the work locations in accordance with the quality control form, alone or together with the Offeror, depending on what the manager agreed to. The manager is fully responsible for the inspection frequency. The manager must give the Offeror the inspection results.

#### **4.1.3 Non-compliant results**

The Offeror must be considered to be in default if the manager's quality control report shows results that do not meet the tolerance levels. If it is a first instance of default, the Offeror will be given a written notice from the manager stipulating the adjustments to be made in order to meet the tolerance levels. No penalty will be applied. However, remedial work will have to be carried out within 48 hours. In the event that all the remedial work requested was not done properly within the time limit set, the Offeror will then receive a notice of non-compliance by email or fax from the manager indicating the type of penalty that will be applied to the current month's bill. In addition, the Offeror will have to correct the faults within 48 hours.

## **4.2 STANDARDS DEFINITION**

The manager and the Offeror undertake to base the quality assessment on the standardized directions in force.

### **4.2.1 Floor maintenance**

- Sweeping or dusting with a mop and removing stains.
- There must not be any dirt or waste left in the corners, behind or under the radiators, under the furniture or behind doors.
- Floors must not be covered with a layer of dust.
- The swept areas must be free of dust, residue, and stains (calcium, coffee, soft drinks, shoe prints, etc.).
- Cleaning the grooves (foot grilles, door sills, etc.)

### **4.2.2 Wet and damp mopping**

- All mopped areas must be clean and free of stains, loose strands, and mop streaks.
- There must not be any traces of water or splashes on the walls, baseboards, and other surfaces.
- There must not be any water or other cleaning liquids under the legs of the furniture or the metal filing cabinets.
- Boot mats must be washed at the same time.

### **4.2.3 Floor stain removal**

- Remove all stains, dirt and residue from the surfaces (calcium, coffee, soft drinks, shoe prints, etc.).

- All the stains that resist normal cleaning procedures must be removed with an appropriate stain remover. The manufacturer's recommended techniques must be followed. The products used must not alter the surface finishes.

#### **4.2.4 Spray buffing**

- There must not be any dust or dirt on the floors.
- There must not be any marks or streaks caused by excessive buffing.
- The floor must look clean.
- The baseboards, equipment, and furniture must not have splashes caused by spraying.
- Boot trays must be washed at the same time.

#### **4.2.5 Finish (applying floor finishes)**

- There must be no loose strands on the floor.
- The floor must be clean and shiny, including the corners and under the furniture.
- There must not be any splashes on the walls, baseboards, the furniture, and other surfaces.
- Furniture has to be put back into place once the work has been completed.
- At least three coats of wax must be applied.

#### **4.2.6 Vacuuming**

- The rugs and the carpets must be clean and free of dust, dirt, stains or other debris.
- Mats must be dust- and dirt-free.
- The areas of floors directly under the edges of the carpets must be dust- and dirt-free.
- The floors around the carpets must be clean. There must not be any dirt left in the corners, under the furniture or behind doors.

#### **4.2.7 Miscellaneous**

- Chairs, wastepaper baskets, or other items must not be placed on desks or tables during cleaning.
- Furniture and equipment must be put back in their original positions.

#### **4.2.8 Walls**

- There must be no dirt, grime or other marks on the walls.

#### **4.2.9 Glass doors and glass panels**

- There must not be any streaks or smears on the windows, and all frames must be clean.
- There must not be any water on the sills or the edges.

#### **4.2.10 Polishing metal surfaces**

- The push bars, protective plates, railings, doors and other metallic surfaces must be clean and polished.

#### **4.2.11 Trash collection**

- Wastepaper baskets and trash cans must be emptied and the insides cleaned.
- Garbage bags must be replaced. The outside surfaces must be clean.

#### **4.2.12 Dusting**

- Dust and clean the desks and the rest of the office furniture.
- Remove the dust and dirt found on chairs and couches with a vacuum cleaner.
  - Use a rag to wipe off the glass desktops and tabletops.



- Dust all the engravings, plaques, horizontal and other surfaces.
- Dust and clean the radiators, window sills, door sills, frames, blinds, baseboards and partition edges.
- Dust the air vents.

#### **4.2.13 Removing stains**

- The walls, doors, frames, and glass partitions must be spotless.

#### **4.2.14 Wet wiping**

- Mirrors and glass objects must be wiped clean with a damp cloth.

#### **4.2.15 Washrooms, bathrooms and showers**

##### **Waste collection**

- The wastepaper baskets and garbage cans must be emptied, the garbage bags must be replaced as needed, and the inside and outside surfaces must be properly wiped clean.

##### **Provisions**

- All dispensers must be refilled.

##### **Sanitary equipment**

- Sinks and exposed pipes must be free of dust, traces of dirt, and stains.
- Flush handles, toilet seats, tanks and urinals must be thoroughly cleaned.
- Plumbing accessories and counters must be spotless and without soap buildup, dust, or mould.

##### **Dispensers, walls, toilet stall partitions, doors, shelves, mirrors, and window sills**

- All dispensers, shelves, edges, and shelf brackets must be free of prints, dust, and stains.
- All mirrors must be clean.
- The walls, toilet stall partitions, and doors must be free of dust, prints, graffiti, and traces of mops. In addition, connections must be mould-free.

#### **4.2.16 Floors**

Floors must be maintained in accordance with the descriptions in the sections entitled "Floor maintenance" and "Disinfecting areas in which diseases can spread."

##### **Cleaning and polishing**

- Glass, wood and metal surfaces must be clean, dirt-free and without marks.
- Walls must be without marks up to eye level.
- Frames, windows, and adjacent surfaces must be dust-free.

#### **4.2.17 Fans and diffusers**

- Fans and diffusers must be dusted.
- The fan frames must be properly cleaned.

#### **4.2.18 Exhaust fan**

- The fan wall surface must be dust-free.

#### **4.2.19 Wall-ceiling junction**

- There must be no spider webs at the wall-ceiling junctions.

#### **4.2.20 Cleaning windows, partitions, and glass panels**

- Frames, sills and edges must be clean and without marks.
- Items moved during cleaning must be put back in place.

#### **4.2.21 Storage area**

- All the floors must be clean.
- All appliances and walls must be dust-free and spotless.
- Mop buckets and carts must be emptied, cleaned, and odourless.
- There must not be any paper, waste, or wastebaskets in the room reserved for storing equipment and products.

#### **4.2.22 Disinfecting areas in which diseases can spread**

Areas such as, but not limited to bathrooms, showers, and lockers must be well-treated hygienically by cleaning and disinfecting them with a germicidal detergent. The floors, walls, shower curtains, soap holders, floor grill drainage tiles and non-slip mats must be free of soap, debris, residues and any other dirt. A disinfecting solution must be poured down the floor drains to control odours and the bacteria that develop there.

### **5. SPECIAL CONDITIONS**

#### **5.1 QUALIFIERS**

The technical specifications are to be considered as merely a basic amount of information for ensuring cleanliness of the premises. The tasks and the frequency of their execution define the required quality of the work.

Notwithstanding the specifications and the task frequency, the Offeror is responsible for maintaining all the premises in a state of cleanliness in accordance with current standards. The Offeror must modify the work routes according to the seasons and in the event of sector reorganization. During such reorganization, a reduction in the amount of work could be expected; however, after the reorganization, extra work may have to be done to thoroughly clean the premises prior to staff moving in.

Except if an exceptional situation arises, no payment will be made for temporary extra work (due to reorganization, construction, repairs).

#### **5.2 WORK SCHEDULES, ATTENDANCE, AND TIME SHEETS**

If the manager so requires, the Offeror with five days' notice must change the offeror employee work schedule and shifts.

Each Offeror employee must sign the daily attendance sheet upon entering and leaving the building.

Any Offeror employee who leaves the work site for any reason whatever must sign the attendance sheet, indicating the departure time. The employee has to sign the sheet again if returning to work.

#### **5.3 WORK FOLLOW-UP**

The Offeror must carry out, with the manager, any inspection that the latter has requested.

## **5.4 CHECKING DOORS, WINDOWS AND FAUCETS**

At all times the Offeror must take the necessary measures to ensure no door or window remains open or unlocked when the offeror employee is absent (unless the manager expressly makes an exception).

## **5.5 WASTE**

### **5.5.1 Non-recyclable waste**

The Offeror must collect and take all non-recyclable waste to the waste management centre decided on by the manager. As far as the collection and disposal of services' waste is concerned, it is the Offeror's responsibility to check with the services concerned and comply with their schedules.

### **5.5.2 Recyclable waste**

The Offeror must empty all the recycling containers daily, and take the recyclable waste to the locations specified by the manager.

## **5.6 CLEANING PRODUCTS, SANITARY PROVISIONS, AND GARBAGE BAGS**

### **5.6.1 Cleaning products**

The Offeror must use the materials and products that good cleaning procedures necessitate.

The Offeror must supply the maintenance products and the workforce needed to do cleaning and maintenance. In each sector there will be cleaning provisions available for the Offeror, as well as toilet paper, brown paper, garbage bags, hand soap for the dispensers, and the mats supplied by Correctional Service Canada.

All cleaning product containers must be individually labelled.

#### **5.6.1.1 Prohibited uses**

- No acid product may be used unless authorized by the manager;

#### **5.6.1.2 Cleaning products-related regulations and legislation**

- The Offeror must comply with internal and governmental legislation and regulations governing occupational health and safety. Each product used or stored on the premises must be clearly identified and have its own material safety data sheet. The Offeror must ensure that all offeror employees have received occupational health and safety training in order to satisfy the WHMIS-related requirements.

**ANNEX B**

**PROPOSED BASIS OF PAYMENT**

The following basis of payment will apply to any call-up issued against this Standing Offer.

**1.0 Services Provided with a Fixed Time Rate to a Maximum Price:**

For services requested by Canada, Canada will pay the Offeror up to the Maximum Price, for actual time worked and any resulting deliverables in accordance with the firm all-inclusive hourly rates set in this Annex, Applicable Taxes extra.

**2.0 Rates**

**FIRM PERIOD: FROM THE DATE OF AWARD TO AUGUST 31<sup>st</sup>, 2025**

<b>SECTION A – FIRM PART CLEANING SERVICES</b>	
Cleaning Services as described at the Annex A – Statement of work: <b>TWO (2) times a week</b> (Thursdays and Fridays) <b>Main entrance, MCCP, Administration area (basement), restricted movement area, filtration plant, water treatment plant and M-2 Building.</b>	
Cleaning Services as described at the Annex A – Statement of work: <b>TWO (2) times a week</b> (Saturdays and Sundays) <b>Main entrance, MCCP, Administration area (basement), restricted movement area, filtration plant, water treatment plant and M-2 Building.</b>	
\$ _____ / HOUR (300 hours estimated per year)	\$ _____ ANNUAL TOTAL
<b>SECTION B – VARIABLE PART (ON CALL) CLEANING SERVICES</b>	
Cleaning Services as described at the Annex A – Statement of work: On call (Mondays, Tuesdays, Wednesdays) <b>Main entrance, MCCP, Administration area (basement), restricted movement area, filtration plant, water treatment plant, M-2 Building and Firing range and Tower no. 4</b>	
90 hours estimated per year	\$ _____ / HOUR

**3.0 Options to Extend the Standing Offer Period:**

Subject to the exercise of the option to extend the Standing Offer period in accordance with Article *(To Be Inserted at Standing Offer Award)* of the original Standing Offer, Options to Extend the Standing Offer, the Offeror will be paid the firm all inclusive Hourly Rate(s), in accordance with the following table, Applicable Taxes extra, to complete all Work and services required to be performed in relation any call-up issued as a result of the Standing Offer extension.

**OPTION #1: SEPTEMBER 1<sup>ST</sup>, 2025 TO AUGUST 31<sup>ST</sup>, 2026**

<b><u>SECTION A – FIRM PART</u></b> <b><u>CLEANING SERVICES</u></b>	
Cleaning Services as described at the Annex A – Statement of work: <b>TWO (2) times a week</b> (Thursdays and Fridays) <b>Main entrance, MCCP, Administration area (basement), restricted movement area, filtration plant, water treatment plant and M-2 Building.</b>	
Cleaning Services as described at the Annex A – Statement of work: <b>TWO (2) times a week</b> (Saturdays and Sundays) <b>Main entrance, MCCP, Administration area (basement), restricted movement area, filtration plant, water treatment plant and M-2 Building.</b>	
\$ _____ / HOUR (300 hours estimated per year)	\$ _____ ANNUAL TOTAL
<b><u>SECTION B – VARIABLE PART (ON CALL)</u></b> <b><u>CLEANING SERVICES</u></b>	
Cleaning Services as described at the Annex A – Statement of work: On call (Mondays, Tuesdays, Wednesdays) <b>Main entrance, MCCP, Administration area (basement), restricted movement area, filtration plant, water treatment plant, M-2 Building and Firing range and Tower no. 4</b>	
90 hours estimated per year	\$ _____ / HOUR

**OPTION #2: SEPTEMBER 1<sup>ST</sup>, 2026 TO AUGUST 31<sup>ST</sup>, 2027**

<b><u>SECTION A – FIRM PART</u></b> <b><u>CLEANING SERVICES</u></b>	
Cleaning Services as described at the Annex A – Statement of work: <b>TWO (2) times a week</b> (Thursdays and Fridays) <b>Main entrance, MCCP, Administration area (basement), restricted movement area, filtration plant, water treatment plant and M-2 Building.</b>	
Cleaning Services as described at the Annex A – Statement of work: <b>TWO (2) times a week</b> (Saturdays and Sundays) <b>Main entrance, MCCP, Administration area (basement), restricted movement area, filtration plant, water treatment plant and M-2 Building.</b>	
\$ _____ / HOUR (300 hours estimated per year)	\$ _____ ANNUAL TOTAL
<b><u>SECTION B – VARIABLE PART (ON CALL)</u></b> <b><u>CLEANING SERVICES</u></b>	
Cleaning Services as described at the Annex A – Statement of work: On call (Mondays, Tuesdays, Wednesdays) <b>Main entrance, MCCP, Administration area (basement), restricted movement area, filtration plant, water treatment plant, M-2 Building and Firing range and Tower no. 4</b>	
90 hours estimated per year	\$ _____ / HOUR

**4.0 Applicable Taxes**

- (a) All prices and amounts of money in the Standing Offer are exclusive of Applicable Taxes, unless otherwise indicated. Applicable Taxes are extra to the price herein and will be paid by Canada.
- (b) The estimated Applicable Taxes of \$ *(To Be Inserted at Standing Offer Award)* are included in the total estimated cost shown on page 1 of this Standing Offer. The estimated Applicable Taxes will be incorporated into all invoices and progress claims and shown as a separate item on invoices and

progress claims. All items that are zero-rated, exempt, or to which taxes do not apply, are to be identified as such on all invoices. The Offeror agrees to remit to Canada Revenue Agency (CRA) any amounts of Applicable Taxes or due.

## **5.0 Electronic Payment of Invoices - Offer**

Canada requests that Offerors complete option 1 or 2 below:

1.  Electronic Payment Instruments will be accepted for payment of invoices.

The following Electronic Payment Instrument(s) are accepted:

- MasterCard Acquisition Card;
- Direct Deposit (Domestic and International);

2.  Electronic Payment Instruments will not be accepted for payment of invoices.

The Offeror is not obligated to accept payment by Electronic Payment Instruments.

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

# ANNEX C SECURITY REQUIREMENTS CHECK LIST

DSD-QUE5880



Government of Canada /  
Gouvernement du Canada

Contract Number / Numéro du contrat 21301-25-4678509
Security Classification / Classification de sécurité Non-classifié

## 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 <b>Service correctionnel du Canada</b>		2. Branch or Directorate / Direction générale ou Direction <b>Établissement La Macaza / service de gestion</b>	
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 <b>Service d'entretien ménager de différents secteurs pour l'établissement La Macaza</b>			
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			
5. a) Will the supplier and its employees require access to PROTECTED and/or CLASSIFIED information or assets? Le fournisseur ainsi que les employés auront-ils accès à des renseignements ou à des biens PROTÉGÉS et/ou CLASSIFIÉS? (Specify the level of access using the chart in Question 7. c) (Préciser le niveau d'accès en utilisant le tableau qui se trouve à la question 7. c)		<input checked="" type="checkbox"/> No Non	<input type="checkbox"/> Yes Oui
5. 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
5. c) Is this a commercial courier or delivery requirement with no overnight storage? S'agit-il d'un contrat de messagerie ou de livraison commerciale sans entreposage de nuit?		<input checked="" type="checkbox"/> No Non	<input type="checkbox"/> Yes Oui
7. a) Indicate the type of information that the supplier will be required to access / Indiquer le type d'information auquel le fournisseur devra avoir accès			
Canada <input type="checkbox"/>	NA <input type="checkbox"/>	NATO / OTAN <input type="checkbox"/>	NA <input type="checkbox"/>
		Foreign / Étranger <input type="checkbox"/>	NA <input type="checkbox"/>
7. b) Release restrictions / Restrictions relatives à la diffusion			
No release restrictions Aucune restriction relative à la diffusion <input type="checkbox"/>		All NATO countries Tous les pays de l'OTAN <input type="checkbox"/>	
Not releasable À ne pas diffuser <input type="checkbox"/>			
Restricted to: / Limité à: <input type="checkbox"/>		Restricted to: / Limité à: <input type="checkbox"/>	
Specify country(ies): / Préciser le(s) pays:		Specify country(ies): / Préciser le(s) pays:	
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"/>

TBS/SCT 350-103(2004/12)

Security Classification / Classification de sécurité  
Non-classifié



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

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

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

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

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

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

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

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

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

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

## INFORMATION / ASSETS / RENSEIGNEMENTS / BIENS

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

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

## PRODUCTION

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

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

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

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





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

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

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

**SUMMARY CHART / TABLEAU RÉCAPITULATIF**

Category / Catégorie	PROTECTED / PROTÉGÉ			CLASSIFIED / CLASSIFIÉ			NATO				COMSEC					
	A	B	C	CONFIDENTIAL / CONFIDENTIEL	SECRET	TOP SECRET / TRÈS SECRET	NATO RESTRICTED / NATO DIFFUSION RESTRICTION	NATO CONFIDENTIAL / NATO CONFIDENTIEL	NATO SECRET	COMSEC TOP SECRET / COMSEC TRÈS SECRET	PROTECTED / PROTÉGÉ			CONFIDENTIAL	SECRET	TOP SECRET / TRÈS SECRET
											A	B	C			
<b>NA</b>																
Information / Assets / Réseaux / Réseaux / Bases / Production																
IT Media / Support TI / IT Link / Lien électronique																

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

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

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

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



Contract Number / Numéro du contrat 21301-25-4679509
Security Classification / Classification de sécurité Non-classifié

PART D - AUTHORIZATION / PARTIE D - AUTORISATION				
<b>13. Organization Project Authority / Chargé de projet de l'organisme</b>				
Name (print) - Nom (en lettres moulées) Johanne Visocchi		Title - Titre Chef service en établissement		Signature 
Telephone No. - N° de téléphone (819) 275-2315 poste 7091	Facsimile No. - N° de télécopieur	E-mail address - Adresse courriel Johanne.Visocchi@CSC-SCC.GC.CA	Date 2024-02-28	
<b>14. Organization Security Authority / Responsable de la sécurité de l'organisme</b>				
Name (print) - Nom (en lettres moulées) Dominic St-Denis		Title - Titre Security Analyst		Signature 
Telephone No. - N° de téléphone	Facsimile No. - N° de télécopieur	E-mail address - Adresse courriel	Date	
15. Are there additional instructions (e.g. Security Guide, Security Classification Guide) attached? Des instructions supplémentaires (p. ex. Guide de sécurité, Guide de classification de la sécurité) sont-elles jointes? <input checked="" type="checkbox"/> No / Non <input type="checkbox"/> Yes / Oui				
<b>16. Procurement Officer / Agent d'approvisionnement</b>				
Name (print) - Nom (en lettres moulées) Adriana Salvatore		Title - Titre Agente régionale d'approvisionnements		Signature 
Telephone No. - N° de téléphone 514-234-5127	Facsimile No. - N° de télécopieur	E-mail address - Adresse courriel Adriana.Salvatore@csc-scc.gc.ca	Date	
<b>17. Contracting Security Authority / Autorité contractante en matière de sécurité</b>				
Name (print) - Nom (en lettres moulées) <b>APPROVED</b> By Denis Lecompte at 11:44 am, Mar 06, 2024		Title - Titre Lecompte, Denis		Signature 
Telephone No. - N° de téléphone	Facsimile No. - N° de télécopieur	E-mail address - Adresse courriel	Date 11:44:59 -05'00'	

## ANNEX D INSURANCE REQUIREMENTS

### Commercial General Liability Insurance

1. The offeror 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 Offeror'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 Offeror.
  - 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 Offeror and/or arising out of operations that have been completed by the Offeror.
  - 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 Offeror will provide the Contracting Authority thirty (30) days prior written notice of policy cancellation or any changes to the insurance policy.
  - 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 Offerors' Protective Liability: Covers the damages that the Offeror becomes legally obligated to pay arising out of the operations of a subofferor.
  - m. Sudden and Accidental Pollution Liability (minimum 120 hours): To protect the Offeror for liabilities arising from damages caused by accidental pollution incidents.

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 Offeror'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 Offeror's insurer for any difference between the proposed settlement amount and the amount finally awarded or paid to the plaintiffs (inclusive of costs and interest) on behalf of Canada.