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Request for Proposal (RFP)

Demande de proposition (DDP)

Proposal To: Natural Resources Canada

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

Comments – Commentaires

Issuing Office – Bureau de distribution

Natural Resources Canada / Ressources
naturelles Canada
Finance and Procurement Management Branch
Natural Resources Canada
580 Booth Street
Ottawa, ON
K1A 0E4

Title – Sujet Pacific Forestry Centre Annual Cleaning Services	
Solicitation No. – No de l’invitation NRCan- 5000082714	Date 16 July 2024
Requisition Reference No. - N° de la demande 181669	
Solicitation Closes – L’invitation prend fin at – à 2 p.m. (Eastern Standard Time (EST)) on – le 16 August 2024	
Address Enquiries to: - Adresse toutes questions à: Bianca.moore@NRCan-RNCan.gc.ca	
Telephone No. – No de telephone 343-543-4785	
Destination – of Goods and Services: Destination – des biens et services: Pacific Forestry Centre 506 Burnside Road West, Victoria B.C	
Security – Sécurité THERE ARE SECURITY REQUIREMENTS ASSOCIATED WITH THIS REQUIREMENT.	
Vendor/Firm Name and Address Raison sociale et adresse du fournisseur/de l’entrepreneur Telephone No.:- No. de téléphone: Email – Courriel :	
Name and Title of person authorized to sign on behalf of Vendor/Firm (type or print) Nom et titre de la personne autorisée à signer au nom du fournisseur/de l’entrepreneur (taper ou écrire en caractères d’imprimerie) <hr/>	
Signature	Date



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The Articles contained in this document are mandatory in their entirety, unless otherwise indicated. Acceptance of these Articles, in their entirety, as they appear in this document, is a Mandatory requirement of this RFP.

Suppliers submitting a proposal containing statements implying that their proposal is conditional on modification of these clauses or containing terms and conditions that purport to supersede these clauses or derogate from them will be considered non-responsive.

Bidders with concerns regarding the provisions of the Bid Solicitation document (including the Resulting Contract Clauses) should raise such concerns in accordance with the Enquiries provision of this RFP.

By signing its bid, the bidder confirms that they have read the entire bid solicitation including the documents incorporated by reference into the bid solicitation and certifies that:

1. The Bidder considers itself and its proposed resources able to meet all the mandatory requirements described in the bid solicitation;
2. This bid is valid for the period requested in the bid solicitation;
3. All the information provided in the bid is complete, true and accurate; and
4. If the Bidder is awarded a contract, it will accept all the terms and conditions set out in the resulting contract clauses included in the bid solicitation.



PART 1 - GENERAL INFORMATION

1.1 Introduction

The bid solicitation is divided into seven parts plus attachments and annexes, as follows:

- Part 1 General Information: provides a general description of the requirement;
- Part 2 Bidder Instructions: provides the instructions, clauses and conditions applicable to the bid solicitation;
- Part 3 Bid Preparation Instructions: provides Bidders with instructions on how to prepare their bid;
- Part 4 Evaluation Procedures and Basis of Selection: indicates how the evaluation will be conducted, the evaluation criteria that must be addressed in the bid, and the basis of selection;
- Part 5 Certifications and Additional Information: includes the certifications and additional information to be provided;
- Part 6 Security, Financial and Other Requirements: includes specific requirements that must be addressed by Bidders; and
- Part 7 Resulting Contract Clauses: includes the clauses and conditions that will apply to any resulting contract.

The Annexes include the Statement of Work, the Basis of Payment, the Security Requirements Checklist, the Insurance Requirements, any other annexes.

1.2 Summary

By means of the RFP, Natural Resources Canada (NRCan) is seeking proposals from bidders for the provision of all labour, supervision, material, equipment and transportation required for janitorial services at Pacific Forestry Centre 506 Burnside Road West, Victoria B.C.

The period of the contract will be for three (3) year with the option to extend the term of the Contract by up to two (2) additional one-year periods under the same conditions.

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

The requirement is subject to the provisions of the Canadian Free Trade Agreement (CFTA), Canada-Chile Free Trade Agreement (CCFTA), Comprehensive and Progressive Agreement for Trans-Pacific Partnership (CPTPP), Canada-Colombia Free Trade Agreement, Canada-European Union Comprehensive Economic and Trade Agreement (CETA), Canada-Honduras Free Trade Agreement, Canada-Korea Free Trade Agreement, Canada-Panama Free Trade Agreement, Canada-Ukraine Free Trade Agreement, Canada-United Kingdom Trade Continuity Agreement, World Trade Organization-Agreement on Government Procurement (WTO-GPA).

There is a **mandatory** site visit associated with this requirement. Consult Part 2 – Bidder Instructions.

This bid solicitation allows bidders to use the CPC Connect service provided by Canada Post Corporation to transmit their bid electronically. Bidders must refer to Part 2 entitled Bidder Instructions, and Part 3 entitled Bid Preparation Instructions, of the bid solicitation,



for further information.

1.3 Debriefings

Bidders may request a debriefing on the results of the bid solicitation process. Bidders should make the request to the Contracting Authority within fifteen (15) working days from receipt of the results of the bid solicitation process. The debriefing will be done in writing, by email.



PART 2 - BIDDER INSTRUCTIONS

2.1 Standard Instructions, Clauses and Conditions

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

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

The [2003](#) (2023-06-08) Standard Instructions - Goods or Services - Competitive Requirements, are incorporated by reference into and form part of the bid solicitation.

- **In the complete text content (except Section 1 and 3)**
Delete: Public Works and Government Services Canada” and “PWGSC”
Insert: “Natural Resources Canada.” and “NRCan”
- **At 02 Procurement Business Number:**
Delete: “Suppliers are required to”
Insert: “It is suggested that suppliers”
- **At 08 Transmission by facsimile or by Canada Post Corporation's (CPC) Connect service, article 1:**
Delete: in its entirety
- **At 08 Transmission by facsimile or by Canada Post Corporation's (CPC) Connect service, article 2a:**
Delete: : The only acceptable email address to use with CPC Connect for responses to bid solicitations issued by PWGSC headquarters is: tpsgc.pareceptiondessaoumissions-apbidReceiving.pwgsc@tpsgc-pwgsc.gc.ca. or, if applicable, the email address identified in the bid solicitation.
Insert: The only acceptable email address to use with CPC Connect for responses to bid solicitation issued by NRCan is: procurement-apvisionnement@NRCan-RNCan.gc.ca
- **At 08, Transmission by facsimile or by Canada Post Corporation's (CPC) Connect service, article 2b:**
Delete: “six business days”
Insert: “five business days”
- **At 20, Further information, article 2b:**
Delete: in its entirety

Subsection 5.4 of [2003](#), (2023-06-08) Standard Instructions - Goods or Services - Competitive Requirements, is amended as follows:

Delete: 60 days

Insert: 180 days

2.1.1 SACC Manual Clauses



2.2 Submission of Bids

Bidders must submit all proposals using the Canada Post Canada (CPC) Connect service. Given the current constraints on NRCan's networks, the electronic mail system has a limit of 1GB per single message received and a limit of 20GB per conversation.

Bids must be submitted no later than the date and time indicated on page 1 of the bid solicitation.

Only bids submitted using CPC Connect service will be accepted.

At least five (5) business days before the bid solicitation closing date, it is necessary for the Bidder to send an email requesting to open CPC Connect conversation to the following address:

procurement-approvisionnement@NRCan-RNCan.gc.ca

Note 1: Bids will not be accepted if e-mailed directly to this address. This e-mail address is to be used to open CPC Connect conversation, as detailed in the Standard Instructions [2003 \(article 08, paragraph 2\)](#), or to send bids through CPC Connect message if the bidder is using its own licensing agreement for CPC Connect.

Note 2: Send as early as possible in order to ensure a response, Requests to open a CPC Connect conversation received after that time may not be answered.

IMPORTANT: It is requested that you write the bid solicitation number in "Subject" of the email:

[NRCan-5000074794 - Janitorial Services Natural Resources Canada, Pacific Forestry Centre \(PFC\)](#)

NRCan will not assume responsibility for proposals directed to any other location.

The onus is on the Bidder to ensure that the bid is submitted correctly using CPC Connect service. Not complying with the instructions may result in NRCan's inability to ascertain reception date and/or to consider the bid prior to contract award. Therefore, NRCan reserves the right to reject any proposal not complying with these instructions.

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

2.3 Former Public Servant

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

Definitions

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

- a) an individual;
- b) an individual who has incorporated;
- c) a partnership made of former public servants; or



- d) a sole proprietorship or entity where the affected individual has a controlling or major interest in the entity.

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

"pension" means a pension or annual allowance paid under the [Public Service Superannuation Act](#) (PSSA), R.S., 1985, c. P-36, and any increases paid pursuant to the [Supplementary Retirement Benefits Act](#), R.S., 1985, c. S-24 as it affects the PSSA. It does not include pensions payable pursuant to the [Canadian Forces Superannuation Act](#), R.S., 1985, c. C-17, the [Defence Services Pension Continuation Act](#), 1970, c. D-3, the [Royal Canadian Mounted Police Pension Continuation Act](#), 1970, c. R-10, and the [Royal Canadian Mounted Police Superannuation Act](#), R.S., 1985, c. R-11, the [Members of Parliament Retiring Allowances Act](#), R.S. 1985, c. M-5, and that portion of pension payable to the [Canada Pension Plan Act](#), R.S., 1985, c. C-8.

Former Public Servant in Receipt of a Pension

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

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

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

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

Work Force Adjustment Directive

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

If so, the Bidder must provide the following information:

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

2.4 Enquiries - Bid Solicitation

All enquiries must be submitted in writing to the Contracting Authority no later than five (5) calendar days before the bid closing date. Enquiries received after that time may not be answered.

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



enquiry can be answered to all Bidders. Enquiries not submitted in a form that can be distributed to all Bidders may not be answered by Canada.

2.5 Applicable Laws

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

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

2.6 Improvement of Requirement During Solicitation Period

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

2.7 Mandatory Site Visit

It is mandatory that the Bidder or a representative of the Bidder visit the work site. Arrangements have been made for the site visit to be held at Pacific Forestry Centre 506 Burnside Road West, Victoria B.C. on August 1st, 2024. The site visit will begin at 11:00 PDT, in the main entrance lobby.

Bidders must communicate with the Contracting Authority no later than July 30th, 2024, at 13:00 PDT to confirm attendance and provide the name(s) of the person(s) who will attend. Bidders will be required to sign an attendance sheet. Bidders should confirm in their bid that they have attended the site visit. Bidders who do not attend the mandatory site visit or do not send a representative will not be given an alternative appointment and their bid will be declared non-responsive. Any clarifications or changes to the bid solicitation resulting from the site visit will be included as an amendment to the bid solicitation

2.8 Bid Challenge and Recourse Mechanisms

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



PART 3 - BID PREPARATION INSTRUCTIONS

3.1 Bid Preparation Instructions

The Bidder must submit its bid electronically, Canada requests that the Bidder submits its bid in accordance with section 08 of the 2003 standard instructions. The CPC Connect system has a limit of 1GB per single message posted and a limit of 20GB per conversation.

Canada requests that the Bidder submits its bid in separately saved documents as follows:

- Section I: Technical Bid
- Section II: Financial Bid
- Section III: Certifications
- Section IV: Additional Information

If the Bidder is simultaneously providing copies of its bid using multiple acceptable delivery methods, and if there is a discrepancy between the wording of any of these copies and the electronic copy provided through CPC Connect service, the wording of the electronic copy provided through CPC Connect service will have priority over the wording of the other copies.

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

In April 2006, Canada issued a policy directing federal departments and agencies to take the necessary steps to incorporate environmental considerations into the procurement process [Policy on Green Procurement](https://www.tbs-sct.gc.ca/pol/doc-eng.aspx?id=32573) (<https://www.tbs-sct.gc.ca/pol/doc-eng.aspx?id=32573>). To assist Canada in reaching its objectives, bidders should:

- 1) Include all environmental certification(s) relevant to your organization (e.g., ISO 14001, Leadership in Energy and Environmental Design (LEED), Carbon Disclosure Project, etc.)
- 2) Include all environmental certification(s) or Environmental Product Declaration(s) (EPD) specific to your product/service (e.g., Forest Stewardship Council (FSC), ENERGYSTAR, etc.)

Section I: Technical Bid

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

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

Section II: Financial Bid

3.1.1 Bidders must submit their financial bid in accordance with the Financial Bid Presentation Sheet (in Appendix "2").

3.1.2 Exchange Rate Fluctuation

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



Section III: Certifications

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



PART 4 - EVALUATION PROCEDURES AND BASIS OF SELECTION

4.1 Evaluation Procedures

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

4.1.1 Technical Evaluation

Mandatory and point rated technical evaluation criteria are included in Appendix 1 – Evaluation Criteria.

4.2 Basis of Selection

4.2.1 Highest Combined Rating of Technical Merit (60%) and Price (40%)

1. To be declared responsive, a bid must:
 - a. Comply with all the requirements of the bid solicitation; and
 - b. meet all mandatory criteria; and
 1. obtain the required minimum points specified for each criterion in the technical evaluation, and
 - b. obtain the required minimum of 24 points overall for the technical evaluation criteria which are subject to point rating. The rating is performed on a scale of 39 points.
2. Bids not meeting (a) or (b) or (c) or (d) will be declared non-responsive.
3. The selection will be based on the highest responsive combined rating of technical merit and price. The ratio will be 60 % for the technical merit and 40 % for the price.
4. To establish the technical merit score, the overall technical score for each responsive bid will be determined as follows: total number of points obtained / maximum number of points available multiplied by the ratio of 60 %.
5. To establish the pricing score, each responsive bid will be prorated against the lowest evaluated price and the ratio of 40 %.
6. For each responsive bid, the technical merit score and the pricing score will be added to determine its combined rating.
7. Neither the responsive bid obtaining the highest technical score nor the one with the lowest evaluated price will necessarily be accepted. The responsive bid with the highest combined rating of technical merit and price will be recommended for award of a contract.

The table below illustrates an example where all three bids are responsive and the selection of the contractor is determined by a 60/40 ratio of technical merit and price, respectively. The total available points equal 135 and the lowest evaluated price is \$45,000 (45).

Basis of Selection - Highest Combined Rating Technical Merit (60%) and Price (40%)			
	Bidder 1	Bidder 2	Bidder 3
Overall Technical Score	115/135	89/135	92/135
Bid Evaluated Price	\$55,000.00	\$50,000.00	\$45,000.00



Calculations	Technical Merit Score	$115/135 \times 60 = 51.11$	$89/135 \times 60 = 39.56$	$92/135 \times 60 = 40.89$
	Pricing Score	$45/55 \times 40 = 32.73$	$45/50 \times 40 = 36$	$45/45 \times 40 = 40$
Combined Rating		83.84	75.56	80.89
Overall Rating		1st	3rd	2nd



PART 5 – CERTIFICATIONS AND ADDITIONAL INFORMATION

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

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

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

5.1 Certifications Required with the Bid

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

5.1.1 Integrity Provisions - Declaration of Convicted Offences

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

5.1.2.2 Indigenous Designation

Who is eligible?

An Indigenous business can be:

- a band as defined by the Indian Act
- a sole proprietorship
- a limited company
- a co-operative
- a partnership
- a not-for-profit organization

in which Indigenous persons have at least 51% ownership and control.

An Indigenous business can also be a joint venture consisting of 2 or more Indigenous businesses or an Indigenous business and a non-Indigenous business, provided that the Indigenous business or businesses have at least 51% ownership and control of the joint venture.

In instances where 1 or more Indigenous businesses, as defined under the rules of PSIB, are involved in a contract with 1 or more non-Indigenous businesses or individual contractors, 33% of the total monetary value of the work contracted for must be performed by Indigenous businesses.

The bidder must certify in its submitted bid that it is an Indigenous business, or a joint venture constituted as described above.

Our Company is NOT an Indigenous Firm

Our Company is an Indigenous Firm, as identified above.



5.2 Certifications Precedent to Contract Award and Additional Information

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

5.2.1 Integrity Provisions – Required Documentation

In accordance with the [Ineligibility and Suspension Policy \(http://www.tpsgc-pwgsc.gc.ca/ci-if/politique-policy-eng.html\)](http://www.tpsgc-pwgsc.gc.ca/ci-if/politique-policy-eng.html), the Contractor must provide with its bid the required documentation, as applicable, to be given further consideration in the procurement process.

All applicants, regardless of their status under the policy, must have the following information at the time to participate in a procurement process:

- Suppliers that are corporate entities, including those bidding 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;
- Suppliers bidding as sole proprietors, including sole proprietors bidding as joint ventures, must provide a complete list of the names of all owners;
- Suppliers that are a partnership do not need to provide a list of names.

Supplier's Legal Name: _____

OR

Name of each member of the joint venture:

Member 1: _____

Member 2: _____

Member 3: _____

Member 4: _____

Organizational Structure:

- corporate entity (shareholders) - provide the names of the current Board of directors
- privately owned corporation - provide a list of the owner's names
- sole proprietor - provide a list of the owner's names

LIST OF NAMES

LAST NAME	FIRST NAME	TITLE



5.2.2 Security Requirements – Required Documentation

In accordance with the requirements of the Contract Security Program of Public Works and Government Services Canada (<http://www.tpsgc-pwgsc.gc.ca/esc-src/introduction-eng.html>), the Bidder must provide a completed Contract Security Program Application for Registration (AFR) form to be given further consideration in the procurement process.

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

5.2.4 Additional Certifications Precedent to Contract Award

5.2.4.1 Status and Availability of Resources

SACC Manual clause A3005T (2010-08-16) Status and Availability of Resources

5.2.4.2 Education and Experience

SACC Manual clause A3010T (2010-08-16) Education and Experience

5.2.4.3 Former Public servant

<p>Former Public Servants</p> <p>See the Article in Part 2 of the bid solicitation entitled Former Public Servant for a definition of "Former Public Servant".</p>	<p>Is the Bidder a FPS in receipt of a pension as defined in the bid solicitation?</p> <p>Yes <input type="checkbox"/> No <input type="checkbox"/> If yes, provide the information required by the Article in Part 2 entitled "Former Public Servant"</p>
	<p>Is the Bidder a FPS who received a lump sum payment under the terms of the Work Force Adjustment Directive?</p> <p>Yes <input type="checkbox"/> No <input type="checkbox"/> If yes, provide the information required by the Article in Part 2 entitled "Former Public Servant"</p>

SIGNATURE for CERTIFICATION

The Contractor certifies having read and understood the information included in the present document and acknowledges receipt.

Name

Date

Signature of Authorized Representative



PART 6 – SECURITY, FINANCIAL AND OTHER REQUIREMENTS

- 1) Before award of a contract, the following conditions must be met:
 - a) the Bidder must hold a valid organization security clearance as indicated in Part–7 - Resulting Contract Clauses;
 - b) the Bidder’s proposed individuals requiring access to classified or protected information, assets or sensitive work sites must meet the security requirements as indicated in Part– 7 - Resulting Contract Clauses;
 - c) the Bidder must provide the name of all individuals who will require access to classified or protected information, assets or sensitive work sites;
2. Bidders are reminded to obtain the required security clearance promptly. Any delay in the award of a contract to allow the successful Bidder to obtain the required clearance will be at the entire discretion of the Contracting Authority.
3. For additional information on security requirements, Bidders should refer to the [Contract Security Program](http://www.tpsgc-pwgsc.gc.ca/esc-src/introduction-eng.html) of Public Works and Government Services Canada ([http://www.tpsgc-pwgsc.gc.ca/esc- src/introduction-eng.html](http://www.tpsgc-pwgsc.gc.ca/esc-src/introduction-eng.html)) website.

6.1 Insurance Requirements

The Bidder must provide a letter from an insurance broker or an insurance company licensed to operate in Canada stating that the Bidder, if awarded a contract as a result of the bid solicitation, can be insured in accordance with the Insurance Requirements specified in Annex D.

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



PART 7 - RESULTING CONTRACT CLAUSES

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

7.1 Statement of Work

The Contractor must perform the Work in accordance with the Statement of Work at Annex "A" and the Contractor's technical bid entitled _____, dated _____. (*to be completed at contract award*)

7.1.1 Optional Services

The Contractor grants to Canada the irrevocable option to extend the term of the Contract by up to two (2) additional one-year period(s) under the same conditions. The Contractor agrees that, during the extended period of the Contract, it will be paid in accordance with the applicable provisions as set out in the Basis of Payment.

Canada may exercise this option at any time by sending a written notice to the Contractor at least 10 calendar days before the expiry date of the Contract. The option may only be exercised by the Contracting Authority, and will be evidenced for administrative purposes only, through a contract amendment.

7.2 Standard Clauses and Conditions

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

7.2.1 General Conditions

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

7.3 Security Requirements

SECURITY REQUIREMENT FOR CANADIAN SUPPLIER: PWGSC FILE No. 181669

1. The Contractor 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 Contractor 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 Contractor must comply with the provisions of the:
 - a) Security Requirements Check List and security guide (if applicable), attached at Annex C;
 - b) *Contract Security Manual* (Latest Edition).

7.4 Term of Contract

7.4.1 Period of the Contract

The period of the Contract is from date of Contract to 31 March 2027 inclusive.

7.4.2 Option to Extend the Contract

The Contractor grants to Canada the irrevocable option to extend the term of the Contract by up to two (2) additional one (1) year period(s) under the same conditions. The Contractor agrees that, during the extended



period of the Contract, it will be paid in accordance with the applicable provisions as set out in the Basis of Payment.

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

7.5 Authorities

7.5.1 Contracting Authority

The Contracting Authority for the Contract is:

Name: Bianca Moore
Title: Procurement Specialist
Natural Resources Canada
Procurement Services Unit
Address: 580 Booth Street, Ottawa, ON K1A 0E4
Telephone: 343-543-4785
E-mail address: bianca.moore@nrcan-rncan.gc.ca

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

7.5.2 Technical Authority

The Project Authority for the Contract is:

Name: _____ (to be filled out at contract award)
Title: _____
Organization: _____
Address: _____
Telephone: ____-____-_____
E-mail address: _____

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

7.5.3 Contractor's Representative

Name: _____ (to be filled out at contract award)
Title: _____
Organization: _____
Address: _____
Telephone: ____-____-_____
E-mail address: _____

7.6 Proactive Disclosure of Contracts with Former Public Servants

By providing information on its status, with respect to being a former public servant in receipt of a [Public Service Superannuation Act](#) (PSSA) pension, the Contractor has agreed that this information will be reported



on departmental websites as part of the published proactive disclosure reports, in accordance with [Contracting Policy Notice: 2019-01](#) of the Treasury Board Secretariat of Canada.

7.7 Payment

7.7.1 Basis of Payment - Limitation of Expenditure

The Contractor will be paid for its costs reasonably and properly incurred in the performance of the Work, in accordance with the Basis of Payment in Annex B , to a limitation of expenditure of \$_____(*To be completed at contract award*). Customs duties are included and Applicable Taxes are extra.

7.7.2 Limitation of Expenditure

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

7.7.3 Method of Payment - Monthly Payment

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

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

7.7.5 Time Verification

SACC *Manual* clause [C0711C](#) (2008-05-12), Time verification

7.8 Invoicing Instructions

Invoices shall be submitted using **the following method**:

E-mail:



Invoicing-Facturation@nrcan-rncan.gc.ca

Note: Attach "PDF" file. No other formats will be accepted

Invoices and all documents relating to a contract must be submitted on the Contractor's own form and shall bear the Contract number: _____

Invoicing Instructions to suppliers: <http://www.nrcan.gc.ca/procurement/3485>

7.9 Certifications and Additional Information

7.9.1 Compliance

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

7.10 Applicable Laws

The Contract must be interpreted and governed, and the relations between the parties determined, by the laws in force in _____ (*insert the name of the province or territory as specified by the Bidder in its bid, if applicable*).

7.11 Priority of Documents

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

- (a) the Articles of Agreement;
- (b) 2035 (2022-12-01) General Conditions - Higher Complexity – Services
- (c) Annex A, Statement of Work
- (d) Annex B, Basis of Payment;
- (e) Annex C, Security Requirements Check List;
- (f) Annex D, Insurance Requirements;
- (g) the Contractor's bid dated _____,

7.12 Foreign Nationals (Canadian Contractor **OR** Foreign Contractor)

SACC Manual clause A2000C (*insert date*) Foreign Nationals (Canadian Contractor)

OR

SACC Manual clause A2001C (*insert date*) Foreign Nationals (Foreign Contractor)

7.13 Insurance – Specific Requirements

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

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



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

7.14 Dispute Resolution

- (a) The parties agree to maintain open and honest communication about the Work throughout and after the performance of the contract.
- (b) The parties agree to consult and co-operate with each other in the furtherance of the contract and promptly notify the other party or parties and attempt to resolve problems or differences that may arise.
- (c) If the parties cannot resolve a dispute through consultation and cooperation, the parties agree to consult a neutral third party offering alternative dispute resolution services to attempt to address the dispute.
- (d) Options of alternative dispute resolution services can be found on Canada's Buy and Sell website under the heading "[Dispute Resolution](#)".



ANNEX "A" - STATEMENT OF WORK

SW.1.0 TITLE

Janitorial Services, Natural Resources Canada (NRCAN), Pacific Forestry Centre (PFC)

SW.2.0 BACKGROUND

For the provision of all labour, supervision, material, equipment and transportation required for JANITORIAL SERVICES as scheduled, or on an "as and when requested" basis, for the Pacific Forestry Centre in Victoria, BC.

Buildings listed herein are situated within: Pacific Forestry Centre
506 Burnside Road West, Victoria B.C.

SW.3.0 PROJECT DELIVERABLES

SW.3.1 SITE VISIT

It is the Contractor's responsibility to examine the surfaces which are to be maintained, ascertain their condition and bring to the Project Authority's attention any defective surfaces or areas requiring repair. This must be done in writing and within ten (10) days of award of contract.

SW.3.2 MATERIALS AND EQUIPMENT

The Contractor must provide and maintain adequate and suitable means of saving the building and contents from damage or defacement during the progress of work, such as drop cloths, tarpaulins, etc.

For this requirement, the contractor must purchase and distribute all necessary material and supplies including the following: all toilet tissue paper, paper hand towels, liquid hand soap, urinal pads/deodorant cakes, compostable bags, plastic garbage bags, sanitary napkins, tampons and waxed sanitary bags.

*The Canada Labour Code has been amended to ensure **federal employees** have access to menstrual products in federally regulated workplaces starting **December 15, 2023**. This includes both pads and tampons **in all types of washrooms**. **The federally regulated employers** will be required, as of that date, to make menstrual products (pads and tampons) available and free to workers.*

Tampons and sanitary napkins are dispensed through containers or mechanical dispensers, at no charge. Contractor is responsible for maintaining adequate stock in each location and reporting equipment malfunctions.

The Contractor must provide all tools, equipment and materials required to carry out and properly perform the janitorial service specified herein. Equipment and materials may include, but are not limited to the following:

- 1 Ladders
- 2 Scrubbing machines and steam cleaning unit
- 3 Mops
- 4 Polisher
- 5 Vacuums, brooms and dust mops
- 6 Small tools and hammers, wrenches and screwdrivers
- 7 Shovels
- 8 Disposal bags (for general garbage, organic materials and waxed sani-bags)
- 9 Synthetic detergent, general purpose powder CAN/CGSB-2.115-95
- 10 Synthetic detergent, general purpose liquid CAN/CGSB-2.160-M87
- 11 Paste wax CAN/CGSB-25.2-M86



- 12 Water emulsion wax CAN/CGSB-25.3-92
- 13 Tri-sodium phosphate
- 14 Remover, for water-emulsion type floor wax CAN/CGSB-2.112.92
- 15 Cleaning powder (non-abrasive), general purpose
- 16 Metal polish
- 17 Sweeping compound, oil base CAN/CGSB-25.12-95
- 18 Sweeping compound, wax base CAN/CGSB-25.13-95
- 19 Polish furniture liquid silicone type CAN/CGSB-25.10-96

MATERIALS

All materials such as soaps, detergent, cleaning materials, waxes and sealers, must be biodegradable, phosphate free, odorless / low odor, low VOC (volatile organic compound) products for all general-purpose cleaning and must comply with the latest issue of the Canadian General Standards Board specifications or meet the intent of the current specification. Cleaning agents and materials must be of best industrial quality.

The use of strong detergents or abrasive cleaners is not acceptable, any such agents found on site at the Pacific Forestry Centre (PFC) will be confiscated and there will be no compensation. Damage resulting from the use or misuse of such agents or materials shall be assessed against the Contractor and shall be deducted from monies due the Contractor by the Crown. It is the responsibility of the Contractor to ensure that cleaning products will not cause damage to the surface being cleaned.

All cleaning materials and the methods used must be suitable to the application intended. Use of products other than those approved by the Project Authority will be subject to random sampling and laboratory testing at the Contractor's expense. All such requests for approval must be accompanied by Safety Data Sheets (SDS) and sufficient product information to permit assessment.

EQUIPMENT

The Contractor must ensure that all mobile equipment (barrels, utility carts, etc.) will be equipped with resilient bumpers and non-marking wheels and castors.

Equipment used on a daily basis will usually remain in the building, storage space (if available) will be allocated by the Project Authority.

Equipment maintenance and repairs shall be at Contractor's expense.

All equipment used for cleaning operations must be in good condition, certified for use in the application intended and CSA / ULC approved. Equipment is subject to inspection by the Project Authority at any time. If equipment is found to be defective, it shall be removed from the work site and replaced / repaired within twenty-four (24) hours by the contractor.

Specialized equipment, used periodically by the Contractor must not be stored in any of the buildings without prior approval of the Project Authority.

The Contractor must not use the facilities of the site for storage of materials or equipment for use elsewhere, nor shall other operations of the Contractor be directed from Department property.

SW.3.4 COMMUNICATION

Contractor must maintain a telephone (manned continuously) during ordinary working hours (08:00 to 16:30 hours) Monday to Friday as well as quiet hours (16:30 to 22:00). The Contractor must also provide an emergency telephone number (or numbers). Use of paging device is acceptable; however, if undue delays develop in response time to calls, the use of paging devices will be discontinued. Telephone answering machines are not an acceptable substitute for a paging or manned telephone service.



Contractor's employees must have limited access to telephones while on site. Use of PFC landlines is prohibited unless in the event of an emergency. Employees use of personal cell phones is restricted to scheduled breaks and work-related activities.

Contractor's employees must be able to communicate (oral and writing) in English language.

SW.3.5 SUPERVISION

The Contractor must provide competent supervision of the work at all times through a dedicated representative as follows:

1. Working Supervisor, on site during normal working hours as specified herein. Working Supervisor must commit 20% of time to training, guidance, instruction and supervisory responsibilities. The Supervisor must have delegated authority to make commitments on behalf of the Contractor.
2. Authorized alternate, who in the absence of the Working Supervisor will have the same level of delegated authority.
3. The Working Supervisor and/or alternate must be able to communicate effectively in English, both written and oral.

The Working Supervisor or alternate will report to the Project Authority on a daily basis (timing by mutual agreement) to review schedules, for briefing on special projects and to resolve any areas of potential conflict.

The Project Authority, unless requested to do so by the Contractor, or unless necessary to maintain order and discipline, shall not interfere with Contractor's staff in the performance of their duties and shall deal only with the Contractor or designated representative.

SW.3.6 OPERATING HOURS / SHIFT SCHEDULE

The Contractor, within ten (10) days of award of contract, must submit a proposed shift schedule showing the exact number of days and the labor distribution required to cover the cleaning schedule.

Labor distribution will specify the number of workers and the number of hours nominally required to clean each site. Any change or deviation from the agreed upon schedule must be approved by the Project Authority. Proposed shift schedules must be submitted in writing.

HOURS OF WORK

Work must range between the hours of 08:00AM to 22:00PM (Pacific Time), in accordance with the approved schedule, except where noted under "PERIOD OF WORK" or "SPECIAL AREAS AND VARIATIONS", Janitorial Cleaning Services (Interior and Exterior Services and Frequencies). A **minimum** of one staff member to be scheduled between the hours of 13:00 to 20:00 to inspect, clean and refill washroom supplies, respond to client requests and coordinate cleaning activity with the Project Authority. A **MINIMUM** of combined 20 Hours of Cleaning Services is expected per day.

Vacuuming is to take place after 16:30 hours.

Working hours may be changed at the request of the Project Authority.

Days of cleaning: five (5) days per week: Monday to Friday, excluding statutory holidays.



SW.3.7 NRCAN'S OBLIGATIONS (where space is available)

NRCAN will provide a locked storage space in sites mentioned herein. Electricity, hot and cold water as required in the execution of janitorial services specified herein must be provided by NRCAN.

SW.3.8 FIRE SAFETY

All litter, waste papers and sweepings must be picked up in a container equipped with a well-fitted lid. All litter, waste papers and sweepings so collected shall be removed from the work site and placed in containers provided in the loading dock area.

Janitor rooms and storage closets must be kept clean, neat and tidy at all times. Mops and dusters that have been treated with furniture polish, wax or oil must be kept in closed metal containers to prevent spontaneous combustion.

All mops must be stored in a suspended position to allow free circulation of air around the mop heads.

Hot plates or electric utensils must not be used in rooms in which cleaning equipment is kept.

PFC has designated smoking areas. Smoking prohibitions and other posted signs must be strictly adhered to.

SW.3.9 LITTER / RECYCLING

If at any time, litter collected during the course of this contract cannot be placed in the appropriate container in the loading dock area, it must be transported to the nearest suitable container and the situation reported to the Project Authority no later than next day between the hours 0800AM & 1200PM.

Litter must be transported by the Contractor in a covered container.

Litter spilled or left outside the collection container must be cleaned up by the Contractor immediately, or cleaned up at the expense of the Contractor, to the satisfaction of the Project Authority.

Collection containers must be kept covered at all times.

PFC recycles wastepaper and organic/compostable materials. It is the Contractor's responsibility to collect this recyclable material and place it in the appropriate containers which are located in the loading dock area.

SW.3.10 DISPENSERS

All paper towel, toilet paper and soap dispensers will be filled and serviced daily by the Contractor. Extra toilet paper must be left in each area in the containers provided for this purpose.

SW.3.11 PLASTIC LINERS/ GARBAGE BAGS

The Contractor must provide plastic liners for all general waste containers and replace them as per the cleaning schedule. Compostable bags should be employed for organic garbages (wastepaper in each washroom, other organic garbage containers in kitchenettes etc.).

SW.3.12 CHAIRS ON TABLES

The practice of placing chairs and other small objects of furniture or waste containers on desktops, counter tops and the like, WILL NOT BE TOLERATED.

SW.3.13 STRIPPING AND WAXING FLOOR

Additional stripping and waxing will be required as requested by the Project Authority. This will be classified as extra work.



SW.3.14 EMERGENCY CLEANING

Refer to Extra Work. Extra cleaning must be authorized by the Project Authority.

SW.3.15 ENERGY CONSERVATION

Contractor must limit energy consumption by employing the following:

- .1 Schedule the cleaning of complete floors rather than individual rooms or areas and lighting only the areas that are being cleaned.
- .2 Turn lights out upon completion of an area.

SW.4.0 OTHER TERMS AND CONDITIONS

SW.4.1 WORKPLACE HAZARDOUS MATERIALS INFORMATION SYSTEMS (WHMIS)

It is mandatory that the Contractor comply with WHMIS criteria. WHMIS is a Canada-wide, federally imposed legislation system to classify and label products used in the workplace. The program requires that workers are informed and knowledgeable about the potential health effects of hazardous materials in their work environment and how they can be handled and disposed of safely. The legislation states that all chemicals must be labeled by a mark, sign, tag, sticker, etc., and that SDS must be provided for all hazardous materials.

Use of flammable cleaning material shall be with the Project Authority's approval only and shall be removed from premises at the end of each workday. Storage of hazardous material must comply with WHMIS criteria.

SW.4.2 CLEANLINESS & HYGIENE

Janitor rooms and storage closets must be kept clean, neat and tidy at all times. Dusters and mops, both wet and dry must be thoroughly cleaned daily to avoid odors and hygiene problems. The cloth or brush used for the cleaning of toilets and urinals must not be used for any other purposes.

Color coded cleaning cloths - for the purpose of hygiene and ease of identification the Contractor will supply the following coloured dusting cloths:

- | | |
|-------------------|---|
| RED OR PINK - | for cleaning toilets and urinals. |
| BLUE OR GREEN - | for cleaning sinks, countertops, and wiping down tables. |
| WHITE OR YELLOW - | for all other general dusting and sanitizing high-touch surfaces. |

SW.4.3 INSPECTION OF WORK

Inspection of the work site will be conducted by the Project Authority, or a designated representative, and the Contractor, or a designated representative, once per week (more often when required in the opinion of the Project Authority or the Contractor). The overall performance and the quality of work will be assessed using the Cleaning Standards in conjunction with the Cleaning Schedules. The designated day of inspection will be determined by mutual agreement between the Contractor and the Project Authority.

Deficiencies are to be recorded in a Contractor Performance Report. Unsatisfactory Performance Report (UPR). Copies of this report shall be distributed to the Contractor, the Project Authority and NRCan.

SW.4.4 UNIFORMS

Contractor must make suitable uniforms available to all staff in sufficient quantities to permit a change a least twice a week. All Contractors' Personnel employed as Cleaners must wear a suitable uniform as follows: Industrial type shirt and pants with company name or crest affixed to the shirt.



SW.4.5 STAFFING REQUIREMENTS

The contractor must ensure that the following staffing requirements are met throughout the life of the contract.

- .4 SUB-CONTRACTORS: No sub-contracting permitted.

SW.4.6 ADDITIONAL CONTRACTOR OBLIGATIONS

- .1 The Contractor must present a list of all employees who will be working on site throughout the contract, to the Head, Regional Property and Facility Management Services. This is meant to keep track of any staff turnovers that may occur throughout the contract.
- .2 The Contractor must be responsible for securing all doors and windows in work areas when vacating the building.
- .3 Keys for each building will be made available to the Contractor. The Contractor must designate employees who will be responsible for signing out keys and returning them at the end of the shift.
- .4 AT NO TIME WILL KEYS BE TAKEN OFF PFC PROPERTY
- .5 Keys entrusted to the Contractor must be kept secure at all times.
- .6 All doors which must be unlocked to gain entry during working hours, must be kept locked during the performance of the janitorial service.
- .8 While working in laboratories and office areas, Contractor's employees must be visible at all times. Doors shall be left open while cleaning and closed when the task is completed.
- .9 Contractor's employees must sign in and out at all times.

SW.4.7 PROJECT AUTHORITY

The Project Authority shall have the following rights:

1. Authority to decide whether any part of the work has been performed to the level of quality specified in the proposed Contract; and
2. Authority to question, accept or reject the quality and quantity of any labor or material used in the execution of the work; and
3. Authority to define the Contractor's area of responsibilities within the proposed Contract;
and
4. Authority to question the timing or scheduling of the various phases of the work.

SW.4.8 PERFORMANCE REMEDY

PERFORMANCE REPORT

The quality of the Contractor's performance will be assessed through the Project Authority's inspections in conjunction with the Operations and Frequencies Schedule, Operations and Quality Standards and Glossary of Terms and Quality Standards. Operations not identified on the Building Services Inspection Report as being below standard may not have been checked, however, those identified are below standard and must receive immediate and continued attention.



SW.5.0 SITE DESCRIPTION

SW.5.1 WORK INCLUDED

The work under this contract comprises the furnishing of all labor, materials and supervision, transportation and equipment required to carry out and properly perform the cleaning services at the frequencies indicated for the various buildings listed for the period.

SW.5.2 BUILDING DESCRIPTION

The Pacific Forestry Centre is a multi-use research facility that is comprised of laboratories, office space, meeting rooms, common areas and auxiliary buildings. The facility is open during regular working hours which facilitates for the opportunity to complete the majority of janitorial functions after 4:00 pm. (see exceptions herein). See below for a breakdown of room distribution and quantities.

	# Offices	#Labs & Work Areas	# Washrooms	# Meeting Rooms	SQ. Meters
Ground Floor	7	4	6	1	2050
1st Floor	57	26	6	2	3220
2nd Floor	53	25	4	3	2700
3rd Floor	38	32	4	1	2620
Header-house	3	2	2	1	225
Annex	0	0	2	0	75
TOTALS	158	89	24	8	10890

FLOOR TYPE	AREAS approx M ²	FLOOR TYPE	AREAS approx M ²
Carpet	1,700	Sectional	100
Cement	2,600	Terrazzo	700
Linoleum	4,900	Tile	900

EXAMPLES OF FLOOR SURFACES	
Washrooms and Showers	Terrazzo and tile.
Maintenance Wing	Cement, painted; linoleum
Ground Floor	Cement, approx. 1/2 painted, vinyl tile, terrazzo, quarry tile.
1st, 2nd, 3rd Floors	Terrazzo; vinyl - tile; carpet; sheet vinyl; trowelled seamless.
Library Wing	Carpet
Header-house	Corridor - painted cement; offices and labs, vinyl tile.
Annex	Carpet, rubber fitness flooring
Raised Floors	Laminate.
All Stairways	Terrazzo and rubber.

The work must be done in accordance with this specification, using best industry standards and techniques of the trade. On completion of the daily work covered under this proposed contract, all cleaning materials, tools and equipment shall be properly stored in places and space provided, or removed from the building when space for storage is not available. All debris, litter and waste material shall be removed from the building. All waste must be placed in the appropriate waste receptacle.

SW.5.3 SPECIAL AREAS AND EQUIPMENT

Laboratory Benching and Equipment: Laboratory benching and equipment must only be cleaned upon request by the Person in Charge (PIC) of the individual laboratory. Otherwise, only floor cleaning and waste/ recycle



containers are to be emptied as per the attached frequency table. Laboratory orientation and WHMIS training is required by all cleaning staff. Extreme care shall be exercised to avoid damage or interference with experiments in progress.

Interior Glass Surfaces: interior wall, door, and partition windows are to be considered as part of the proposed contract. See herein.

SPECIAL FINISHES

There are many areas that have exotic wood finished walls, floors and furniture. These surfaces have been finished with polyurethane varnishes and will require a light mopping or dusting to maintain their distinct beauty.

WASTE DISPOSAL

1. Recyclable paper is to be collected from marked boxes on each floor DAILY and deposited in bins on the loading dock marked as "newspapers and flat cardboard, computer paper, and white bond/manilla.
2. Compostable paper from washrooms is to be deposited in organic waste containers on the loading dock DAILY. Organic bags should be used for containers marked as compostable materials only.
3. Metals, plastics and other recyclables are to be deposited in the blue recycling bins in front of the loading bay.

WORK NOT INCLUDED (*unless otherwise specified*)

1. Servicing of light fixtures
2. Kitchens - cleaning of commercial kitchen area
3. Exterior side of glazing on exterior perimeter walls
4. Cleaning of computers, monitors and associated equipment.
5. Areas included or excluded as indicated on the marked record plans.

CLEANING FREQUENCY		
ITEM DESCRIPTION	SERVICE	FREQUENCY
1. GENERAL		
All interior doors with glazing, side windows of entrances and exits	Spot clean	Once per day
	Wash	Once per week
Interior & exterior door mats, foot grills and mat recess	Clean	Once per week
Notice boards	Dust	Once per week
Up to 3 meter high ledges, partitions, door frames	Dust & damp wipe	Once per month
Hose cabinets, display cases (exterior only)	Dust	Once per month
	Clean & polish	Once every three (3) months
Doorknobs	Clean & polish	Once per week
Radiators	Dust	Once per week
	Damp wipe	Once every six (6) months
Doors, kick and push/pull	Spot clean	Once per day
	Polish	Once per week
Door & wall grills	Vacuum	Once per month
	Wash	Once every six (6) months



Drinking fountains	Clean & disinfect	Once per day
Pictures, mural and clocks	Dust	Once per month
Glass surfaces, interior glazed partitions and glass door panels	Spot clean	Once per day
	Wash	Once per week
Plastic floor protectors	Sweep	Once per day
	Damp mop	Once per month
	Remove, clean underneath	Once every six (6) months
Light fixtures	Dust / vacuum	Once every three (3) months
Garbage/waste receptacles	Empty	Once per day
Garbage/waste receptacles	Replace liners	As required
Garbage/waste receptacles	Wash, disinfect and dry	As required, minimum once every six (6) months
Recycle paper receptacles	Empty	As required, minimum once per week
Elevators - internal surfaces	Damp mop and vacuum	Once per day
	Damp wipe	Once per week
Fire extinguishers	Dust	Once per month
Air diffusers and grills	Clean	Once per month
Venetian and roller blinds	Dust	Once every three (3) months
	Wash	Once every year (12 months)
2. FLOORS		
Linoleum, concrete, cement terrazzo, ceramic tile	Sweep and spot clean	Once per day
	Wash & damp mop	Once per week
	Wax + strip	Once every year (12 months)
	Wax	Once every six (6) months
Vinyl tile (no wax)	Sweep and spot clean	Once per day
	Wash and damp mop	Once per week
Carpet & rugs See herein for further details	Spot clean	Once per day
	Vacuum	Once per week
Major Carpet Cleaning and entrance mats	Steam clean	Once every six (6) months
3. WALLS		
Walls to a height of 3 meters	Spot clean	Once per week
	Wash	Once every six (6) months
Sills, ledges and shelves	Dust	Once per month
Dados, door frames, base- boards & window frames	Dust	Once per month
	Wash	Once every three (3) months
4. FURNITURE & FIXTURES		
Chairs, all surfaces	Dust	Once per week
	Damp wipe, wash	Once every three (3) months
	Vacuum upholstery	Once every three (3) months
	Annual Steam Clean	Once every year (12 months)
Desktops, desk ledges and legs, tabletops	Dust & damp wipe	Once per week
	Dust and polish	Once every three (3) months
File cabinets, lockers, bookshelves, credenzas, etc.	Dust	Once per month
	Damp wipe	Once every three (3) months
5. WASHROOMS		
Floors	Wash & disinfect	Once per day



Toilet bowls & seats, urinals, washbasins, water taps, receptacles, dispensers, shelves, counters & flush valves	Wash & disinfect	Once per day
Walls	Wash & disinfect	Once per week
Partitions and modesty panels	Wash & disinfect	Once per day
Waste receptacles (both organics only and general waste)	Wash & disinfect	Once per day
	Replace liners	As required
Sanitary disposal bin	Empty, wash, disinfect & replace liners	Once per day
Dispensers, soap, paper towels, toilet paper & waxed Sani-bags	Replenish	Once per day
Showers (in entirety)	Wash & disinfect	Once per day
	Remove / scrub / replace	Once per month
Deodorant blocks / pads	Replace	As required
Mirrors	Wash & polish	Once per day
6. STAIRS / STAIRWELLS		
Handrails	Wash	Once per day
Risers, stringers, ledges and baseboards and air grills	Dust	Once per week
	Wash	Once per month
Treads and landings	Sweep and spot clean	Once per day
	Germicidal wash & damp mop	Once per week
	Wax	Once every six (6) months
	Wax & strip	Once every year (12 months)
7. CAFETERIA		
Vinyl Floor Tiles	Sweep / vacuum / spot clean	Once per day
	Wash & damp mop	Twice (2) per week
Vinyl Floor Tiles (cont.)	Remove rubber burn marks	Once per week
Ceramic Tiles	Sweep / spot clean	Once per day
	Wash / damp mop	Twice (2) per week
	Wax	Once every three (3) months
	Strip and wax	Once every year (12 months)
Furniture - chairs, all horizontal and vertical surfaces	Dust / spot clean	Once per day
	Damp wipe, Wash	Once per week
Tabletops	Wash	Once per day
Microwave ovens (3)	Clean	Once per day
8. RECYCLING AREAS / KITCHENETTES - 1st, 2nd and 3rd Floor Locations		
Sink and counters	Clean	Once per day
Refrigerators	Clean	Once per month
Organic food waste bins / recycling bins	Empty	Once per day
9. ENTRANCES (interior and exterior service)		
Ornamental metal, handrails and railings, door pulls and push bars	Clean	Once per week
Glass in doors and sidelights of entrance way	Remove finger smudges	Once per day
	Clean	Once per week
Door mats and mat recess	Sweep / vacuum	Once per day
Covered entrances and exits	Sweep	Once per week



Entrance & exit steps, stairs and ramps	Sweep	Once per week
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	SPECIAL CLEANING AREA INSTRUCTIONS
MAIN BUILDING	
1 st , 2 nd , 3 rd floor Kitchenettes	Thoroughly clean food fridges (3) once per month. See Herein
057	Sweep daily, mop weekly.
Washrooms and change rooms	In addition to daily cleaning - Flush floor drains monthly with half gallon of water and biodegradable disinfectant
073	Sweep daily, mop weekly, flush floor drains monthly.
078	Ground Floor Corridor Sweep daily, mop weekly.
104,105,106,107, 304, 307, 310/311/312, 317, 322	Do Not Enter – Restricted access, escort required. Cleaning only upon request.
All 2 nd and 3 rd floor Laboratories	Sweep floor, empty waste and recycle bins daily. Mop floors weekly. Do not clean or dust benches or sinks. *Exclude rooms 234, 244, 248 (see below)
2 nd floor labs 234, 244 & 248	Garbages to be emptied only. Floors swept / mopped only on request.
ANNEX	
Washrooms	In addition to daily cleaning - Flush floor drains monthly with half gallon of water and biodegradable disinfectant
Fitness rooms 26, 27, 28, 29	Remove waste, sweep floors daily, mop weekly
Corridors	Vacuum / Sweep weekly.
HEADER HOUSE	
Washrooms	In addition to daily cleaning - Flush floor drains monthly with half gallon of water and biodegradable disinfectant
Corridors / H10	Sweep, spot clean daily, damp mop daily/ wash weekly
HO6	Sweep, spot clean daily, mop weekly. Do not clean benches or sinks.

ROOMS EXCLUDED FROM CONTRACT

Main Building: Ground Floor: 002, 003, 006, 008, 040 to 052, Rooms 058 to 072, 095 to 098,
Library: Basement level.
1st Floor: 108, M04, M06
2nd Floor: 205 and 207
3rd Floor: 353, 367

Annex Building: 25, 30-43

Header House: H2, H5, H8, H14, H18, H19, H20



STANDARD OF CLEANING		
TERM	DESCRIPTION OF OPERATION	QUALITY STANDARD
Sweeping	Consists of removing loose, dry surface soil. Where surface is not subject to damage by solvent, use a solvent based, treated sweeping compound, dust cloth or dust mop. Where surface is subject to damage by solvents, use a wax based, treated sweeping compound, dust cloth or dust mop. Dust cloths and dust mops to be treated the day before they are to be used, to ensure no streaks are left on the floor.	There should be no dirt, trash or other matter left in corners, behind or under free standing radiators, under furniture or behind doors. Floors should be free of dust film, there should be no dirt left where sweepings were picked up and furniture and equipment should be relocated to where it was prior to the sweeping operation
Damp and Wet Mopping	Consists of applying neutral detergent solution to the floor, agitating it with a mop removing the solution, rinsing the floor and wiping up the rinse water. In washrooms, the rinsing operation is performed using a germicidal solution	The mopped area should be clean and free of surface stains, mop streaks and loose mop strands. Walls baseboards and other surfaces should be free of watermarks and splashing. Water or other cleaning solutions should be allowed to collect under furniture legs and cabinets
Wash Floor	Consists of applying a neutral detergent solution to the floor, agitating it with a mop, removing the solution, rinsing the floor and picking up the rinse water. In washrooms, the rinsing operation is performed using a germicidal solution	There should be no surface dirt or stains visible following the floor washing operation. Walls, baseboards and other surfaces should be free of watermarks, splashing and scars from equipment. The floor should be free of streaks, loose mop strands and water or other cleaning solutions should be allowed to collect under furniture legs and cabinets
Machine Scrub	Consists of applying a neutral detergent solution to the floor, agitating it with a machine and brush or pad, picking up solution, rinsing with clear water and picking up the rinse water. In washrooms, the rinsing operation is performed using a germicidal solution	There should be no surface dirt or stains visible following the scrubbing operation. There should be no wax or finish build-up on the floor surface. Furniture (excl file cabinets) should be moved for complete floor coverage. Walls, baseboards and other surfaces should be free of watermarks, splashing and scars from equipment.
Spray Buffing	Consists of spraying a spray buff on a swept floor, approximately 50 centimeters ahead of the floor machine. Care must be taken that no solution is splashed against furniture, doors and baseboards. While the machine operates, the spray buffing pad abrades black marks and irregularities. When the working face of the pad becomes loaded, turn the pad over or replace with a clean pad.	Spray buffing is continued until all traffic marks are removed and shine restored Floor shall be swept after spray buffing has been completed.



Polish or Buff Floors	Consists of covering the full floor area with a machine or brush or pad to restore surface shine.	There should be no dust or dirt left on the floor after a polish or buff operation. Walls baseboards and other surfaces should be free of marks from equipment and the floor should present an overall appearance of cleanliness.
Scrubbing Stripping	Consists of removing the top layer or layers of floor finish, using either the wet or dry scrub method. When using the wet scrub or wet strip method, use a minimum amount of solution and rinse the floor twice before applying sealer or finish. When using the dry scrub or dry strip method, damp mop the floor twice before applying sealer or finish. Baseboards to be cleaned after each operation to remove streaks and splashes.	There should be no surface dirt or stains visible following the scrubbing operation. There should be no wax or finish build-up on the floor surface. Furniture (excluding file cabinets) should be moved for complete floor coverage. Walls, baseboards and other surfaces should be free of watermarks, splashing and scars from equipment.
Strip Refinish	Consists of moving furniture, sweeping floor, stripping using either the wet or dry method to remove all layers of finish. Applying a minimum of one coat of a water base sealer and three coats of self polishing non-slip, metal interlocked floor finish, (except in corridors, entrances and lobbies where four coats are applied). The floor sealer is applied to the baseboards. The floor finish is applied to 50 centimeters from the baseboards except for the last coat which is applied right to the baseboards. Each coat of finish to be laid in the opposite direction from the previous coat.	Furniture should be relocated to where it was prior to the operation.
Strip & Reseal unpainted Concrete	Consists of sweeping, stripping and applying one coat of an approved sealer to the baseboards	There should be no surface dirt or stains visible following the operation. Walls, baseboards and other surfaces should be free of watermarks, splashing and scars from equipment.
Vacuuming and/or Carpet Sweeping	Consists of removing dust, dirt and litter using an upright or canister type vacuum cleaner, capable of having a crevice tool attached to clean in corners and along baseboards.	Carpet and rugs should be clean and free from dust, dirt and other debris. Nap on rugs should be laid in one direction. T mats should be clean and carpet or rug area around and under T mats should be free of dust and dirt. Floor area under immediate edge of rugs should be free of dirt and dust. Bare floors around rugs should be clean. No dirt should be left in corners, under furniture, behind doors or radiators. Upholstered furniture should be free from dust, dirt and other debris. All furniture and equipment moved during the cleaning operation should be returned to its original location.



Stain Removal Carpet	Consists of identifying the type of stain by look, feel or odour and the removal using the appropriate remover in accordance with commercial spot remover kit Instructions.	There should be no stain visible and no discoloration of the carpet after stain removal operation.
Vacuuming Walk Away Mats	Consists of removing sand, slush or water, using a wet and dry industrial type vacuum cleaner, equipped with the appropriate floor tools.	Walk-away-mats should be clean and free of dust, dirt, sand, slush, salt and water after vacuuming. Floor area under the mat should be free of dust and dirt and present a clean appearance.
Salt/Stain Removal Walk Away Mats	Consists of vacuuming, flooding salt stain with water and allowing to stand for ten minutes, vacuuming up water and repeating operation as many times necessary until stain is removed.	There should be no salt stain visible and no discoloration of the walk away-mat after salt stain removal operation. Floor area under the mat should be free of dust and dirt and present a clean appearance.
Cleaning Floor Grilles	Consists of removing all dirt and debris from the surface and between the bars of foot grilles; removing the foot grille and cleaning the recessed pan and drain	Foot grilles and recessed pans should be free of dirt and debris after scheduled cleaning.
Cleaning Notice Boards and Fire Hose Cabinets	Consists of dusting display cases and notice boards, spot cleaning or washing sash and glass; dusting and washing interior of fire hose cabinets and washing both sides of cabinet door glass.	Notice boards and fire hose cabinets, including glass, should be clean.
Glass Cleaning	Consists of washing glass surfaces with a detergent solution and wiping dry with a clean cloth	Glass should be clean on both sides and free of streaks and smears. Sash, sill, stools and floors should be clean and free of water marks. Items moved during the cleaning operation should be replaced to original location.
Cleaning Stairways and Landings.	Consists of sweeping, dusting, mopping and stripping; spot cleaning walls and polishing handrails, doorknobs and other metal surfaces where applicable.	Stair landings, treads and corners of stair treads should be free of dirt, dust streaks and debris. Stair railings, ledges, door mouldings, radiators, window stools and grilles should be free of dust. Stair landings, treads, risers, walls and baseboards should be clean and free of water marks and splashing's from cleaning and finishing solutions. Hand railings, doorknobs and other metal surfaces should be clean and polished.
Elevator Cleaning.	Consists of polishing interior metalwork, dusting and removing finger marks, smudges, and stains from doors, door frames and walls including the control panel. Scraping and vacuuming doorsill/track grooves in the cab and on each landing. Sweeping, damp mopping, spray buffing, stripping and refinishing non-carpeted floors. Vacuuming spot cleaning and shampooing carpeted floors.	Floors, incl. corners, threshold plates & door tracks should be clean and polished. Walk-off mats (when in place) should be clean and dry. The floor thereunder should be clean and dry. Carpeted floors should be free of dust, dirt and debris. Walls should be free of dust, finger or splash marks, streaking & water marks. Handrails &



		baseboards should be clean & polished.
Escalator and Moving Walk Cleaning	Consists of damp wiping treads, landings or tread ways. Wiping handrails and waxing. Cleaning metal paneling and glass. Vacuuming treads, risers, landings or tread ways as applicable.	Landings and treads should be free of loose dirt, dust streaks, gum or any other substance. Walls should be free of finger marks and other smudges. Handrails should be clean. Wood and metal surfaces should be clean and polished.
Cleaning Walk Away Mats.	Consists of vacuuming, stain removal and shampooing, using either a machine agitated dry foam or jet extractor methods. Hose washing may only be used if specified by the manufacture and in accordance with the Instructions.	There should be no stains visible and no discoloration of the walk away-mat. The floor area under the mat should be free of dust, dirt and present a clean appearance after cleaning operations.
Cleaning Walk Away Mats.	Consists of vacuuming, stain removal and shampooing, using either a machine agitated dry foam or jet extractor methods. Hose washing may only be used if specified by the manufacture and in accordance with the Instructions.	There should be no stains visible and no discoloration of the walk away-mat. The floor area under the mat should be free of dust, dirt and present a clean appearance after cleaning operations.
Dusting	Consists of removing loose dirt, dust and cobwebs using an untreated dust mop or vacuum cleaner with appropriate attachments	There should not be any dust or dust streaks on desks or other furniture. Glass tops on desks and tables should be clean and free of finger marks and stains. All pictures, plaques, etc., should be free of dust. Corners and crevices should be free of dust. Radiators, window stools, door ledges, frames, louvres, baseboards and partition ledges should be free of dust.
Metal Cleaning	Consists of polishing with an approved metal polish: doorknobs, push bars, kick plates, railings and other metal surfaces to remove stains and restore the shine.	Doorknobs, push bars, kick plates, railing, doors and other surfaces should be clean and polished.
Clean/Service Sanitary Receptacle	Consists of removing used sanitary bag and replacing with a new bag. The receptacle is to be washed with a germicidal detergent to remove spots, stains, finger marks and odour.	All sanitary receptacles should be emptied, and a disposal bag replaced if required. All sanitary receptacles should be free of odour, spots, stains and finger marks.
Cleaning Washroom Fixtures	See herein. Consists of washing with a germicidal detergent all surfaces of wash basins, taps, exposed piping, flush tanks, toilet seats, toilet bowls and urinals to disinfect and remove dust, dirt, spots and stains.	All surfaces of wash basins, taps, and all exposed piping should be free of dust, dirt, spots and stains. All surfaces of flush tank toilet seats, bowls and urinals should be disinfected. Plumbing fixtures should be free of stains, soap build up, dust and mould.
Patrol Cleaning	Consists of picking up litter, wiping up spillage; cleaning tables, counter tops, all washroom fixtures; polishing mirrors, emptying and cleaning ashtrays, emptying waste receptacles in designated areas and	Floors should be free of litter and there should be no surface dirt or stains visible. Tables, counter tops and all washroom fixtures should be free of dust, dirt and stains.



	replenishing empty dispensers. This work is in addition to the regular routine cleaning.	Ashtrays and waste receptacles should be empty and clean. Washroom supplies should be replaced as applicable.
Spot Clean Dispensers, Walls, Stall Partitions, Doors Shelves, Mirrors & Ledges	Consists of removing finger marks, smudges, stains and graffiti using a moistened cloth followed by a dry cloth.	All dispensers, shelves, shelf brackets and ledges should be free of finger marks, dust and stains. All mirrors should be clean. Walls, stall partitions and doors should be free of dust, hand marks, pencil marks, water streaks, mop marks and fittings should be free of mould. Walls, up to a standing height, should be free of all marks.
Contractors Space and Janitors Closet	Consists of sweeping, washing, scrubbing and refinishing the floor. Washing walls and shelves and disinfecting sinks. The area is to be kept free of debris, mops are to be washed clean before storing and all other equipment is to be kept clean. Cleaning supplies are to be neatly stored.	All floors should be clean. All fixtures and walls should be free of dust and stains. Mop pails/trucks should be empty and free of odours. There should be no wastepaper, garbage or empty containers in the Janitor Closets.
Radiator Enclosures	Consists of removing dirt, dust and cobwebs using a vacuum cleaner equipped with a wand and brush attachment, or wipe with a damp sponge and dry with a clean cloth. Grill to be removed and all radiator fins, wall and rear of cover to be cleaned. Replace enclosure cover.	All radiator enclosures should be free of dust, loose dirt and cobwebs after vacuuming operation.
Carpet Shampooing Hot Water Extraction	See herein. Areas and all carpets-use a pile lifter, pre-spray. Team clean traffic areas. (NB - The equipment is to be approved by the SA before work commences. Protection shall be placed under furniture where it comes in contact with wet carpet.	Prior to cleaning, carpets should be dry vacuumed and pile lifted to remove matting. Raise pile to permit deep cleaning of individual tufts. When extracting, avoid use of excess water and prevent unnecessary soaking of backings. Ensure deep imbedded dirt is removed. After carpet cleaning and final vacuum, the carpet pile should be left in its natural position, using additional brushing as necessary. Upon completion of tasks, the carpeted areas should present a uniform overall clean appearance with no damp or wet areas or spots, no streaking and be free of dirt. Walls, baseboards and other adjacent surfaces shall be free of water marks, splashing or scarring from equipment. Replace furniture and equipment moved for cleaning to original locations.
Dusting/ Vacuuming Venetian Blinds	Consists of dusting or vacuuming both sides of the slats or shades and adjoining window frame area.	Both sides of slats should be clean and free of dust. Window frames and adjoining area should be free of dust.
Vacuuming Air Grilles	Consists of removing dust, dirt and cobwebs using a vacuum cleaner, equipped with a wand	Air -Grilles and air diffusers should be free of dust, loose dirt and



Air Diffusers.	and brush attachment, or wipe with a damp sponge and dry with a clean cloth.	cobwebs after vacuuming operation.
Wash Air Grilles Air Diffusers.	Consists of applying a detergent solution with a cloth to remove dust and dirt and drying with a clean cloth.	After washing, air grilles and air diffusers should present a clean surface, free of dirt, grime, stains and soap or water streaks.
High Cleaning	Consists of dusting wall hung clocks, glass covered pictures, plaques, tops of partitions, wall or ceiling ventilators and exhaust fans; cleaning the glass on wall hung clocks, pictures or plaques.	Clocks, tops of lockers, overhead pipes, pictures, plaques, partition tops, wall or ceiling ventilators & exhaust fans should be free of dust after scheduled high cleaning. Metal & glass surfaces should be clean and free of streaks or stains.
Cleaning Drinking Fountains	Consists of washing and disinfecting all surfaces. The odour of the disinfectant must not be objectionable.	The porcelain, metal and/or enamel surfaces should be clean and free of stains. All other surfaces should be free of spots, stains and streaks. All fountains should be disinfected.
Empty Waste Receptacles	Consists of emptying waste receptacles and replacing dirty plastic bags; ashtrays are to be emptied into a separate metal container and wiped clean. All refuse is to be placed in a designated fireproof space.	All paper and garbage receptacles should be emptied into appropriate containers, plastic bags should be replaced, if required, and the exterior surface wiped clean. Paper towel disposal containers should be lined with organic bags for disposal into compost bins.

WASHROOM MAINTENANCE PROCEDURES		
AREA	FREQUENCY	SERVICE
ENTIRE	DAILY	Entire washroom incl. partitions, walls and other areas to be thoroughly cleaned, using germicidal, fungicidal detergent on all surfaces.
	MONTHLY	All high surfaces, light fixtures, door frames, etc., to be dusted or washed with a germicidal, fungicidal detergent solution.
CLEANING FIXTURES	DAILY	interior surfaces of all toilets and urinals must be cleaned, utilizing a non-acid bowl cleaner; exterior surfaces of toilets and urinals must be washed with a germicidal detergent solution. Sinks and shower areas to be cleaned with a non-acid bowl cleaner.
	MONTHLY & more often if required	to remove build-up of stains, iron deposits or hard-water salts, clean all interior surfaces with an acid based cleaner. Ensure proper ventilation while using acid-based products
DISPENSERS	DAILY	Each dispenser for towels, toilet tissue, sanitary napkins, soap, etc. will be inspected and washed with the appropriate solution of germicidal detergent, dried and then refilled with the appropriate supplies
WASTE RECEPTACLES	DAILY	All waste receptacles will be emptied. The obvious contact surfaces to be washed daily with a germicidal, fungicidal detergent and at least once per week, the interior and exterior surfaces of the waste receptacles to be washed with a germicidal, fungicidal detergent. The appropriate sanitary liner to be placed in each waste receptacle



GLASS	DAILY	All glass and mirror surfaces to be cleaned utilizing the appropriate prepared solution of glass cleaner dispensed from a spray bottle, then dried and polished
FLOOR	DAILY	Maintenance of washroom floors to follow the parameters previously established in the floor maintenance section. It is recommended that washroom floor be sealed and maintained with an interlocked acrylic floor finish.
		After picking up all large refuse from the floor area, the floor must be wet cleaned utilizing a germicidal solution
SHOWER ROOMS MAINTENANCE PROCEDURES		
AREA	FREQUENCY	SERVICE
ENTIRE	DAILY	To minimize damage or corrosion to surface & fixture finishes, the following maintenance methods are given for finishes in shower rooms
The use of strong detergents or abrasives is not permitted as results will not be effective and may cause damage to finishes.		Ceramic tiles (floors & walls): Regular cleaning using warm water and a mild germicidal, fungicidal detergent; light scrubbing only recommended;
		Shower partitions: General cleaning using "Formica" cleaner or similar; cleaning of stains using a household bleach applied to the surface for a maximum of five (5) minutes and thorough rinsing; and
		Column showers: Cleaning of stainless steel with approved stainless steel cleaner.
Advise all janitorial staff of correct maintenance methods. Post a copy of Cleaning Standards and Procedures in all janitorial areas.		

SW.5.4 MAJOR CARPET CLEANING

.1 SCOPE OF WORK

The work under this proposed contract must comprise the furnishing of all labour, materials and equipment necessary to clean wall-to-wall carpets in specified areas by forced hot water/rapid method extraction.

.2 WORK EXCLUDED

The movement of large heavy furniture items or special equipment, such as:

- .1 Photocopiers and like machines
- .2 Filing cabinets
- .3 Bulk storage cabinets
- .4 Metal safes; and
- .5 China and display cabinets

Cleaning of carpets must be carried out up to and around these objects.

.3 CLEANING MATERIALS

Materials should be cleaned as recommended by the by the manufacturer of the equipment being used. Cleaning materials shall be as specified for individual cleaning purposes and use of cleaning materials in specific sequences shall follow procedures as laid out by manufacturer. Cleaning materials must be compatible with the material being cleaned and the procedure to be followed.

.4 METHOD OF WORK



Determine what is to be cleaned as follows.

1. Type of carpet.
2. Previous treatment and possibility of excess detergent from other normal janitorial services.
3. Problem areas, traffic, stains, damaged areas.
4. Note sources of water waste and electric power.
5. Plan work so there will be no traffic on newly cleaned carpets.
6. Furniture - note location of furniture and minimize the number of moves. When placing furniture on newly cleaned carpet, use foil or non-staining furniture legs on points of contact.
7. Coordinate cleaning date and times. Newly cleaned carpet requires time to dry. Drying time varies with residual dampness, heat of building, ventilation and external relative humidity. Carpet must be dry before normal traffic functions can be allowed to resume.
8. Routine cleaning - furniture should be moved away from walls to clean first. Pre-spray and special area products - wait one (1) hour (or recommend time). Proceed with carpet cleaning. Do not deviate from manufacturer's instruction.
9. Chairs are NOT to be placed on desk during the cleaning operation.

.5 SUGGESTED EQUIPMENT

A truck mounted hot water injection/extraction unit to be used where access is available. The minimum size of equipment selected to satisfy carpet maintenance needs is as follows:

EQUIPMENT	RECOMMENDED	
Power Supply	Truck, 23 HP engine	
Operating Range	2200/2400 RPM	
Working Heat Range	1750F to 2100F	
Hose Length	Truck, 250' to 400'	Portable, 25'
Water Pressure	Truck, 100 to 150 PSI at 400 ft.	Portable, 50 to 100 PSI at 25 ft.
Vacuum Motor Level	12 to 15"/ mercury	
PH Factor Range	8.5 to 10.5 maximum	

Truck must be self-contained and must be capable of meeting the criteria specified above and have the following features as well:

MUST BE CAPABLE OF exceeding 400 ft. hose length if necessary, maintaining working heat range of 1750F to 2100F at maximum range of 400ft, controlling and maintaining heat at a consistent level (+ 50F of optimum temp range of 1750F to 2100F) and maintaining constant PSI of 100 to 150 at maximum range of hose (400 ft.).

Portable unit must meet above criteria as well, with the exception of the maximum length of hose - 25 feet is acceptable.

.6 METHOD OF CLEANING

Forced hot water and rapid vacuum extraction (12 to 15"/ Mercury dead blocked)

Must be capable of removing approximately 90% of water used in cleaning process. Carpets should dry in approximately 1 to 3 hours after cleaning and be ready to accept traffic.

PH Factor must not exceed 10.5 at any point in the cleaning process.



Bacteria / Micro-organisms / Yeasts / Molds - cleaning process should be capable of removing micro-organisms from carpets. Proof of ability is requested. Manufacturer's test results and laboratory literature will be considered satisfactory proof of ability. Advertising literature will not be considered acceptable.

.7 CLEANUP

When a normal working day follows completion of the shift of work covered, the equipment and cleaning agents must be removed and stored by the Contractor when a normal working day follows. On completion of each section of work, the Contractor must remove the equipment and cleaning agents from the work site.

SW.6.0 DEFINITIONS

PROJECT AUTHORITY

The term "PROJECT AUTHORITY", where it appears in these specifications, shall mean Facilities Manager or an authorized representative.

WORK

The furnishing of all labor, materials and equipment to carry out and properly perform the services as set out herein.

CONTRACTOR

The individual, partnership, sole proprietorship, or corporation executing the proposed contract.

CONTRACT SUPERVISOR

A departmental representative (Project Authority) who will make periodic inspections and will be available to give advice to ensure the specifications are observed as well as to assist with interpretation of the specifications as related to cleaning standards and level of service.

EXTRA WORK

The finishing of all labor, materials and equipment to carry out and properly perform services over and above those specified herein. The Contractor shall not perform services in excess of those specified herein without prior approval of the Project Authority.

SCHEDULE

Schedule of buildings and types of areas to be cleaned is outlined herein.

FREQUENCY

The work shall be done in accordance with the cleaning schedule. Frequency of cleaning may be increased or decreased in specified areas as requested by the Project Authority. Increase or decrease would normally be caused by the amount of usage, weather conditions, temporary closure, demolition, renovation, etc.

MAJOR CARPET CLEANING

Major carpet cleaning shall be on wall-to-wall carpets only, at the frequencies specified herein. The method of cleaning shall be spin and/or steam clean, by hot/cold water application and extraction.



ANNEX "B" BASIS OF PAYMENT

(Will be completed at contract award)



ANNEX "C" SECURITY REQUIREMENTS CHECK LIST



Government of Canada
Gouvernement du Canada

Contract Number / Numéro du contrat 181669
Security Classification / Classification de sécurité UNCLASSIFIED

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

PART A - CONTRACT INFORMATION / PARTIE A - INFORMATION CONTRACTUELLE		
1. Originating Government Department or Organization / Ministère ou organisme gouvernemental d'origine Natural Resources Canada	2. Branch or Directorate / Direction générale ou Direction CMSS-RPEB-Pacific Region	
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 Janitorial services at the Pacific Forestry Centre at 506 West Burnside Road, Victoria, BC		
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 <input type="checkbox"/> Yes Non 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 <input type="checkbox"/> Yes Non Oui	
6. Indicate the type of access required / Indiquer le type d'accès requis		
6. a) Will the supplier and its employees require access to PROTECTED and/or CLASSIFIED information or assets? Le fournisseur ainsi que les employés auront-ils accès à des renseignements ou à des biens PROTÉGÉS et/ou CLASSIFIÉS? (Specify the level of access using the chart in Question 7. c) (Préciser le niveau d'accès en utilisant le tableau qui se trouve à la question 7. c)	<input checked="" type="checkbox"/> No <input type="checkbox"/> Yes Non Oui	
6. b) Will the supplier and its employees (e.g. cleaners, maintenance personnel) require access to restricted access areas? No access to PROTECTED and/or CLASSIFIED information or assets is permitted. Le fournisseur et ses employés (p. ex. nettoyeurs, personnel d'entretien) auront-ils accès à des zones d'accès restreintes? L'accès à des renseignements ou à des biens PROTÉGÉS et/ou CLASSIFIÉS n'est pas autorisé.	<input type="checkbox"/> No <input checked="" type="checkbox"/> Yes Non Oui	
6. c) Is this a commercial courier or delivery requirement with no overnight storage? S'agit-il d'un contrat de messagerie ou de livraison commerciale sans entreposage de nuit?	<input checked="" type="checkbox"/> No <input type="checkbox"/> Yes Non Oui	
7. a) Indicate the type of information that the supplier will be required to access / Indiquer le type d'information auquel le fournisseur devra avoir accès		
Canada <input type="checkbox"/>	NATO / OTAN <input type="checkbox"/>	Foreign / Étranger <input type="checkbox"/>
7. b) Release restrictions / Restrictions relatives à la diffusion		
No release restrictions Aucune restriction relative à la diffusion <input type="checkbox"/>	All NATO countries Tous les pays de l'OTAN <input type="checkbox"/>	No release restrictions Aucune restriction relative à la diffusion <input type="checkbox"/>
Not releasable À ne pas diffuser <input type="checkbox"/>		
Restricted to: / Limité à: <input type="checkbox"/>	Restricted to: / Limité à: <input type="checkbox"/>	Restricted to: / Limité à: <input type="checkbox"/>
Specify country(ies): / Préciser le(s) pays:	Specify country(ies): / Préciser le(s) pays:	Specify country(ies): / Préciser le(s) pays:
7. c) Level of information / Niveau d'information		
PROTECTED A <input type="checkbox"/>	NATO UNCLASSIFIED <input type="checkbox"/>	PROTECTED A <input type="checkbox"/>
PROTÉGÉ A <input type="checkbox"/>	NATO NON CLASSIFIÉ <input type="checkbox"/>	PROTÉGÉ A <input type="checkbox"/>
PROTECTED B <input type="checkbox"/>	NATO RESTRICTED <input type="checkbox"/>	PROTECTED B <input type="checkbox"/>
PROTÉGÉ B <input type="checkbox"/>	NATO DIFFUSION RESTREINTE <input type="checkbox"/>	PROTÉGÉ B <input type="checkbox"/>
PROTECTED C <input type="checkbox"/>	NATO CONFIDENTIAL <input type="checkbox"/>	PROTECTED C <input type="checkbox"/>
PROTÉGÉ C <input type="checkbox"/>	NATO CONFIDENTIEL <input type="checkbox"/>	PROTÉGÉ C <input type="checkbox"/>
CONFIDENTIAL <input type="checkbox"/>	NATO SECRET <input type="checkbox"/>	CONFIDENTIAL <input type="checkbox"/>
CONFIDENTIEL <input type="checkbox"/>	NATO SECRET <input type="checkbox"/>	CONFIDENTIEL <input type="checkbox"/>
SECRET <input type="checkbox"/>	COSMIC TOP SECRET <input type="checkbox"/>	SECRET <input type="checkbox"/>
SECRET <input type="checkbox"/>	COSMIC TRÈS SECRET <input type="checkbox"/>	SECRET <input type="checkbox"/>
TOP SECRET <input type="checkbox"/>		TOP SECRET <input type="checkbox"/>
TRÈS SECRET <input type="checkbox"/>		TRÈS SECRET <input type="checkbox"/>
TOP SECRET (SIGINT) <input type="checkbox"/>		TOP SECRET (SIGINT) <input type="checkbox"/>
TRÈS SECRET (SIGINT) <input type="checkbox"/>		TRÈS SECRET (SIGINT) <input type="checkbox"/>



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PART A (continued) / PARTIE A (suite)

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

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

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

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

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

Special comments:
Commentaires spéciaux : _____

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

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

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

INFORMATION / ASSETS / RENSEIGNEMENTS / BIENS

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

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

PRODUCTION

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

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

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

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



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

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

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

For users completing the form **online** (via the Internet), the summary chart is automatically populated by your responses to previous questions.

Dans le cas des utilisateurs qui remplissent le formulaire **en ligne** (par Internet), les réponses aux questions précédentes sont automatiquement saisies dans le tableau récapitulatif.

SUMMARY CHART / TABLEAU RÉCAPITULATIF

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

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

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

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

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



LAST PAGE OF SRCL TO BE INSERTED AT CONTRACT AWARD



ANNEX "D" INSURANCE REQUIREMENT

1. The Contractor must obtain Commercial General Liability Insurance, and maintain it in force throughout the duration of the Contract, in an amount usual for a contract of this nature, but for not less than \$2,000,000 per accident or occurrence and in the annual aggregate.
2. The Commercial General Liability policy must include the following:
 - a. Additional Insured: Canada is added as an additional insured, but only with respect to liability arising out of the Contractor's performance of the Contract. The interest of Canada should read as follows: Canada, as represented by Public Works and Government Services Canada.
 - b. Bodily Injury and Property Damage to third parties arising out of the operations of the Contractor.
 - c. Products and Completed Operations: Coverage for bodily injury or property damage arising out of goods or products manufactured, sold, handled, or distributed by the Contractor and/or arising out of operations that have been completed by the Contractor.
 - d. Personal Injury: While not limited to, the coverage must include Violation of Privacy, Libel and Slander, False Arrest, Detention or Imprisonment and Defamation of Character.
 - e. Cross Liability/Separation of Insureds: Without increasing the limit of liability, the policy must protect all insured parties to the full extent of coverage provided. Further, the policy must apply to each Insured in the same manner and to the same extent as if a separate policy had been issued to each.
 - f. Blanket Contractual Liability: The policy must, on a blanket basis or by specific reference to the Contract, extend to assumed liabilities with respect to contractual provisions.
 - g. Employees and, if applicable, Volunteers must be included as Additional Insured.
 - h. Employers' Liability (or confirmation that all employees are covered by Worker's compensation (WSIB) or similar program)
 - i. Broad Form Property Damage including Completed Operations: Expands the Property Damage coverage to include certain losses that would otherwise be excluded by the standard care, custody or control exclusion found in a standard policy.
 - j. Notice of Cancellation: The Insurer will endeavour to provide the Contracting Authority thirty (30) days written notice of policy cancellation.
 - k. If the policy is written on a claims-made basis, coverage must be in place for a period of at least 12 months after the completion or termination of the Contract.
 - l. Owners' or Contractors' Protective Liability: Covers the damages that the Contractor becomes legally obligated to pay arising out of the operations of a subcontractor.
 - m. Non-Owned Automobile Liability - Coverage for suits against the Contractor resulting from the use of hired or non-owned vehicles.
 - n. Advertising Injury: While not limited to, the endorsement must include coverage piracy or misappropriation of ideas, or infringement of copyright, trademark, title or slogan.
 - o. All Risks Tenants Legal Liability - to protect the Contractor for liabilities arising out of its occupancy of leased premises.



- p. Amendment to the Watercraft Exclusion to extend to incidental repair operations on board watercraft.
- q. Sudden and Accidental Pollution Liability (minimum 120 hours): To protect the Contractor for liabilities arising from damages caused by accidental pollution incidents.
- r. Litigation Rights: Pursuant to subsection 5(d) of the [Department of Justice Act](#), S.C. 1993, c. J-2, s.1, if a suit is instituted for or against Canada which the Insurer would, but for this clause, have the right to pursue or defend on behalf of Canada as an Additional Named Insured under the insurance policy, the Insurer must promptly contact the Attorney General of Canada to agree on the legal strategies by sending a letter, by registered mail or by courier, with an acknowledgement of receipt.

For the province of Quebec, send to:

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

For other provinces and territories, send to:

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

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



APPENDIX “1” - EVALUATION CRITERIA

Bidders are advised to address these criteria in the following order and in sufficient depth in their proposals to enable a thorough assessment. NRCan’s assessment will be based solely on the information contained within the proposal. NRCan may confirm information or seek clarification from bidders.

Bidders are advised that only listing experience without providing any supporting data to describe responsibilities, duties and relevance to the criteria will not be considered demonstrated for the purpose of this evaluation.

The Bidder should provide complete details as to where, when (month and year) and how (through which activities/ responsibilities) the stated qualifications/experience were obtained. Experience gained during formal education shall not be considered work experience. All criteria for work experience shall be obtained in a legitimate work environment as opposed to an educational setting. Co-op terms are considered work experience provided they are related to the required services.

Bidders are also advised that the month(s) of experience listed for a project whose time frame overlaps that of another referenced project will only be counted once. For example: project one time frame is July 2001 to December 2001; project two time frame is October 2001 to January 2002; the total months of experience for these two project references is seven (7) months.

1. Technical Criteria

1.1 Mandatory Evaluation Criteria

The Mandatory Criteria listed below will be evaluated on a simple pass/fail basis. Proposals which fail to meet the mandatory criteria will be deemed non-responsive.

Item	Mandatory Requirement	Compliant (Yes/No)	Reference to Bidder’s Proposal
M1	<p>The Bidder must demonstrate they are available at all times during the day; 08:00 to 16:00 and silent hours of operations of the facility 16:00 to 22:00 for the Project Authority to communicate cleaning requirements.</p> <p>This criterion must be demonstrated through an attestation made to this requirement in the technical bid.</p> <p>Bidders MUST provide the name(s) of the Site Supervisor dedicated to each shift. It is acceptable to name the same person for both the day and silent hours: Site Supervisor Day Shift: Site Supervisor silent hours :</p>	<input type="checkbox"/> Yes <input type="checkbox"/> No	

1.2 Evaluation of rated criteria

The criteria contained herein will be used by NRCan to evaluate each proposal that has met all of the mandatory criteria.

Proposals must achieve the stated minimum points required overall for the rated criteria to be assessed as responsive under the point rated technical criteria section; proposals not meeting the minimum required points will be deemed non-responsive.

Proposals will be evaluated based on the following criteria:



Item	Requirement	Points Breakdown for each requirement:	Max Points	Proposal Page
R1	<p>Corporate Experience: The Bidder is to provide three (3) examples of work sites for which they have been contracted to provide janitorial services. The examples should detail similar* operations, currently or previously managed by the Bidder’s firm and should include the following six (6) items of information:</p> <ol style="list-style-type: none"> 1. Name and location of organization for who work was done (2 points) 2. Type of operating environment (i.e. office, care/medical, laboratory facility, etc.) (2 points) 3. Length of time your firm has provided service for the named organization (2 points) 4. Type(s) of service provided and the extend of service provided (2 points) 5. Square footage of housekeeping and/or volume of housekeeping services, as applicable to organization supported (2 points) <p>*Similar = the extent of comparability in terms of scope, magnitude, operating environment and business sector.</p>	<p>10 points per example, broken down as follows:</p> <p>Bullet #1: 2 points: full information (name and location) provided 1 point: partial information (name or location) provided 0 point: no information provided</p> <p>Bullet #2: 2 points: directly similar (i.e. office and lab space) 1 point: partially similar (offices but no lab space) 0 point: No information submitted</p> <p>Bullet #3: 2 points: Two (2) years or more 1 point: Less than 2 years 0 point: no information submitted</p> <p>Bullet #4: 2 points: Full janitorial services (includes basic cleaning services, as well as, carpet cleaning, floor scrubbing/waxing, interior and exterior window cleaning, , etc.) 1 point: Basic janitorial services (i.e. vacuuming, mopping, dusting, washroom service, garbage and recycle pick-up.) 0 point: no information submitted</p> <p>Bullet #5:</p>	30	



		<p>2 points: 10,001 square metres or more 1 point: 10,000 square metres or less 0 point: no information submitted</p>		
R2	<p>The Bidder should detail the planned approach* to deliver the daily, semi-daily, weekly, and periodic washroom cleaning services as per the Statement of Work (SOW).</p> <p>*Approach includes a description of the washroom cleaning tasks required and the delivery frequency related to them plus the resources (day cleaner, lead hand, supervisor, specialized crew etc.) that will be dedicated to completing them.</p>	<p>1 to 4 points: Marks are dependent on detailing the following approach(es):</p> <ul style="list-style-type: none"> a) Daily, (1 points) b) Semi daily, (1 points) c) Weekly, (1 points) d) Periodic (1 points) e) 0 point: No information submitted 	4	
R4	<p style="text-align: center;"><u>Anti-racism and Diversity</u></p> <p>The Bidders should demonstrate the following corporate activities they have implemented to promote anti-racism and diversity within their organisation:</p> <ul style="list-style-type: none"> a. The bidder has internally published policies or commitments on anti-racism and inclusiveness; b. The bidder has publicly available organisational commitments to a diverse workforce; c. The bidder's employees are mandated to take mandatory training on anti-racism d. The bidder's employees are mandated to take unconscious bias training; e. The bidder has developed internal staffing and/or recruitment strategy(ies) to increase representation of underrepresented groups in their workforce. 	<p>The bidder should provide details of the following activities.</p> <p>For activities described in a. and b. (policy and commitments), the bidder should provide copies of policy or commitment documents including their effective date.</p> <p>For activities described in c. and d. (training), the bidder should provide the name of the course and the service provider; if developed internally, a copy of the course outline.</p> <p>For activities described in e. (staffing), the bidder should provide copies of job posting, or other staffing/recruitment documents demonstrating</p>	5	



		<p>compliance with the rated criteria.</p> <p>0 points = the bidder does not address.</p> <p>0.5 point for each activity = The bidder has provided information on the existence of any one (1) activity but does not provide sufficient detail or supporting documents.</p> <p>1 point for each activity =</p> <p>The bidder has fully described any one (1) activity and provided supporting documents as evidence.</p> <p>Maximum 1 point for each activity.</p>		
Total Points Available			39	
Total Points Needed to be Considered Compliant			24	



APPENDIX “2” - FINANCIAL BID PRESENTATION SHEET

1. FIRM PER DIEM RATE – Limitation of Expenditure

The Firm Per Diem Rate(s) is based on 7.5 hours (seven hours and 30 minutes) exclusive of meal breaks with no provision for annual leave, statutory holidays and sick leave.

The Per Diem Rate(s) is ‘all inclusive’ except for travel expenses on project business outside Victoria BC. (that is pre-approved by the NRCan Project Authority), and GST/HST. Charges for expenses which are normally incurred in the provision of services, such as labour for conducting negotiations and providing estimates, resolving contract disputes, tracking time sheets, monthly invoicing, facsimile, copying/printing charges, office supplies, computer hardware and software charges, courier, long distance telephone charges, travel from a personal residence to the NRCan site in the Victoria BC, local travel and the like, must be included in the rates and will not be permitted as additional charges to the contract.

A	B	C	D (BxC)
Category of Personnel	Firm Daily Rates	Estimated Level of Effort	Total Estimated Costs for Professional Fees (Applicable Taxes Excluded)
1.	\$		\$
2.	\$		\$
3.	\$		\$
4.	\$		\$
5.	\$		\$
A- Estimated Total Price – Hourly Firm Rate :			\$

*** LEVEL OF EFFORT PRESENTED HEREIN IS USED FOR EVALUATION PURPOSES ONLY AND IT IS NOT A COMMITMENT BY CANADA.**

**** FOR ANY ERRORS IN THE CALCULATION, THE PER DIEM RATE SCHEDULE WILL BE UPHELD.**

Any estimated level of effort specified in the Pricing Details detailed above is provided for financial proposal evaluation purposes only. It is only an approximation of the requirements and is not to be considered as a contract guarantee nor as a commitment by NRCan to respect those estimated in any resulting contract.