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## PART 1 - GENERAL INFORMATION

### 1.1 INTRODUCTION

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

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

Attachment 1 to Part 3 includes the Certifications, Attachment 2 to Part 3 includes the Financial Bid Form and Attachment 1 to Part 4 includes the Evaluation criteria.

The annexes include the Statement of Work (Annex A), Regular Tasks (Attachment 1 to Annex A), the Basis of Payment (Annex B), Service Authorization Form (Attachment 1 to Annex B) and Security Requirements Check List (Annex C).

### 1.2 SUMMARY

- 1.2.1 The purpose of this RFP is to select a supplier to enter into a contract with the Permanent Mission of Canada in Geneva, Switzerland, of the Department of Foreign Affairs, Trade and Development (DFATD) to provide cleaning services as described in the Statement of Work (Annex A).
- 1.2.2 The Work is to be performed from the contract award date tentatively set for January 01, 2024, for a period of 2 years. However, in the event of unusual circumstances, the contract could be awarded at a sooner or later date. There is also the potential of 3 additional 1 year irrevocable option periods under the same terms and conditions.
- 1.2.3 The requirement may be subject to the provisions of the:
  - Canadian Free Trade Agreement (CFTA)
  - Canada - Chile Free Trade Agreement
  - Comprehensive and Progressive Agreement for Trans-Pacific Partnership (CPTPP)
  - Canada - Columbia Free Trade Agreement
  - Canada - European Union Comprehensive Economic and Trade Agreement (CETA)
  - Canada - Honduras Free Trade Agreement
  - Canada - Korea Free Trade Agreement
  - Canada - Panama Free Trade Agreement
  - Canada - Peru Free Trade Agreement
  - Canada - UK Trade Continuity Agreement (Canada-UK TCA)
  - Canada - Ukraine Free Trade Agreement
  - World Trade Organization - Agreement on Government Procurement (WTO-AGP)



### 1.3 CONTRACT DOCUMENT

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

### 1.4 INTERPRETATION

In this document, unless the context otherwise requires:

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

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

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

"Canada", "Crown", "His Majesty", the "Minister" or the "Government" means His Majesty the King in right of Canada as represented by the Minister of Foreign Affairs and any other person duly authorized to act on behalf of that minister; and

"Work" means all the activities, services, goods, equipment, matters and things required to be done, delivered or performed by the Contractor under the Contract.



## PART 2 - BIDDER INSTRUCTIONS

### 2.1 LANGUAGE OF BIDS

Bid documents and supporting information must be submitted in either English or French.

### 2.2 REFERENCE CLAUSES

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

**2.2.2** This procurement document contains references to specific standard instructions, general conditions and clauses found in the SACC Manual which will apply to this particular requirement. Reference clauses are those clauses and conditions that Bidders and suppliers must refer to in the government Standard Acquisition Clauses and Conditions (SACC) Manual: <https://buyandsell.gc.ca/policy-and-guidelines/standard-acquisition-clauses-and-conditions-manual> to obtain the full text. Clause references will include the clause ID number, its effective date and its title (e.g. ID B1204C (2011-05-16)).

**In cases where the reference clause(s) has been modified or deleted to suit this procurement, such change(s) have been identified in this document.**

**NOTE: It is strongly recommended that Bidders visit the above site to better understand these clauses and conditions.**

### 2.3 STANDARD INSTRUCTIONS

**2.3.1** The [2003](https://buyandsell.gc.ca/policy-and-guidelines/standard-acquisition-clauses-and-conditions-manual/1/2003/27) (2023-06-08) Standard Instructions - *Goods or Services - Competitive Requirements* (https://buyandsell.gc.ca/policy-and-guidelines/standard-acquisition-clauses-and-conditions-manual/1/2003/27), are incorporated by reference into and form part of the bid solicitation.

**2.3.2** Except in the case of "PWGSC's Integrity Database", where referred to, the words "Public Works and Government Services Canada" or "PWGSC" are to be substituted to read "**Foreign Affairs, Trade and Development Canada**" or "**DFATD**"; **all references to facsimile number of "819-997-9776" are deleted**; all references to "**Canada Post Corporation's (CPC) Connect service**" are deleted; and the words "Contracting Authority" are to be substituted to read "**Canada's Representative**".

**2.3.3 Subsection 02 (2020-05-28) Procurement Business Number**

This subsection is deleted in its entirety

**2.3.4 Subsection 05 (2018-05-22) Submission of Bids**, paragraph 4 is amended as follows:

**Delete:** sixty (60)

**Insert:** one hundred and eighty (180)

**2.3.5 Subsection 06 (2022-03-29) Late Bids**

This subsection is deleted in its entirety and is hereby replaced by the following:

Bids received after the stipulated bid closing date and time will be:

- returned to the Bidder in the case where hard copies were requested; or



- deleted / destroyed where soft copies were requested, unless they qualify under the provisions of the Delayed Bids clause stipulated in paragraph 2.3.6

### **2.3.6 Subsection 07 (2022-03-29) Delayed Bids**

This subsection is deleted in its entirety and is hereby replaced by the following:

A bid received after the closing date and time, but before the contract award date may be considered, provided the delay can be proven by the Bidder to have been due solely to a delay in delivery that can be attributed to incorrect handling by Canada, after the bid has been received at the location stipulated on page one (1).

### **2.3.7 Subsection 08 (2023-06-08) Transmission by Facsimile or by Canada Post Corporation's (CPC) Connect service**

This subsection is deleted in its entirety and does not form part of the RFP. Canada does not accept receipt of bid by means of a facsimile or by Canada Post Corporation's (CPC) Connect service.

## **2.4 SUBMISSION OF BIDS**

**2.4.1** Bids must be received by DFATD at the electronic address identified and by the date and time on page 1 of the Request for Proposal (RFP). Bids must NOT be sent directly to Canada's Representative. Canada will not be responsible for bids delivered to a different address. Bids sent directly to Canada's Representative may not be considered.

The e-mail address indicated on page one (1) of the RFP is for the purpose of bid submission and enquiries concerning that RFP. No other communications are to be forwarded to this address.

**2.4.2** Attachments should be in a Portable Document Format (.pdf) software application or Microsoft Office version 2003 or greater.

Bidders should follow the specifications format instructions described below, during the preparation of their bid:

- minimum type face of 10 points;
- all material should be formatted to print on 8.5" x 11" or A4 paper;
- for clarity and comparative evaluation, the Bidder should respond using the same subject headings and numbering structure as in this RFP document.

More than one e-mail can be sent if necessary (if the same file is sent twice, the latest file received will be used for evaluation purposes and the previous one(s) will not be opened).

Canada will take no responsibility if a bid is not received on time because the e-mail was refused by a server for the following reasons:

- the size of attachments exceeds 10 MB;
- the e-mail was rejected or put in quarantine because it contains executable code (including macros);
- the e-mail was rejected or put in quarantine because it contains files that are not accepted by our server, such as, but not limited to, .rar, encrypted .zip, encrypted .pdf, .exe., etc.

Links to an online storage service (such as Google Drive™, Dropbox™, etc.) or to another website, a File Transfer Protocol (FTP) service access, or any other mean of transferring files, **will not** be accepted. All documents submitted must be attached to the e-mail.



**It is strongly recommended** that Bidders confirm with Canada's Representative that their complete bid was received. For this same reason, it is recommended that in cases where more than one (1) e-mail containing documents comprising the quote is submitted, the emails be numbered and the total number of emails sent in response to the RFP also be identified.

- 2.4.3** Canada requires that each bid, at closing date and time or upon request from Canada's Representative, be signed by the Bidder or by an authorized representative of the Bidder. If any required signature(s) are not submitted as requested, Canada's Representative may inform the Bidder of a time frame within which to provide the signature(s). Failure to comply with the request of Canada's Representative and to provide the signature(s) within the time frame provided may render the bid non-responsive. If a bid is submitted by a joint venture, it must be in accordance with section 17 Joint Venture, of [2003](#) (2023-06-08) *Standard Instructions - Goods or Services - Competitive Requirements*.
- 2.4.4** It is the Bidder's responsibility to:
- (a) obtain clarification of the requirements contained in the RFP, if necessary, before submitting a bid;
  - (b) prepare its bid in accordance with the instructions contained in the RFP;
  - (c) submit by closing date and time a complete bid;
  - (d) send its bid only to the address specified on page 1 of the RFP;
  - (e) ensure that the Bidder's name, and the RFP number are clearly visible on the attachment(s) containing the bid; and,
  - (f) provide a comprehensible and sufficiently detailed bid, including all requested pricing details, that will permit a complete evaluation in accordance with the criteria set out in the RFP.
- 2.4.5** Proposals received on or before the stipulated RFP closing date and time will become the property of Canada. All proposals will be treated as confidential, subject to the provisions of the Access to Information Act (R.S. 1985, c. A-1) and the Privacy Act (R.S., 1985, c. P-21), and other applicable law.
- 2.4.6** Unless specified otherwise in the RFP, Canada will evaluate only the documentation provided with a Bidder's proposal. Canada will not evaluate information such as references to Web site addresses where additional information can be found, or technical manuals or brochures not submitted with the proposal.
- 2.4.7** A bid cannot be assigned or transferred in whole or in part.

## **2.5 BIDDER'S SITE VISIT - MANDATORY**

It is mandatory that the Bidder or a representative of the Bidder attend the site visit. It will be held at 5 Avenue de l'Ariana, CH-1202 on November 02, 2023 at 10:00 a.m. in Geneva, Switzerland.

Bidders are requested to confirm their attendance with Canada's Representative no later than 2 working days before the site visit and provide the names of the person(s) who will attend. Bidders will be required to sign an attendance form. Bidders should confirm in their bids that they have attended the site visit.

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

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





Please note, any travel and other costs associated with attending a site visit form part of "Bid Costs" as per [2003](#) (2023-06-08) Standard Instructions - Goods or Services - Competitive Requirements, and will not be reimbursed by Canada.

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

- 2.6.1** All enquiries and suggested improvements must be submitted in writing only to Canada's Representative, identified on page 1 of the solicitation, no later than 5 days before the bid closing date. Enquiries and suggestions received after that time may not be answered.
- 2.6.2** Bidders should reference as accurately as possible the numbered item of the RFP to which the enquiry relates. Care should be taken by Bidders to explain each question in sufficient detail in order to enable Canada to provide an accurate answer. Technical enquiries that are of a proprietary nature must be clearly marked "proprietary" at each relevant item. Items identified as "proprietary" will be treated as such except where Canada determines that the enquiry is not of a proprietary nature. Canada may edit the questions or may request that the Bidder do so, so that the proprietary nature of the question is eliminated, and the enquiry can be answered with copies to all Bidders. Enquiries not submitted in a form that can be distributed to all Bidders may not be answered by Canada.
- 2.6.3** Should any Bidder consider that the specifications or Statement of Work contained in this RFP and Draft Contract can be improved technically or technologically, the Bidder is invited to make suggestions in writing. The Bidder must clearly outline the suggested improvements as well as the reason for the suggestion. Suggestions which do not restrict the level of competition nor favour a particular Bidder will be given consideration. Canada reserves the right to accept or reject any or all suggestions.

## **2.7 APPLICABLE LAWS**

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

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

## **2.8 ENTIRE REQUIREMENT**

The RFP documents contain all the requirements relating to the RFP. Any other information or documentation provided to or obtained by a Bidder from any source are not relevant. Bidders should not assume that practices used under previous contracts will continue, unless they are described in the RFP. Bidders should also not assume that their existing capabilities meet the requirements of the RFP simply because they have met previous requirements.

## **2.9 DEBRIEFINGS**

Bidders may request a debriefing on the results of the RFP process, within 15 working days upon notification of the process results. The debriefing may be in writing, by telephone or in person.



## 2.10 CHALLENGES

The Canadian International Trade Tribunal (CITT) was established by the Government of Canada to provide a challenge mechanism for suppliers to raise complaints regarding the solicitation or evaluation of bids, or in the awarding of contracts on a designated procurement, in accordance with applicable Trade Agreements. You may raise concerns regarding the solicitation, evaluation or the resulting award, with the DFATD representative in a first attempt to address the concern or if not satisfied, with the CITT by contacting them toll free by telephone at 855-307-2488, or by visiting their website at <http://www.citt.gc.ca/>.

## 2.11 NO PROMOTION OF BIDDERS INTEREST

Bidders will not make any public comment, respond to questions in a public forum or carry out any activities to publicly promote or advertise their interest in this project.

## 2.12 LEGAL CAPACITY

The Bidder must have the legal capacity to contract. If the Bidder is a sole proprietorship, a partnership or a corporate body, the Bidder must provide, if requested by Canada's Representative, a statement and any requested supporting documentation indicating the laws under which it is registered or incorporated together with the registered or corporate name and place of business. This also applies to Bidders submitting a proposal as a joint venture.

## 2.13 INCAPACITY TO CONTRACT WITH GOVERNMENT

By submitting a proposal, the Bidder certifies that neither the Bidder nor any of the Bidder's affiliates has ever been convicted of an offence under any of the following provisions. Canada may reject a proposal where the Bidder, including the Bidder's officers, agents and employees, has been convicted of an offence under the following provisions of the Criminal Code:

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



## PART 3 - BID PREPARATION INSTRUCTIONS

### 3.1 BID PREPARATION INSTRUCTIONS

Canada requests that Bidders provide their bid in separate PDF files or Microsoft office version 2003 as follows:

Section I: Technical Bid  
Section II: Financial Bid  
Section III: Certifications

**Please note:** bids may be modified or resubmitted only **before** the solicitation closing date, and must be done in writing. This includes electronically transmitted responses. The latest bid received will supersede any previously received bids.

**Section I:** to be labeled "**Technical Bid**";

### 3.2 TECHNICAL BID INSTRUCTIONS

This section should not exceed 60 pages. Material exceeding the 60 page maximum may not be considered. Copies of required Certificates and Licences, and Title pages are not included in the 60 page limit.

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

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

**Section II:** to be labeled "**Financial Bid**";

### 3.3 FINANCIAL BID INSTRUCTIONS

Bidders must submit their Financial Bid in accordance with ATTACHMENT 2 TO PART 3 - FINANCIAL BID FORM. Prices must appear in Section II **only** and must not be indicated in any other section of the Bid. Failure to comply may result in the Bid being declared non-compliant and rejected from further consideration. All the information required in the Financial Bid should appear in a separate document and should be identified as the Financial Bid. Financial Bids will only be opened after the evaluation of the Technical Bid is completed. **Estimates provided in ATTACHMENT 2 TO PART 3 - FINANCIAL BID FORM are strictly for evaluation purposes and are not a guarantee under the contract.**

### 3.4 FIRM PRICE

**3.4.1** Bidders must quote an all-inclusive Firm Price in Swiss franc (CHF) on the attached form Financial Bid Form. The Firm Price must include, but not necessarily be limited to, all costs resulting from the performance of the Work as described in this RFP, all costs resulting from the



performance of any additional Work described in the Bidder's Bid (unless clearly described as an option), all travel, living costs and all overhead costs including disbursements.

**3.4.2** All payments will be made according to the terms of payment set out in the Draft Contract.

### **3.5 FIRM HOURLY RATES**

**3.5.1** Bidders must quote Hourly Rates in Swiss franc (CHF) on the attached form Financial Bid Form. The Hourly Rates must include, but not necessarily be limited to, all costs resulting from the performance of the Work as described in this RFP, and all costs resulting from the performance of any additional Work described in the Bidder's Bid (unless clearly described as an option).

**3.5.2** The Contractor will not be reimbursed for travel and living expenses incurred in the performance of the Work.

**3.5.3** All payments will be made according to the terms of payment set out in the Draft Contract.

**Section III: to be labeled "Certifications":**

### **3.6 CERTIFICATIONS**

Bidders must submit the certifications required under ATTACHMENT 1 TO PART 3 - CERTIFICATIONS.



### ATTACHMENT 1 TO PART 3 - CERTIFICATIONS

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

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

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

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

Certification Number	Certification Text	Initial
C1.1	<p><b>INTEGRITY PROVISIONS - DECLARATION OF CONVICTED OFFENCES</b></p> <p>In accordance with the Integrity Provisions of the Standard Instructions, all Bidders must provide with their bid, <b>if applicable</b>, the Integrity declaration form available on the <a href="http://www.tpsgc-pwgsc.gc.ca/ci-if/declaration-eng.html">Forms for the Integrity Regime</a> website (<a href="http://www.tpsgc-pwgsc.gc.ca/ci-if/declaration-eng.html">http://www.tpsgc-pwgsc.gc.ca/ci-if/declaration-eng.html</a>), to be given further consideration in the procurement process.</p>	_____
C1.2	<p><b>INTEGRITY PROVISIONS - REQUIRED DOCUMENTATION</b></p> <p>In accordance with the section titled Information to be provided when bidding, contracting or entering into a real procurement agreement of the <a href="http://www.tpsgc-pwgsc.gc.ca/ci-if/politique-policy-eng.html">Ineligibility and Suspension Policy</a> (<a href="http://www.tpsgc-pwgsc.gc.ca/ci-if/politique-policy-eng.html">http://www.tpsgc-pwgsc.gc.ca/ci-if/politique-policy-eng.html</a>), the Bidder must provide the required documentation, as applicable, to be given further consideration in the procurement process.</p>	_____
C2	<p><b>FORMER PUBLIC SERVANT</b></p> <p>Contracts awarded to former public servants (FPS) in receipt of a pension or of a lump sum payment must bear the closest public scrutiny, and reflect fairness in the spending of public funds. In order to comply with Treasury Board policies and directives on contracts awarded to FPSs, Bidders must provide the information required below before contract award.</p> <p>For the purposes of this clause, "former public servant" is any former member of a department as defined in the <a href="#">Financial Administration Act</a>, R.S., 1985, c. F-11, a former member of the Canadian Armed Forces or a former member of the Royal Canadian Mounted Police. A former public servant may be:</p> <ul style="list-style-type: none"> <li>a) an individual;</li> <li>b) an individual who has incorporated;</li> <li>c) a partnership made of former public servants; or</li> <li>d) a sole proprietorship or entity where the affected individual has a controlling or major interest in the entity.</li> </ul>	<p>As per the definition provided, is the Bidder a FPS?</p> <p>Yes <input type="checkbox"/></p> <p>No <input type="checkbox"/></p> <p>As per the definition provided, is the Bidder a FPS in receipt of a pension?</p> <p>Yes <input type="checkbox"/></p> <p>No <input type="checkbox"/></p> <p>As per the definition</p>



	<p>"lump sum payment period" means the period measured in weeks of salary, for which payment has been made to facilitate the transition to retirement or to other employment as a result of the implementation of various programs to reduce the size of the Public Service. The lump sum payment period does not include the period of severance pay, which is measured in a like manner.</p> <p>"pension" means a pension or annual allowance paid under the <a href="#">Public Service Superannuation Act</a> (PSSA), R.S., 1985, c.P-36, and any increases paid pursuant to the <a href="#">Supplementary Retirement Benefits Act</a>, R.S., 1985, c. S-24 as it affects the PSSA. It does not include pensions payable pursuant to the <a href="#">Canadian Forces Superannuation Act</a>, R.S., 1985, c. C-17, the <a href="#">Defence Services Pension Continuation Act</a>, 1970, c. D-3, the <a href="#">Royal Canadian Mounted Police Pension Continuation Act</a>, 1970, c. R-10, and the <a href="#">Royal Canadian Mounted Police Superannuation Act</a>, R.S., 1985, c. R-11, the <a href="#">Members of Parliament Retiring Allowances Act</a>, R.S. 1985, c. M-5, and that portion of pension payable to the <a href="#">Canada Pension Plan Act</a>, R.S., 1985, c. C-8.</p> <p>If the answer to any of the FPS questions is "yes", the successful Bidder must comply with the process, fill out and sign the required forms. If applicable, Bidders agree that the successful Bidder's status, with respect to being a FPS in receipt of a pension, will be reported on departmental websites as part of the published proactive disclosure reports in accordance with <a href="#">Contracting Policy Notice: 2012-2</a> and the <a href="#">Guidelines on the Proactive Disclosure of Contracts</a>.</p>	<p>provided, is the Bidder a FPS who received a lump sum payment?          Yes <input type="checkbox"/>          No <input type="checkbox"/>          _____</p>
<p><b>C3</b></p>	<p><b>USE OF SUBCONTRACTOR(S)</b>          The Bidder must inform Canada if it chooses to use a subcontractor(s) to complete the Work or a portion of the Work. Canada reserves the right to approve or reject of the use of subcontractors as per the Resulting Contract Clauses part of this RFP.</p>	<p>Does the Bidder intent to use one or more subcontractors?          Yes <input type="checkbox"/>          No <input type="checkbox"/>          _____</p>
<p><b>C4</b></p>	<p><b>JOINT VENTURES</b>          The Bidder must inform Canada if it is a Joint Venture and provide the information required in order to comply with the Bidder Instructions part of this RFP.</p>	<p>Is the Bidder a Joint Venture?          Yes <input type="checkbox"/>          No <input type="checkbox"/>          _____</p>
<p><b>C5</b></p>	<p><b>VALID REGISTRATION</b>          The Bidder certifies that it will maintain a valid (not expired) registration of a certified extract of his registration in the commercial register of the canton of Geneva throughout the duration of the Contract.</p>	<p>_____</p>



**CERTIFICATION STATEMENT**

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

\_\_\_\_\_  
**Name of Authorized Individual**

\_\_\_\_\_  
**Signature of Authorized Individual**

\_\_\_\_\_  
**Date**



### ATTACHMENT 2 TO PART 3 - FINANCIAL BID FORM

Name of Bidder:	
Address:	
Contact Person:	
Phone Number:	
E-mail:	
Print Name:	
Signature:	
Date: (yyyy-mm-dd)	





## 1. REGULAR SERVICES

### Firm Monthly Rates

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

During the extended period of the Contract, the Contractor will be paid the following firm monthly rates to perform all the Work in relation to the contract extension.

<b>Period</b>	<b>Firm Monthly Rate (CHF) Taxes Excluded</b>	<b>Number of Months</b>	<b>Subtotal (CHF) Taxes Excluded</b>
Initial (Year 1)		12	
Initial (Year 2)		12	
Option 1 (Year 3)		12	
Option 2 (Year 4)		12	
Option 3 (Year 5)		12	



**2. AS AND WHEN REQUESTED SERVICES**

**Firm Hourly Rates**

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

During the extended period of the Contract, the Contractor will be paid the following firm hourly rates to perform all the Work in relation to the contract extension.

Period	Qualified professional resource	Firm Hourly Rate par resource (CHF) Taxes Excluded	*Estimated Number of Hours per Year	Subtotal (CHF) Taxes Excluded
Initial (Year 1)	Cleaners		264	
	Supervisor		12	
Initial (Year 2)	Cleaners		264	
	Supervisor		12	
Option 1 (Year 3)	Cleaners		264	
	Supervisor		12	
Option 2 (Year 4)	Cleaners		264	
	Supervisor		12	
Option 3 (Year 5)	Cleaners		264	
	Supervisor		12	

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



### 3. PRICING SUMMARY

Period	Subtotal Section 1 + 2 (CHF)	
Initial (Year 1)		
Initial (Year 2)		
Option 1 (Year 3)		
Option 2 (Year 4)		
Option 3 (Year 5)		
Subtotal		
TAXES (If applicable)	%	Amount
TOTAL		



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

### **4.1 EVALUATION AND SELECTION**

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

### **4.2 TECHNICAL EVALUATION**

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

### **4.3 BASIS OF SELECTION**

Minimum Point Rating

1. To be declared responsive, a bid must:
  - a. comply with all the requirements of the bid solicitation;
  - b. meet all mandatory technical evaluation criteria and
  - c. obtain the required minimum of 80 percent of the points for the technical evaluation criterion which are subject to point rating. The rating is performed on a scale of 50 points.
2. Bids not meeting a. or b. or c. will be declared non-responsive. The responsive bid with the lowest evaluated price will be recommended for award of a contract.



## ATTACHMENT 1 TO PART 4 - TECHNICAL EVALUATION CRITERIA

### 1.0 MANDATORY TECHNICAL CRITERIA

Proposals must meet the following mandatory technical criteria. The Bidders must provide the necessary documentation to demonstrate compliance with this requirement.

Proposals that do not meet the mandatory technical criteria will be considered non-responsive. Each mandatory technical criterion must be treated separately.

MANDATORY TECHNICAL CRITERIA			
M1	<b>CRITERIA</b>		
	<b>Bidder's Office Location</b> The Bidder must have a permanent office in Geneva.		
	<b>COMPLIANCE</b>		
	The Bidder must provide the Company's civic address.	Page # within the bid	Met
	Yes		No
M2	<b>CRITERIA</b>		
	<b>Bidder's Experience</b> The Bidder must, within the <u>5 years prior to the Request for Proposals closing date</u> , have acquired a <u>minimum of 24 months of experience</u> providing cleaning services for projects similar in size and scope to those listed in <b>Annex A - Statement of Work</b> with a <u>minimum of 6 consecutive months each</u> and a <u>minimum of 2,000 m<sup>2</sup></u> .		
	<b>COMPLIANCE</b>		
	The bidder must provide all of the following additional information: A description of <u>each project</u> , delivered less than 5 years prior to the Request for Proposals closing date, including: a) Name of the organization/company; b) A minimum duration of 6 consecutive months; c) A description of the tasks/services provided; d) A minimum of 2,000 m <sup>2</sup> ; e) Contact information of the project.	Page # within the bid	Met
	Yes		No



PROJECT #1				
<b>M2</b>	Name of the organization			
	Duration of services	Start Date (yyyy/mm)	End Date (yyyy/mm)	Duration in months
		----/---	----/---	--
	Description of services			
	Size in square meters (m <sup>2</sup> )			
	Contact of the project <i>Canada may communicate with the contact in order to validate the information provided</i>	Name	Email	

PROJECT #2				
<b>M2</b>	Name of the organization			
	Duration of services	Start Date (yyyy/mm)	End Date (yyyy/mm)	Duration in months
		----/---	----/---	--
	Description of services			
	Size in square meters (m <sup>2</sup> )			
	Contact of the project <i>Canada may communicate with the contact in order to validate the information provided</i>	Name	Email	



PROJECT #3					
<b>M2</b>	Name of the organization				
	Duration of services	Start Date (yyyy/mm)	End Date (yyyy/mm)	Duration in months	
		----/---	----/---	--	
	Description of services				
	Size in square meters (m <sup>2</sup> )				
	Contact of the project <i>Canada may communicate with the contact in order to validate the information provided</i>	Name	Email		

PROJECT #4					
<b>M2</b>	Name of the organization				
	Duration of services	Start Date (yyyy/mm)	End Date (yyyy/mm)	Duration in months	
		----/---	----/---	--	
	Description of services				
	Size in square meters (m <sup>2</sup> )				
	Contact of the project <i>Canada may communicate with the contact in order to validate the information provided</i>	Name	Email		

\* If more tables are needed, just copy the one above.



**2.0 TECHNICAL CRITERIA POINT RATED**

Proposals that meet all mandatory technical criteria will be evaluated and noted against the point rated technical criterion (R1) using the table below.

Bidders must obtain the required minimum of 80% of the points in order to be evaluated on the basis of their financial proposal.

Any proposal which fails to obtain the required minimum will be declared non-responsive.

100% of the points	90% of the points	80% of the points	50% of the points	0% of the points
Substantial details are provided, allowing for a complete and thorough understanding of the requirement.	The response includes a significant amount of information required to be completed and contains several value-added elements.	The response includes most of the information required to be completed, meeting the minimum established, and contains no significant weaknesses.	The response includes some information, but there is also a significant amount of information missing. Some elements are poorly described.	The response is deficient.

TECHNICAL CRITERIA POINT RATED		
	CRITERIA	MAXIMUM POINTS
R1	<p><b>Proposed work plan</b></p> <p>The Bidder should demonstrate his understanding of the scope of work by elaborating on its proposed work plan, <i>which may include but not limited</i>, to the following:</p> <ul style="list-style-type: none"> <li>• A detailed work plan on how the work will be provided with quality and in a timely manner;</li> <li>• Respective role and detailed responsibilities (assigned tasks) of every team member's;</li> <li>• Quality Control Program;</li> <li>• Resource Mangement practices;</li> <li>• Health and Safety Program that demonstrates compliance with all work regulations and measures;</li> <li>• List of potential constraints that may hinder the Bidders capacity to achieve the expected result and their preventive measures.</li> </ul>	___/50





## PART 5 - RESULTING CONTRACT CLAUSES

### 5.1 DEFINITIONS

In the Contract, unless the context otherwise requires:

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

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

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

"Canada", "Crown", "His Majesty", the "Minister" or the "Government" means His Majesty the King in right of Canada as represented by the Minister of Foreign Affairs and any other person duly authorized to act on behalf of that minister;

"Canada's Representative" means the person designated to act as Canada's agent and representative for the purposes of this Contract;

"Contract" means the Articles of Agreement, these general conditions, any supplemental general conditions, annexes and any other document specified or referred to as forming part of the Contract, all as amended by agreement of the Parties from time to time;

"Contractor" means the person, entity or entities named in the Contract to supply goods, services or both to Canada;

"Contract Price" means the amount stated in the Contract to be payable to the Contractor for the Work, exclusive of Applicable Taxes;

"Days" means continuous calendar days, including weekends and statutory holidays;

"Government Property" means anything supplied to the Contractor by or on behalf of Canada for the purposes of performing the Contract and anything acquired by the Contractor in any manner in connection with the Work, the cost of which is paid by Canada under the Contract;

"Party" means Canada, the Contractor, or any other signatory to the Contract and "Parties" means all of them;

"Signature" means either signed on paper, whether the original or an electronic copy of the signed paper is sent to the Contractor; and

"Work" means all the activities, services, goods, equipment, matters and things required to be done, delivered or performed by the Contractor under the Contract.

### 5.2 PRIORITY OF DOCUMENTS

The Parties agree to be bound by the following documents:

- (a) Articles of Agreement;
- (b) General Conditions [2035](#) (2022-12-01);



- (c) Statement of Work (Annex A);
- (d) Basis of Payment (Annex B);
- (e) Security Requirements Check List (Annex C);
- (f) Contractor's bid dated *yyyy-mm-dd*. (*Inserted at Contract award*)

In the event of discrepancies, inconsistencies or ambiguities of the wording of these documents, the document that appears first on the above list shall prevail.

### 5.3 AUTHORITIES AND COMMUNICATION

#### 5.3.1 Canada's Representative

Canada's Representative for this Contract is: (*Inserted at Contract award*)

Name:  
Title:  
Department of Foreign Affairs, Trade and Development  
Directorate:  
Address:  
Telephone:  
E-mail address:

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

#### 5.3.2 Project Authority

The Project Authority for this Contract is: (*Inserted at Contract award*)

Name:  
Title:  
Department of Foreign Affairs, Trade and Development  
Directorate:  
Address:  
Telephone:  
E-mail address:

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

#### 5.3.3 Communication and Notices

Any notice under the Contract must be in writing and may be delivered by hand, courier, mail, or e-mail. It must be sent to the Party for whom it is intended at the address stated in the Contract. Any notice will only be effective on the day it is received at that address. Any notice to Canada must be delivered to Canada's Representative.



#### 5.3.4 Management of the Contract

Subject to the other provisions of this Article, Canada's Representative is responsible for the management of the Contract. Unless otherwise specified, no notice, instruction, authorization, refusal or other communication provided by Canada is valid under this Contract unless it is provided to the Contractor by Canada's Representative. Likewise, no notice, instruction, authorization, refusal or other communication to Canada made by the Contractor or on its behalf is valid unless it is made to Canada's Representative. The Contractor must not perform work in excess of or outside the scope of the Contract based on verbal or written requests or instructions from anyone other than Canada's Representative.

#### 5.3.5 Contractor's Representative

The Contractor's Representative is: *(Inserted at Contract award)*

Name:  
Title:  
Company:  
Address:  
Telephone:  
E-mail address:

The Contractor reserves the right to replace the above-designated Contractor's Representative by sending a notice in writing to Canada's Representative to that effect.

#### 5.3.6 Amendment

To be effective, any amendment to the Contract must be done in writing and signed by Canada's Representative and the Contractor's Representative. Canada's right to exercise an Option Period is excluded from this signatures requirement.

#### 5.3.7 Assignment

The Contractor must not assign the Contract without first obtaining Canada's written consent. Any assignment made without that consent is void and will have no effect. The assignment will be effective upon execution of an assignment agreement signed by the Parties and the assignee. Assignment of the Contract does not relieve the Contractor from any obligation under the Contract and it does not impose any liability upon Canada.

### 5.4 STANDARD CLAUSES AND CONDITIONS

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

### 5.5 GENERAL CONDITIONS

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



## 5.6 ENTIRE AGREEMENT

The Contract constitutes the entire and only agreement between the Parties and supersedes all previous negotiations, communications and other agreements, whether written or oral, unless they are incorporated by reference in the Contract. There are no terms, covenants, representations, statements or conditions binding on the Parties other than those contained in the Contract.

## 5.7 APPLICABLE LAWS

The Contract must be interpreted and governed, and the relations between the parties determined, by the laws in force in the Province of Ontario, Canada.

## 5.8 NUMBER AND GENDER

In these Articles of Agreement, the singular includes the plural and vice versa, and words importing the masculine gender include the feminine gender and the neuter, and vice versa.

## 5.9 POWERS OF CANADA / STATE IMMUNITY

All rights, remedies, powers and discretions granted or acquired by Canada under the Contract or by law are cumulative, not exclusive. Notwithstanding anything in this Contract, Canada does not waive any right or immunity that it has or may have by virtue of international or domestic law.

## 5.10 TIME OF THE ESSENCE

Time is of the essence. The Contractor must provide in a timely manner all components of the Work.

## 5.11 EXCUSABLE DELAY

**5.11.1** A delay in the performance by the Contractor of any obligation under the Contract that is caused by an event that:

- is beyond the reasonable control of the Contractor;
- could not reasonably have been foreseen;
- could not reasonably have been prevented by means reasonably available to the Contractor;
- occurred without the fault or neglect of the Contractor;

will be considered an "Excusable Delay" if the Contractor advises Canada's Representative of the occurrence of the delay or of the likelihood of the delay as soon as the Contractor becomes aware of it. The Contractor must also advise Canada's Representative, within fifteen (15) working days, of all the circumstances relating to the delay and provide to Canada's Representative for approval a clear work around plan explaining in detail the steps that the Contractor proposes to take in order to minimize the impact of the event causing the delay.

**5.11.2** Any delivery date or other date that is directly affected by an Excusable Delay will be postponed for a reasonable time that will not exceed the duration of the Excusable Delay.

**5.11.3** However, if an Excusable Delay has continued for 30 Days or more, Canada's Representative may, by giving notice in writing to the Contractor, terminate the Contract. In such a case, the Parties agree that neither will make any claim against the other for damages, costs, expected profits or any other loss arising out of the termination or the event that contributed to the



Excusable Delay. The Contractor agrees to repay immediately to Canada the portion of any advance payment that is unliquidated at the date of the termination.

**5.11.4** Unless Canada has caused the delay by failing to meet an obligation under the Contract, Canada will not be responsible for any costs incurred by the Contractor or any of its subcontractors or agents as a result of an Excusable Delay.

## **5.12 SEVERABILITY**

If any provision of the Contract is declared by a court of competent jurisdiction to be invalid, illegal or unenforceable, that provision will be removed from the Contract without affecting any other provision of the Contract.

## **5.13 SUCCESSORS AND ASSIGNS**

The Contract is to the benefit of and binds the successors and permitted assignees of Canada and of the Contractor.

## **5.14 SURVIVAL**

All the Parties' obligations of confidentiality and representations set out in the Contract as well as the provisions, which by the nature of the rights or obligations might reasonably be expected to survive, will survive the expiry or termination of the Contract.

## **5.15 PERFORMANCE OF THE WORK**

### **5.15.1 Description of Work**

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

### **5.15.2 Period of the Contract**

The period of the Contract is from \_\_\_\_\_ to \_\_\_\_\_ inclusive. *(inserted at contract award)*.

### **5.15.3 Option to Extend the Contract**

The Contractor grants to Canada an irrevocable option to extend the term of the Contract by up to 3 additional 1 year option period under the same conditions. The Contractor agrees that, during the extended period of the Contract, it will be paid in accordance with the applicable provisions as set out in the Basis of Payment at Annex B.

### **5.15.4 Exercise of Option to Extend**

Canada may exercise this option at any time by sending a written notice to the Contractor at least 15 days before the expiry date of the Contract. The option may only be exercised by Canada's Representative, and will be evidenced for administrative purposes only, through a Contract amendment.



### 5.15.5 Independent Contractor

The Contractor is an independent Contractor engaged by Canada to perform the Work. Nothing in the Contract is intended to create a partnership, a joint venture or an agency between Canada and the other Party or Parties. The Contractor must not represent itself as an agent or representative of Canada to anyone. Neither the Contractor nor any of its personnel is engaged as an employee or agent of Canada. The Contractor is responsible for all deductions and remittances required by law in relation to its employees.

### 5.15.6 Conduct

The Contractor must:

- (a) perform the Work diligently and efficiently;
- (b) perform the Work with honesty and integrity;
- (c) except for Government Property, supply everything necessary to perform the Work;
- (d) select and employ a sufficient number of qualified persons;
- (e) perform the Work in accordance with standards of quality acceptable to Canada and in full conformity with the specifications and all the requirements of the Contract; and,
- (f) provide effective and efficient supervision to ensure that the quality of workmanship meets the requirements of the Contract.

### 5.15.7 Assigned Individuals

If specific individuals are identified in Annex A to perform the Work:

- (a) the Contractor must provide the services of those individuals unless the Contractor is unable to do so for reasons beyond its control;
- (b) the Contractor must obtain Canada's written approval, through Canada's Representative, before replacing, removing or adding an individual to the approved team, and, more specifically, before any services are rendered by such individual; and
- (c) the Contractor must not, in any event, allow performance of the Work by unauthorized replacement individuals.

### 5.15.8 Resources

Canada reserves the right to conduct periodic background checks on personnel employed or subcontracted by the Contractor.

Canada reserves the right, in its sole discretion, to decide that personnel employed or subcontracted by the contractor are unsuitable. In such circumstances, the Contractor shall ensure that personnel are removed from property and replaced with personnel suitable to Canada.

### 5.15.9 Replacements

Canada may order that a replacement individual stops performing the Work. In this case, the Contractor must immediately comply with the order and secure a further replacement in accordance with section *Assigned Individuals*. The fact that Canada does not order that a replacement stop performing the Work does not relieve the Contractor from its responsibility to meet the requirements of the Contract.

### 5.15.10 Compliance with Local Law

In the performance of Services under this Contract, the Contractor will comply with all applicable provisions of the laws in force in Switzerland.



### 5.15.11 Inspection and Acceptance

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

### 5.15.12 Security Requirements

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

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

### 5.15.13 Green Procurement

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





## 5.16 CERTIFICATIONS

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

## 5.17 HEALTH AND SAFETY

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

## 5.18 PAYMENT TERMS

### 5.18.1 Basis of Payment

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

### 5.18.2 Limitation of Price

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

### 5.18.3 Method of Payment - Monthly Payments

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

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

### 5.18.4 Audit

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





### 5.18.5 Invoicing Instructions

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

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

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

### 5.18.6 Discrepancies

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

### 5.18.7 Termination Payments

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

### 5.18.8 Remittance to appropriate tax authority

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

## 5.19 SUSPENSION AND INFRACTION

### 5.19.1 Suspension of the Work

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

### 5.19.2 Infraction

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



## 5.20 INSURANCE TERMS

### 5.20.1 Insurance at Discretion of Contractor

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

## 5.21 GOVERNANCE AND ETHICS

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

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

### 5.21.2 Incapacity to Contract with the Government

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

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



### 5.21.3 Anti-Terrorism

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

## 5.22 DISPUTE RESOLUTION

### 5.22.1 Discussion and Negotiation

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

### 5.22.2 Procurement Ombudsman

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



## ANNEX A - STATEMENT OF WORK

### TITLE

Cleaning Services for the Permanent Mission of Canada in Geneva, Switzerland

### 1. INTRODUCTION

The Permanent Mission of Canada in Geneva, Switzerland requires cleaning services.

### 2. BACKGROUND

The Permanent Mission of Canada in Geneva is located at 5 Avenue de l'Ariana. The mission is housed in a relatively new and modern building that was inaugurated in 1999. The mission requires cleaning services for this 2600 m<sup>2</sup> building, which includes a basement, ground floor, and one upper floor.

### 3. OBJECTIVE

Provide cleaning services in accordance with best commercial practices, industry standards, and the detailed specifications outlined in this Statement of Work (SOW), following the most rigorous requirements. This is to maintain proper and safe working conditions for the 60 employees of the Permanent Mission of Canada in Geneva, Switzerland.

### 4. SCOPE

The Contractor must provide the cleaning services for the mission as described in this document, including the personnel and equipment necessary to perform the work.

### 5. TASKS/REQUIREMENTS

#### 5.1 REGULAR SERVICES

The Contractor must perform the tasks identified in **Attachment 1 to Annex A - Regular Tasks**, according to the specified frequencies.

#### 5.2 AS AND WHEN REQUESTED SERVICES

Other services of a similar nature to those identified in section **5.1 - Regular Services** may be required upon request.

These services may include, but are not limited to, unforeseen tasks, special events, or any other requirements beyond those of the regular services.

Additional resources may be required on an As and When Requested basis using a Service Authorization Form - refer to the example in **Attachment 1 to Annex B - Service Authorization Form (SA)**.

These resources can be required at any time, including before and/or after the normal hours indicated in section **5.4 - Work Schedule**.



### 5.2.1 Service Authorization Process:

1. When these services are required, the Project Authority will provide the Contractor with a Service Authorization Form containing the following information:
  - SA number;
  - Resource type;
  - Date, start time, end time, and the total number of hours required for each resource;
  - Special instructions (if needed);
  - Name and signature of the Project Authority.
2. Upon receiving the SA, the Contractor must provide the Project Authority, within 24 hours, with a signed SA confirming the allocation of resources. These services will be paid in accordance with the terms specified in **Annex B - Basis of Payment** for the **As and When Requested Services**.
3. Work cannot commence until the SA has been authorized in accordance with the contract terms. The Contractor acknowledges that any work performed before receiving an authorized SA will be at their own cost and risk.
4. Once the work is completed, the Contractor will immediately inform the Project Authority to acknowledge the completion of the work and proceed with an inspection.

## 5.3 EQUIPMENT, TOOLS, MATERIAL, AND SUPPLIES

### 5.3.1 Provided by the Contractor

The Contractor must provide all brooms, dustpans, mops, buckets, cloths, dusters, mop heads, brushes, sponges, work gloves, as well as any other equipment and tools used by the cleaning personnel.

The Contractor must provide a complete description of all equipment, tools, material, and supplies and ensure approval from the Project Authority before using them. The Project Authority reserves the right to reject certain items, and in such cases, the Contractor must offer an alternative product.

The mission will not be responsible for losses or damages incurred to the equipment, tools, materials, supplies, or personal belongings brought into or left in the mission premises by the Contractor's resources.

The Contractor must provide industrial and domestic vacuum cleaners.

The Contractor must provide at least 2 cleaning carts. The size and type of carts used must be approved by the Project Authority.

The Contractor must provide mechanical brushes (single-disc machines), steam cleaners, carpet cleaners, floor scrubbers for garage floor maintenance, as well as any other electrical equipment used by the cleaning personnel.

The Contractor must ensure that all equipment used for the work is in good condition by conducting periodic equipment tests on-site. The Project Authority reserves the right to determine that a device is dangerous, inappropriate, or faulty and withdraw it from service. The Contractor must, therefore, provide replacement equipment. The Contractor must ensure that the equipment and tools are always clean and replaced as needed.

Repairs or replacements of equipment are at the expense of the Contractor.



The Contractor must handle and store all chemicals and cleaning products safely.

### 5.3.2 Provided by the mission

The mission will provide all the material and supplies necessary for carrying out cleaning tasks, including but not limited to:

- Detergents;
- Waxes;
- Disinfectants;
- Trash bags;
- Toilet paper;
- Soap for dispensers (sanitary);
- Paper towels for dispensers (sanitary);
- Air fresheners (sanitary);
- Laundry products;
- Bleach.

The Contractor must notify the Project Authority when these supplies need to be replenished, and this should be done before they are depleted.

### 5.4 WORK SCHEDULE

Working hours are from 07:30 to 12:00 and from 13:00 to 16:00 on Monday, Tuesday, Thursday, and Friday, and from 07:00 to 11:30 and from 12:30 to 15:30 on Wednesday.

The Project Authority will provide the Contractor with a list of the mission's annual leave two weeks before the start of the calendar year.

### 5.5 CONTRACTOR'S PERSONNEL

The Contractor must determine the quantity of resources required to ensure that the services are provided as described in this statement. However, the Contractor must be able to provide a **minimum** of 2 cleaners who must be on-site at all times during the hours specified in section **5.4 - Work Schedule**.

The Contractor will be responsible for managing the performance of the cleaning personnel assigned to the mission and must identify 1 supervisor who will visit the site at least once a month. Performance issues will be brought to the attention of the supervisor by the Project Authority and must be promptly addressed by the Contractor; otherwise, they may be required to replace the concerned resource.

The Contractor must maintain a **minimum** reserve of 2 replacement resources who have received a security rating and are immediately available for substitution to prevent any service interruptions. While a minimum is set, it is the Contractor's responsibility to ensure that an adequate reserve of resources is established.

### 5.6 BEHAVIOR

The Contractor is responsible for ensuring that all its resources project a positive and representative image of Canada, exhibit a courteous and professional attitude, display politeness, and practice civility towards others at all times.

In the event that a resource exhibits behavior that, according to the Project Authority, may be deemed inappropriate, the Contractor must take all necessary actions to address the situation.



The Project Authority reserves the right to deny access to a resource. In such a case, it is the responsibility of the Contractor to replace the resource.

The Contractor and their personnel must make every effort to prevent any proven damage. In the case of misconduct, whether or not resulting in a loss or financial charge to the mission, the Contractor may take appropriate action against the offending personnel in consultation with the Project Authority. However, the Project Authority cannot be held responsible for conflicts arising from disciplinary measures taken against the offending personnel. The Contractor must terminate or replace any personnel in accordance with the instructions of the Project Authority.

## 5.7 UNIFORMS

The Contractor must provide, at their own expense, appropriate uniforms for their resources that allow for easy identification.

The choice of uniforms must reflect both the image of Canada and that of the Contractor and must clearly display the company name and logo/crest.

Uniforms should include, at a minimum:

- 4 work pants for daily tasks;
- 4 work polo shirts or shirts for daily tasks;
- 1 pair of work shoes for daily tasks;
- 1 pair of black pants (to be worn when personnel assist the mission during official events);
- 1 white shirt (to be worn when personnel assist the mission during official events);
- 1 pair of black shoes (to be worn when personnel assist the mission during official events).

The Project Authority must approve the initial choice and any modifications to the uniforms before their use.

Uniforms must always be clean and in good condition and replaced as needed or as requested by the Project Authority.

The Contractor must ensure that their resources are appropriately dressed, and their identification badges are visible at all times.

## 6. DELIVERABLES

Before commencing work, the Contractor must establish an operations journal. This journal will be used to record all requests, inquiries, deficiencies, or other observations related to cleaning activities. Corrective actions should also be documented, and the journal must be available on-site for consultation by the Project Authority at any time.

Before starting the work, the Contractor must implement a quality control and assurance program that includes the periodic submission of reports to the Project Authority. Any quality inspection report indicating substandard performance for any part of the work, as defined by the Project Authority established quality standards, will trigger corrective measures.

The Contractor must conduct monthly inspections of the work in accordance with this statement and subsequently as per the specifications and standards. The Project Authority may also conduct routine and random inspections. Any significant defects should be addressed by the Contractor and corrected within a reasonable time frame approved by the Project Authority. The Contractor must maintain a work log containing a checklist of verifications listing the tasks mentioned in the statement of work.



Regular communication and a monthly meeting between the Contractor's supervisor and the mission's Project Authority must be established from the start of the contract and should include a monthly assessment of the level of satisfaction with the services. Furthermore, the Contractor and the Project Authority should meet at least twice a year to discuss the level of services unless both parties agree in writing and before the scheduled date that such a meeting is not necessary.

## **7. CONSTRAINTS**

It is worth noting that the mission maintains a strict and non-negotiable policy regarding the use of all tobacco-related products, including electronic cigarettes, with no exceptions. Therefore, smoking is prohibited in all premises within the diplomatic complex of the mission and those outside the diplomatic complex. Smoking is allowed outdoors, provided that the smoker is in a designated area within the mission's perimeter, and the smoke does not disturb others nearby.

The mission will provide access cards to the Contractor's personnel who require access to the sites and these cards must be always kept secure. In the event of their loss, the Contractor must immediately notify the Project Authority.

Taking photos is strictly prohibited both inside the mission complex and outside the buildings.

Cleaners should never discuss what they have seen or heard or disclose the names of visitors, either verbally or on social media.

## **8. LANGUAGE OF WORK**

Cleaners must be able to communicate verbally in either French or English in a functional manner.

The supervisor must be capable of reading, writing, and communicating fluently in French or English.

## **9. TRAVEL REQUIREMENTS**

As needed, the Contractor's resources may be required to travel to accommodations located outside of the mission. In such cases, transportation will be provided by the mission.

## **10. LOCATION OF WORK**

The work will be performed at the Permanent Mission of Canada in Geneva, located at 5 Avenue de l'Ariana, CH-1202, Switzerland.





**ATTACHMENT 1 OF ANNEX A - REGULAR TASKS**

<b>ENTRANCE HALL AND RECEPTION</b>	<b>Daily</b>	<b>Weekly</b>	<b>Bimonthly (twice a month)</b>	<b>Monthly</b>	<b>Bimonthly (every two months)</b>	<b>Semi-annual</b>
Empty trash bins according to recycling guidelines	X					
Wipe down and disinfect furnishings	X					
Wipe and disinfect displays	X					
Remove marks on interior and exterior glass doors (sliding doors and airlock doors)	X					
Dust and vacuum seats and chairs	X					
Wipe down and disinfect phones	X					
Dust window sills	X					
Wipe/disinfect door handles	X					
Wipe the outside of trash bins	X					
Clean and disinfect the inside of trash bins	X					
Dust air conditioners	X					
Dust baseboards	X					
Wipe table and seat legs		X				
Dust cleared shelves		X				
Dust the tops of cleared shelves			X			
Clean vertical parts of furniture			X			
Dust glass partitions			X			
Vacuum dirt-trapping mats and brush mats	X					
Sweep and clean the floor	X					
Clean door frames				X		
Damp mopping and disinfect seats		X				
Steam clean seats and chairs			X			
Deep clean the floor			X			
Clean the tile floor			X			
Clean ventilation grilles			X			
Damp mopping of glass surfaces			X			



Damp mopping of blinds			X			
Dust paintings and furniture	X					
Empty hand towel bins	X					
Clean and organize the visitors' cloakroom	X					

<b>RESTROOMS</b>	Daily	Weekly	Bimonthly (twice a month)	Monthly	Bimonthly (every two months)	Semi-annual
Empty trash bins according to recycling guidelines	X					
Replenish consumables (paper towels, hand soap)	X					
Check the proper functioning of dispensers and other equipment	X					
Empty trash bins	X					
Clean and disinfect the outside and inside of the trash bins	X					
Clean and disinfect the interior and exterior of toilet bowls, tanks, flush mechanisms, and seats	X					
Polish and disinfect the faucets	X					
Clean and disinfect the sinks	X					
Clean and disinfect the sink countertops	X					
Clean and disinfect the restroom fixtures	X					
Polish the mirrors	X					
Clean, mop, and disinfect hard floors	X					
Wipe and disinfect door handles	X					
Wipe and disinfect switches	X					
Descalc toilet bowls and sinks		X				
Wipe wall tiles		X				
Wipe ventilation openings				X		
Clean walls and doors						X
Clean door frames						X



Strip and wax tile floors						<b>X</b>
Clean and disinfect the showers	<b>X</b>					

<b>OFFICES</b>	Daily	Weekly	Bimonthly (twice a month)	Monthly	Bimonthly (every two months)	Semi-annual
Empty trash bins according to recycling guidelines	<b>X</b>					
Damp wipe and disinfect furnishings	<b>X</b>					
Wipe and disinfect work surfaces		<b>X</b>				
Dust telephones		<b>X</b>				
Damp wipe and disinfect phone handsets		<b>X</b>				
Wipe and disinfect door handles		<b>X</b>				
Dust window sills		<b>X</b>				
Dust and vacuum seats and chairs		<b>X</b>				
Wipe and disinfect the exterior and interior of trash bins		<b>X</b>				
Wipe table and seat legs		<b>X</b>				
Dust air conditioners		<b>X</b>				
Damp wipe and disinfect switches		<b>X</b>				
Clean vertical parts of furniture		<b>X</b>				
Dust the tops of uncluttered cabinets				<b>X</b>		
Clean door frames						<b>X</b>
Damp mopping of the floor		<b>X</b>				
Clean ventilation grilles				<b>X</b>		
Damp mopping of glass surfaces					<b>X</b>	
Damp mopping of blinds					<b>X</b>	
Clean trash bins		<b>X</b>				
Empty paper trash bins	<b>X</b>					
Vacuum floors	<b>X</b>					



Wipe fingerprints and stains on desks	X					
Clean doors		X				
Clean refrigerators				X		

<b>CONFERENCE ROOMS G52/ G53, G58, G43, 127</b>	Daily	Weekly	Bimonthly (twice a month)	Monthly	Bimonthly (every two months)	Semi-annual
Empty trash bins according to recycling guidelines	X					
Damp wipe and disinfect furnishings	X					
Wipe and disinfect displays	X					
Dust and vacuum seats and chairs	X					
Damp wipe and disinfect phones	X					
Dust window sills	X					
Wipe and disinfect door handles		X				
Wipe the exterior of trash bins		X				
Dust walls and baseboards		X				
Damp mop walls and baseboards						X
Wipe table and seat legs		X				
Damp wipe flower pots				X		
Clean the vertical parts of the furniture				X		
Dust glass partitions	X					
Clean the carpet, vacuum dirt-trapping mats and brush mats	X					
Damp mopping of the floor	X					
Mop the floor				X		
Damp mopping of blinds				X		
Empty coffee machine capsules and clean coffee machines (descale when indicated by the machine)	X					
Clean chairs	X					
Wipe fingerprints on furniture	X					
Fill coffee machine reservoirs with water	X					
Turn off the lights	X					



Prepare cups in the rooms (at least 20 cups per room or more depending on meetings)	X					
Assist the ELU Logistics team in setting up tablecloths (ensure they are wrinkle-free) and tableware for events with meals and clean the rooms after each event	X					
Replace paper napkins with Canadian maple leaf on furniture	X					

<b>COMMON AREAS, CORRIDORS, STAIRS, AND ELEVATORS</b>	Daily	Weekly	Bimonthly (twice a month)	Monthly	Bimonthly (every two months)	Semi-annual
Empty trash bins according to recycling guidelines	X					
Empty and clean shredders	X					
Clean the exterior of photocopiers	X					
Remove marks from doors	X					
Remove marks from glass surfaces		X				
Wipe flower pots		X				
Wipe fire extinguishers			X			
Dust and vacuum seats and chairs		X				
Dust window sills		X				
Dust baseboards		X				
Damp wipe switches		X				
Clean doors on both sides			X			
Clean door frames			X			
Vacuum dirt-trapping mats and brush mats		X				
Damp mopping of the floor		X				
Mop the floor		X				
Clean vertical parts of furniture		X				



<b>GYM</b>	Daily	Weekly	Bimonthly ( <i>twice a month</i> )	Monthly	Bimonthly ( <i>every two months</i> )	Semi-annual
Empty trash bins according to recycling guidelines	X					
Remove marks from doors and windows	X					
Wipe and disinfect door handles	X					
Damp wipe mirrors	X					
Dust exercise equipment	X					
Dust furnishings	X					
Damp wipe and disinfect switches	X					
Clean doors on both sides				X		
Clean door frames				X		
Wet floor sweeping	X					
Vacuum hard-to-reach places during sweeping	X					
Mop the floor		X				
Clean interior windows		X				

<b>KITCHENS</b>	Daily	Weekly	Bimonthly ( <i>twice a month</i> )	Monthly	Bimonthly ( <i>every two months</i> )	Semi-annual
Empty trash bins according to recycling guidelines	X					
Remove marks from walls, doors, and windows	X					
Wipe and disinfect door handles	X					
Clean and disinfect tables, countertops, and sinks	X					
Dust furnishings		X				
Clean doors on both sides		X				
Clean door frames		X				
Wet floor sweeping	X					
Vacuum hard-to-reach places during sweeping		X				



Mop the floor		X				
Replenish liquid soap and paper towel dispensers	X					
Empty coffee machine capsules and clean coffee machines (descaling when notified by the machine)	X					
Check and clean refrigerators and filters above, disposing of perishable items				X		
Clean microwaves and ovens	X					
Empty plastic, glass, and cardboard containers		X				
Clean and empty the ice machine				X		
Start the dishwasher	X					
Open doors leading to the terrace to ventilate	X					
Clean and organize the kitchen to make it tidy and uncluttered (floors and countertops), especially before caterers arrive	X					
Vacuum storage drawers for biscuits	X					
Wash dirty dishes and carafes in the dishwasher	X					
Apply white vinegar in kettles and thermos to prevent limescale buildup				X		
Check the cleanliness of stemware and cups before use and put them in the dishwasher				X		
Clean refrigerated drink drawers				X		

<b>GARAGE AND STAIRS</b>	Daily	Weekly	Bimonthly (twice a month)	Monthly	Bimonthly (every two months)	Semi-annual
Empty trash bins according to recycling guidelines	X					
Remove marks from doors and windows		X				
Wipe and disinfect door handles		X				
Dust furnishings				X		



Clean doors on both sides				X		
Clean door frames				X		
Wet floor sweeping		X				
Vacuum hard-to-reach places during sweeping				X		
Mop the floor			X			
Remove cobwebs				X		

<b>LAUNDRY/WORKSHOP/ BOILER ROOM AND STORAGE AREA</b>	Daily	Weekly	Bimonthly (twice a month)	Monthly	Bimonthly (every two months)	Semi-annual
Empty trash bins according to recycling guidelines	X					
Remove marks from doors and windows		X				
Wipe and disinfect door handles		X				
Dust furnishings				X		
Clean doors on both sides				X		
Clean door frames				X		
Wet floor sweeping		X				
Vacuum hard-to-reach places during sweeping				X		
Mop the floor			X			
Remove cobwebs				X		

<b>OUTDOORS</b>	Daily	Weekly	Bimonthly (twice a month)	Monthly	Bimonthly (every two months)	Semi-annual
Empty ashtrays and trash bins according to recycling guidelines		X				
Clean the IDAC keypads				X		
Clean and disinfect chairs, loungers, and coffee tables			X			
Sweep the floor				X		
Sweep around the roundabout	X					





## ANNEX B - BASIS OF PAYMENT

### 1. REGULAR SERVICES

#### Firm Monthly Rates

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

During the extended period of the Contract, the Contractor will be paid the following firm monthly rates to perform all the Work in relation to the contract extension.

<b>Period</b>	<b>Firm Monthly Rate (CHF) Taxes Excluded</b>
Initial (Year 1)	
Initial (Year 2)	
Option 1 (Year 3)	
Option 2 (Year 4)	
Option 3 (Year 5)	



**2. AS AND WHEN REQUESTED SERVICES**

**Firm Hourly Rates**

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

During the extended period of the Contract, the Contractor will be paid the following firm hourly rates to perform all the Work in relation to the contract extension.

Period	Qualified professional resource	Firm Hourly Rate par resource (CHF) Taxes Excluded
Initial (Year 1)	Cleaners	
	Supervisor	
Initial (Year 2)	Cleaners	
	Supervisor	
Option 1 (Year 3)	Cleaners	
	Supervisor	
Option 2 (Year 4)	Cleaners	
	Supervisor	
Option 3 (Year 5)	Cleaners	
	Supervisor	



### ATTACHMENT 1 TO ANNEX B - SERVICE AUTHORIZATION FORM (SA)

SERVICE AUTHORIZATION FORM					
Name and address of the Contractor: <i>(to be inserted at contract award)</i>		Contract number.		<i>(To be inserted at contract award)</i>	
		Service Authorization (SA) No.			
1. Identification of required resources (to be completed by the Project Authority)					
Resource	Qualified professional resource	Date (yyyy/mm/dd)	Start time (24:00)	End time (24:00)	Total hours required
#1					
#2					
#3					
#4					
Special instructions (i.e. place of work, tasks, transportation required, etc.)					
The work cannot start if an SA has not been authorized in accordance with the terms and conditions of the contract. The Contractor acknowledges that any work done before receiving an SA will be at its own risk and expenses.					
2. Project Authority's Approval Signature					
Name					
Signature					
Date (yyyy/mm/dd)					
3. Contractor's Signature					
Name					
Signature					
Date (yyyy/mm/dd)					



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



Government of Canada / Gouvernement du Canada

Contract Number / Numéro du contrat

Security Classification / Classification de sécurité

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

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

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Canada



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

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

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

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

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

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

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

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

10. b) May unscreened personnel be used for portions of the work?  
Du personnel sans autorisation sécuritaire peut-il se voir confier des parties du travail?  No / 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 CONFIDENTIEL	NATO SECRET	COSMIC TOP SECRET / COSMIC TRÈS SECRET	PROTECTED / PROTÉGÉ			CONFIDENTIAL / CONFIDENTIEL	SECRET	TOP SECRET / TRÈS SECRET
											A	B	C			
Information / Assets / Renseignements / Biens / 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?  No / Non  Yes / Oui  
 La description du travail visé par la présente LVERS est-elle de nature PROTÉGÉE et/ou CLASSIFIÉE?

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?  No / Non  Yes / Oui  
 La documentation associée à la présente LVERS sera-t-elle PROTÉGÉE et/ou CLASSIFIÉE?

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).