



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

Bid Receiving/Réception des soumissions

Procurement Hub | Centre
d'approvisionnement
Fisheries and Oceans Canada | Pêches et
Océans Canada
200 Kent Street | 200 rue Kent
Ottawa, ON, K1A 0E6

Email / Courriel : [DFO.Tenders-
Soumissions.MPO@dfo-mpo.gc.ca](mailto:DFO.Tenders-Soumissions.MPO@dfo-mpo.gc.ca) and

cc: stephanie.patry@dfo-mpo.gc.ca

**REQUEST FOR PROPOSAL
DEMANDE DE PROPOSITION**

Proposal to: Fisheries and Oceans Canada

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

Proposition à : Pêches et Océans Canada

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

**THIS DOCUMENT CONTAINS A SECURITY
REQUIREMENT**

Title / Titre Janitorial Services – Victoria Base Facility		Date December 5, 2023
Solicitation No. / N° de l'invitation 30001673		
Client Reference No. / No. de référence du client(e) 30001673		
Solicitation Closes / L'invitation prend fin At / à : 2 :00 PM EST (Eastern Standard Time / HNE (Heure Normale de l'Est)) On / le : January 5, 2023		
F.O.B. / F.A.B. Destination	Taxes See herein — Voir ci-inclus	Duty / Droits See herein — Voir ci-inclus
Destination of Goods and Services / Destinations des biens et services See herein — Voir ci-inclus		
Instructions See herein — Voir ci-inclus		
Address Inquiries to : / Adresser toute demande de renseignements à : Stephanie Patry, Contracting Specialist Email / Courriel: DFO.tenders-soumissions.MPO@dfo-mpo.gc.ca and cc: stephanie.patry@dfo-mpo.gc.ca		
Delivery Required / Livraison exigée See herein — Voir en ceci	Delivery Offered / Livraison proposée	
Vendor Name, Address and Representative / Nom du vendeur, adresse et représentant du fournisseur/de l'entrepreneur		
Telephone No. / No. de téléphone	Facsimile No. / No. de télécopieur	
Name and title of person authorized to sign on behalf of Vendor (type or print) / Nom et titre de la personne autorisée à signer au nom du fournisseur (taper ou écrire en caractères d'imprimerie)		
Signature	Date	



Important Notice to Bidders:

Conditional Set-Aside Under the Procurement Strategy for Indigenous Business (PSIB)

This is an open tender. However, it will be conditionally set-aside under the Government of Canada's Procurement Strategy for Indigenous Business (PSIB) if two or more bids have been received by Indigenous businesses who are certified under the Procurement Strategy for Indigenous Business (PSIB) criteria and who may be listed in the Government of Canada's [Indigenous Business Directory](https://www.sac-isc.gc.ca/eng/1100100033057/1610797769658) (<https://www.sac-isc.gc.ca/eng/1100100033057/1610797769658>).

In order to be considered, the Bidder must certify that it qualifies as an Indigenous business as defined under PSIB and that it will comply with all requirements of PSIB. If bids from two (2) or more Indigenous businesses are compliant with the terms of the Request for Proposal, the contracting authority will limit the competition to those Indigenous businesses and will not consider bids from any non-Indigenous businesses that may have been submitted. If the bids from the Indigenous businesses are found to be non-compliant or non-responsive or are withdrawn, such that fewer than two compliant bids from Indigenous businesses remain, bids from all of the non-Indigenous businesses that had submitted bids will then be considered by the contracting authority.

For more information on Indigenous business requirements of the Set-aside Program for Indigenous Business, refer to [Annex 9.4](#) of the Supply Manual.



TABLE OF CONTENTS

TABLE OF CONTENTS 3

PART 1 - GENERAL INFORMATION 5

1.1 SECURITY REQUIREMENTS 5

1.2 STATEMENT OF WORK 5

1.3 DEBRIEFINGS 5

1.4 SET-ASIDE UNDER THE FEDERAL GOVERNMENT PROCUREMENT STRATEGY FOR INDIGENOUS BUSINESS (PSIB) 5

1.5 TRADE AGREEMENTS 5

PART 2 - BIDDER INSTRUCTIONS 7

2.1 STANDARD INSTRUCTIONS, CLAUSES AND CONDITIONS 7

2.2 SUBMISSION OF BIDS 7

2.3 ENQUIRIES - BID SOLICITATION 7

2.4 APPLICABLE LAWS 7

2.5 MANDATORY SITE VISIT 8

2.6 BID CHALLENGE AND RECOURSE MECHANISMS 8

2.7 VOLUMETRIC DATA 9

PART 3 - BID PREPARATION INSTRUCTIONS 10

3.1 BID PREPARATION INSTRUCTIONS 10

ATTACHMENT 1 TO PART 3 - PRICING SCHEDULE 11

PART 4 - EVALUATION PROCEDURES AND BASIS OF SELECTION 15

4.1 EVALUATION PROCEDURES 15

4.2 BASIS OF SELECTION 15

PART 5 - CERTIFICATIONS 17

5.1 CERTIFICATIONS REQUIRED WITH THE BID 17

5.2 CERTIFICATIONS PRECEDENT TO CONTRACT AWARD AND ADDITIONAL INFORMATION 17

PART 6 - RESULTING CONTRACT CLAUSES 25

6.1 SECURITY REQUIREMENTS 25

6.2 STATEMENT OF WORK 25

6.3 STANDARD CLAUSES AND CONDITIONS 25

6.4 TERM OF CONTRACT 26

6.5 AUTHORITIES 27

6.6 PROACTIVE DISCLOSURE OF CONTRACTS WITH FORMER PUBLIC SERVANTS 27

6.7 PAYMENT 28

6.8 INVOICING INSTRUCTIONS 29

6.9 CERTIFICATIONS AND ADDITIONAL INFORMATION 29

6.10 APPLICABLE LAWS 29

6.11 PRIORITY OF DOCUMENTS 29

6.12 FOREIGN NATIONALS (CANADIAN CONTRACTOR) OR (FOREIGN CONTRACTOR) 29

6.13 INSURANCE - SPECIFIC REQUIREMENTS 30

6.14 DISPUTE RESOLUTION 30

6.15 SACC MANUAL CLAUSE 30

6.16 ENVIRONMENTAL CONSIDERATIONS 30

ANNEX A - STATEMENT OF WORK 32

ANNEX B - BASIS OF PAYMENT 46



ANNEX C -SECURITY REQUIREMENTS CHECK LIST	49
ANNEX D - EVALUATION CRITERIA	53
ANNEX E - INSURANCE REQUIREMENTS	56
APPENDICES.....	58
APPENDIX A - CLEANING STANDARDS	
APPENDIX B - DEFINITIONS OF CLEANING SERVICES	
APPENDIX C - STANDARD CLEANING GUIDELINES	
APPENDIX D – CLEANING SCHEDULE FLOOR PLAN	



PART 1 - GENERAL INFORMATION

1.1 Security Requirements

1. Before award of a contract, the following conditions must be met:
 - (a) the Bidder must hold a valid organization security clearance as indicated in Part 6 - Resulting Contract Clauses;
2. Before access to sensitive information is provided to the Bidder, the following conditions must be met:
 - (a) the Bidder's proposed individuals requiring access to sensitive information, assets or sensitive work sites must meet the security requirements as indicated in Part 6 - Resulting Contract Clauses.
 - (b) the Bidder's security capabilities must be met as indicated in Part 6 - Resulting Contract Clauses;
3. For additional information on security requirements, Bidders should refer to the [Contract Security Program](http://www.tpsgc-pwgsc.gc.ca/esc-src/introduction-eng.html) of Public Works and Government Services Canada (<http://www.tpsgc-pwgsc.gc.ca/esc-src/introduction-eng.html>) website.

1.2 Statement of Work

The Work to be performed is detailed under Annex A of the resulting contract clauses.

1.3 Debriefings

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

1.4 Set-Aside Under the Federal Government Procurement Strategy for Indigenous Business (PSIB)

This is an open tender. However, it will be conditionally set-aside under the Government of Canada's Procurement Strategy for Indigenous Business (PSIB) if two or more bids have been received by Indigenous businesses who are certified under the Procurement Strategy for Indigenous Business (PSIB) criteria and who may be listed in the Government of Canada's Indigenous Business Directory (<https://www.sac-isc.gc.ca/eng/1100100033057/1610797769658>).

If your Indigenous business is not yet registered in the Indigenous Business Directory, please do so at the link provided above. If bids from two or more Indigenous businesses are compliant with the terms of the Request for Proposal, the contracting authority will limit the competition to those Indigenous businesses and will not consider bids from any non-Indigenous businesses that may have been submitted.

If the bids from the Indigenous businesses are found to be non-compliant or non-responsive or are withdrawn, such that fewer than two compliant bids from Indigenous businesses remain, bids from all of the non-Indigenous businesses that had submitted bids will then be considered by the contracting authority.

1.5 Trade Agreements



The requirement is subject to the Canada-Chile Free Trade Agreement (CCFTA), Canada-Colombia Free Trade Agreement, Canada-Peru Free Trade Agreement (CPFTA), World Trade Organization-Agreement on Government Procurement (WTO-AGP), Canada-Panama Free Trade Agreement, Canada-Korea Free Trade Agreement (CKFTA), Canada - Ukraine Free Trade Agreement (CUFTA), Canada - European Union Comprehensive Economic and Trade Agreement (CETA), Canada-Honduras Free Trade Agreement, the Comprehensive and Progressive Agreement for Trans-Pacific Partnership (CPTPP), and the Canadian Free Trade Agreement (CFTA).



PART 2 - BIDDER INSTRUCTIONS

2.1 Standard Instructions, Clauses and Conditions

As this solicitation is issued by Fisheries and Oceans Canada (DFO), any reference to Public Works and Government Services Canada or PWGSC or its Minister contained in any term, condition or clause of this solicitation, including any individual SACC clauses incorporated by reference, will be interpreted as reference to DFO or its Minister.

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

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

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

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

Delete: 60 days
Insert: 120 days

2.2 Submission of Bids

Bids must be submitted by the date, time and place indicated on page 1 of the bid solicitation.

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

2.3 Enquiries - Bid Solicitation

All enquiries must be submitted in writing to the Contracting Authority no later than December 20, 2023 at 2 p.m. (EDT). Enquiries received after that time may not be answered.

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

2.4 Applicable Laws

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

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.



2.5 Mandatory Site Visit

It is mandatory that the Bidder or a representative of the Bidder visit the work site.

Arrangements have been made for a site visit to be held:

Where: the Victoria Coast Guard Base; 25 Huron Street; Victoria, BC V8V 4V9

When: on December 14, 2023.

Time : 10:30 a.m. Pacific Standard Time (PST)

Everyone will be required to sign in at the Huron Street Guardhouse/Gate (entrance to Victoria Base) with the Commissionaires who will be able to direct bidders to available parking on Base. An RPSS Site Representative will meet everyone at the Gate and be able to assist in directing parking before the tour starts.

Bidders must communicate with the Contracting Authority by email no later than December 12, 2023 at 11:00 a.m. (PST) to confirm attendance and provide the following information:

- a. Business name
- b. Business address
- c. Business phone number
- d. Bidder's representative name(s) who will attend, with email address(es) and phone number(s)

The representative of the bidder will be required to sign the Mandatory Site Visit Sign-In Sheet at the site visit. Bids submitted by Bidders who have not signed the Mandatory Site Visit Sign-In Sheet will not be accepted. Bidders should confirm in their bid that they have attended the site visit. Bidders who do not attend the mandatory site visit or do not send a representative will not be given an alternative appointment and their bid will be declared non-responsive.

Bidders must note that **all questions must be sent, by email, to the attention of the Contracting Authority and in accordance with the *Enquiries – Bid Solicitation* section of this RFP**. DFO delegate(s) on site are not authorized to take and/or respond to any questions received from potential bidders on site visits. Any clarifications or changes to the bid solicitation resulting from the site visit will be included as an amendment to the bid solicitation.

2.6 Bid Challenge and Recourse Mechanisms

- (a) Several mechanisms are available to potential suppliers to challenge aspects of the procurement process up to and including contract award.
- (b) Canada encourages suppliers to first bring their concerns to the attention of the Contracting Authority. Canada's [Buy and Sell](#) website, under the heading "[Bid Challenge and Recourse Mechanisms](#)" contains information on potential complaint bodies such as:
 - Office of the Procurement Ombudsman (OPO)
 - Canadian International Trade Tribunal (CITT)

The Office of the Procurement Ombudsman (OPO) was established by the Government of Canada to provide an impartial, independent venue for Canadian bidders to raise complaints regarding the award of certain federal contracts under \$30,300 for goods and \$121,200 for services. If you have concerns regarding the award of a federal contract below these dollar amounts, you may contact OPO by e-mail at boa.opo@boa-opo.gc.ca, by telephone at 1-866-734-5169, or by web at www.opo-boa.gc.ca.



(c) Suppliers should note that there are **strict deadlines** for filing complaints, and the time periods vary depending on the complaint body in question. Suppliers should therefore act quickly when they want to challenge any aspect of the procurement process.

2.7 Volumetric Data

Volumetric data in the form of estimates (e.g. level of effort, estimated number of resources required, estimated number of days, etc.) has been provided to Bidders to assist them in preparing their bids. The inclusion of this data in this bid solicitation does not represent a commitment by Canada that Canada's future usage of the service identified in this bid solicitation will be consistent with this data. It is provided purely for information purposes.



PART 3 - BID PREPARATION INSTRUCTIONS

3.1 Bid Preparation Instructions

Canada requests that the Bidder submit **all** its **email** bid in separately saved sections as follows and **prior to the bid closing date, time and location**:

Section I: Technical Bid (one soft copy in PDF format)

Section II: Financial Bid (one soft copy in PDF format)

Section III: Certifications (one soft copy in PDF format)

Important Note:

The maximum size per email (including attachments) is limited to 10MB. If the limit is exceeded, your email might not be received by DFO. It is suggested that you compress the email size to ensure delivery. Bidders are responsible to send their proposal and to allow enough time for DFO to receive the proposal by the closing period indicated in the RFP. Emails with links to bid documents will not be accepted.

For bids transmitted by email, DFO will not be responsible for any failure attributable to the transmission or receipt of the email bid. DFO will send a confirmation email to the Bidders when the submission is received.

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

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

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

Section I: Technical Bid

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

Section II: Financial Bid

Bidders must submit their financial bid in accordance with the Pricing Schedule detailed in Attachment 1 to Part 3.

Section III: Certifications

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



ATTACHMENT 1 TO PART 3 - PRICING SCHEDULE

The Bidder must complete this pricing schedule and include it in its financial proposal.

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

Bidders must quote in Canadian dollar (CAD), all-inclusive firm prices/rates as indicated in the table below. Prices must include all labour, materials, tools, equipment and rentals used to perform the work, local travel, travel time, delivery or shipping charges, profit and overhead costs, and any other expenses related to the performance of the work under any resulting contract including any taxes, except GST/PST as applicable. Any applicable taxes (GST/PST) must be indicated separately, as applicable. Failure to provide pricing for an item will render the bid non-responsive.

In conducting its evaluation of the bids, Canada may, but has no obligation to correct any error in the extended pricing of bids by using unit pricing in column B. In the case of error in the extension of prices, the unit price in Column B will govern.

The prices given below for the services will remain in force for the entire duration of the contract.

A. Contract Period

Initial Contract Period: Contract Award to 1 year later *(to be inserted at contract award)*

Firm Monthly Prices

Line Item	Service	Unit	Estimated Usage A	All-Inclusive Firm Monthly Price (CAD \$) B	Extended Firm Price (CAD \$) A x B
1a	All-inclusive Firm Monthly Price For all work detailed in Annex A Statement of Work (except section 6.2.9) for all areas	Monthly	12 months	<i>\$ (Bidder to provide)</i>	<i>\$ (Bidder to provide)</i>

Firm Hourly Rates - Limitation of Expenditure

Line Item	Service	Unit	Estimated Usage A	All-inclusive Firm Hourly Rate (CAD \$) B	Estimated Cost (CAD \$) A x B
2a	Additional Services (charge out rates) – non-supervisory For work detailed in section 6.2.9 of Annex A Statement of Work	Hourly	16 hours	<i>\$ (Bidder to provide)</i>	<i>\$ (Bidder to provide)</i>
3a	Additional Services (charge out rates) – supervisor	Hourly	16 hours	<i>\$ (Bidder to provide)</i>	<i>\$ (Bidder to provide)</i>



	For work detailed in section 6.2.9 of Annex A Statement of Work				
--	---	--	--	--	--

B. Option Periods

Option Year 1: dd-mm, 2025 to dd-mm, 2026 *(to be inserted at contract award)*

Firm Monthly Prices

Line Item	Service	Unit	Estimated Usage A	All-Inclusive Firm Monthly Price (CAD \$) B	Extended Firm Price (CAD \$) A x B
1b	All-inclusive Firm Monthly Price For all work detailed in Annex A Statement of Work (except section 6.2.9) for all areas	Monthly	12 months	<i>\$ (Bidder to provide)</i>	<i>\$ (Bidder to provide)</i>

Firm Hourly Rates - Limitation of Expenditure

Line Item	Service	Unit	Estimated Usage A	All-inclusive Firm Hourly Rate (CAD \$) B	Estimated Cost (CAD \$) A x B
2b	Additional Services (charge out rates) – non-supervisory For work detailed in section 6.2.9 of Annex A Statement of Work	Hourly	16 hours	<i>\$ (Bidder to provide)</i>	<i>\$ (Bidder to provide)</i>
3b	Additional Services (charge out rates) – supervisor For work detailed in section 6.2.9 of Annex A Statement of Work	Hourly	16 hours	<i>\$ (Bidder to provide)</i>	<i>\$ (Bidder to provide)</i>

Option Year 2: dd-mm, 2026 to dd-mm, 2027 *(to be inserted at contract award)*

Firm Monthly Prices

Line Item	Service	Unit	Estimated Usage A	All-Inclusive Firm Monthly Price (CAD \$) B	Extended Firm Price (CAD \$) A x B
1c	All-inclusive Firm Monthly Price	Monthly	12 months	<i>\$ (Bidder to provide)</i>	<i>\$ (Bidder to provide)</i>



	For all work detailed in Annex A Statement of Work (except section 6.2.9) for all areas				
--	---	--	--	--	--

Firm Hourly Rates - Limitation of Expenditure

Line Item	Service	Unit	Estimated Usage A	All-inclusive Firm Hourly Rate (CAD \$) B	Estimated Cost (CAD \$) A x B
2c	Additional Services (charge out rates) – non-supervisory For work detailed in section 6.2.9 of Annex A Statement of Work	Hourly	16 hours	<i>\$ (Bidder to provide)</i>	<i>\$ (Bidder to provide)</i>
3c	Additional Services (charge out rates) – supervisor For work detailed in section 6.2.9 of Annex A Statement of Work	Hourly	16 hours	<i>\$ (Bidder to provide)</i>	<i>\$ (Bidder to provide)</i>

Option Year 3: dd-mm, 2027 to dd-mm, 2028 (to be inserted at contract award)

Firm Monthly Prices

Line Item	Service	Unit	Estimated Usage A	All-Inclusive Firm Monthly Price (CAD \$) B	Extended Firm Price (CAD \$) A x B
1d	All-inclusive Firm Monthly Price For all work detailed in Annex A Statement of Work (except section 6.2.9) for all areas	Monthly	12 months	<i>\$ (Bidder to provide)</i>	<i>\$ (Bidder to provide)</i>

Firm Hourly Rates - Limitation of Expenditure

Line Item	Service	Unit	Estimated Usage A	All-inclusive Firm Hourly Rate (CAD \$) B	Estimated Cost (CAD \$) A x B
2d	Additional Services (charge out rates) – non-supervisory For work detailed in section 6.2.9 of Annex A Statement of Work	Hourly	16 hours	<i>\$ (Bidder to provide)</i>	<i>\$ (Bidder to provide)</i>



3d	Additional Services (charge out rates) – supervisor For work detailed in section 6.2.9 of Annex A Statement of Work	Hourly	16 hours	\$ (Bidder to provide)	\$ (Bidder to provide)
-----------	--	--------	----------	------------------------	------------------------

Total Bid

	Bid Price
(1) Total Firm Price 1a+1b+1c+1d	\$ <to be completed by bidder>
(2) Total Estimated Cost (Limitation of Expenditure) 2a+3a+2b+3b+2c+3c+2d+3d	\$ <to be completed by bidder>
TOTAL EVALUATED BID PRICE (1)+(2)	\$ <to be completed by bidder>
Applicable Taxes	\$ <to be completed by bidder>
Estimated Total, including taxes	\$ <to be completed by bidder>



PART 4 - EVALUATION PROCEDURES AND BASIS OF SELECTION

4.1 Evaluation Procedures

- (a) Bids will be assessed in accordance with the entire requirement of the bid solicitation including the mandatory technical criterion, the rated technical criteria, the financial evaluation criteria.
- (b) An evaluation team composed of representatives of Canada will evaluate the bids.
- (c) The evaluation team will determine first if there are two or more bids with a valid PSIB certification. If there are two or more bids with a valid PSIB certification, the evaluation process will be limited to the bids with the certification; otherwise, all bids will be evaluated. If some of the bids with a valid certification are declared non-responsive, or are withdrawn, and less than two responsive bids with a valid certification remain, then all bids received will be evaluated.

4.1.1 Technical Evaluation

4.1.1.1 Mandatory Technical Criteria

Refer to Annex D, Evaluation Criteria.

4.1.1.2 Point Rated Technical Criteria

Refer to Annex D, Point Rated Technical Criteria.

4.1.3 Financial Evaluation

SACC *Manual* Clause [A0220T](#) (2014-06-26), Evaluation of Price-Bid

4.2 Basis of Selection

4.2.1 Highest Combined Rating of Technical Merit and Price

1. To be declared responsive, a bid must:
 - a. comply with all the requirements of the bid solicitation; and
 - b. meet all mandatory criteria; and
 - c. obtain the required minimum of **25 points** overall for the technical evaluation criteria which are subject to point rating. The rating is performed on a scale of **40 points**.
2. Bids not meeting (a) or (b) or (c) will be declared non-responsive.
3. The selection will be based on the highest responsive combined rating of technical merit and price. The ratio will be 70 % for the technical merit and 30 % for the price.
4. To establish the technical merit score, the overall technical score for each responsive bid will be determined as follows: total number of points obtained divided by the maximum number of points available multiplied by the ratio of 70 %.



5. To establish the pricing score, each responsive bid will be prorated against the lowest evaluated price and the ratio of 30 %.
6. For each responsive bid, the technical merit score and the pricing score will be added to determine its combined rating.
7. Neither the responsive bid obtaining the highest technical score nor the one with the lowest evaluated price will necessarily be accepted. The responsive bid with the highest combined rating of technical merit and price will be recommended for award of a contract.

The table below illustrates an example where all three bids are responsive and the selection of the contractor is determined by a 70/30 ratio of technical merit and price, respectively. The total available points equals 100 and the lowest evaluated price is \$45,000 (45).

Basis of Selection - Highest Combined Rating Technical Merit (70%) and Price (30%)				
		Bidder 1	Bidder 2	Bidder 3
Overall Technical Score		63/100	89/100	92/100
Bid Evaluated Price		\$55,000.00	\$50,000.00	\$45,000.00
Calculations	Technical Merit Score	$63/100 \times 70 = 44.1$	$89/100 \times 70 = 62.3$	$92/100 \times 70 = 64.4$
	Pricing Score	$45/55 \times 30 = 24.5$	$45/50 \times 30 = 27$	$45/45 \times 30 = 30$
Combined Rating		68.6	89.3	94.4
Overall Rating		3rd	2nd	1st



PART 5 - 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. Unless specified otherwise, Canada will declare a bid non-responsive, or will declare a contractor in default if any certification made by the Bidder is found to be untrue whether made knowingly or unknowingly, during the bid evaluation period or during the contract period.

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

5.1 Certifications Required with the Bid

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

5.1.1 Integrity Provisions – Declaration of Convicted Offences

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

5.1.2 Conditional Set-aside for Indigenous Business

The Set-Aside Program for Indigenous Business – Certification in Attachment 3 to Part 5 must be provided with the bid, if applicable. If the certification is not provided by the Bidder, the bid will be considered as being from a non-Indigenous business. For more information on Indigenous business requirements of the Set-aside Program for Indigenous Business, see [Annex 9.4](#), Supply Manual.

5.2 Certifications Precedent to Contract Award and Additional Information

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

5.2.1 Integrity Provisions – Required Documentation

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

5.2.2 Security Requirements – Required Documentation

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

Bidders are reminded to obtain the required security clearance and, as applicable, security capabilities promptly. As indicated above, bidders who do not provide all the required information at bid closing will be



given the opportunity to complete any missing information from the AFR form within a period set by the Contracting Authority. If that information is not provided within the timeframe established by the Contracting Authority (including any extension granted by the Contracting Authority in its discretion), or if Canada requires further information from the bidder in connection with assessing the request for security clearance (i.e., information not required by the AFR form), the Bidder will be required to submit that information within the time period established by the Contracting Authority, which will not be less than 48 hours. If, at any time, the Bidder fails to provide the required information within the timeframe established by the Contracting Authority, its bid will be declared non-compliant.

5.2.3 Federal Contractors Program for Employment Equity - Bid Certification

By submitting a bid, the Bidder certifies that the Bidder, and any of the Bidder's members if the Bidder is a Joint Venture, is not named on the Federal Contractors Program (FCP) for employment equity "FCP Limited Eligibility to Bid" list available at the bottom of the page of the [Employment and Social Development Canada \(ESDC\) - Labour's](#) website.

Canada will have the right to declare a bid non-responsive if the Bidder, or any member of the Bidder if the Bidder is a Joint Venture, appears on the "FCP Limited Eligibility to Bid" list at the time of contract award.

Canada will also have the right to terminate the Contract for default if a Contractor, or any member of the Contractor if the Contractor is a Joint Venture, appears on the "[FCP Limited Eligibility to Bid](#)" list during the period of the Contract.

The Bidder must provide the Contracting Authority with a completed annex titled Federal Contractors Program for Employment Equity - Certification, before contract award. If the Bidder is a Joint Venture, the Bidder must provide the Contracting Authority with a completed annex Federal Contractors Program for Employment Equity - Certification, for each member of the Joint Venture.

5.2.4 Additional Certifications Precedent to Contract Award

5.2.4.3 Personnel Identification Form (PIF)

Bidders must complete the Personnel Identification Form found in Attachment 1 to Part 5.

5.2.4.4 List of Names for Integrity Verification Form

Bidders must complete the List of Names for Integrity Verification form found in Attachment 2 to Part 5.

5.2.4.5 Contractor's Representative

The Contractor's Representative for the Contract is:

Name: _____
Title: _____
Address: _____
Telephone: _____
Facsimile: _____
E-mail: _____

5.2.4.8 Supplementary Contractor Information

Pursuant to paragraph 221 (1)(d) of the Income Tax Act, payments made by departments and agencies under applicable services contracts (including contracts involving a mix of goods and services) must be reported on a T4-A supplementary slip.



To enable the Department of Fisheries and Oceans to comply with this requirement, the Contractor hereby agrees to provide the following information which it certifies to be correct, complete, and fully discloses the identification of this Contractor:

- a) The legal name of the entity or individual, as applicable (the name associated with the Social Insurance Number (SIN) or Business Number (BN), as well as the address and the postal code:

- b) The status of the contractor (individual, unincorporated business, corporation or partnership:

- c) For individuals and unincorporated businesses, the contractor's SIN and, if applicable, the BN, or if applicable, the Goods and Services Tax (GST)/Harmonized Sales Tax (HST) number:

- d) For corporations, the BN, or if this is not available, the GST/HST number. If there is no BN or GST/HST number, the T2 Corporation Tax number must be shown:

5.2.5 Former Public Servant

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

Definitions

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

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



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

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

Former Public Servant in Receipt of a Pension

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

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

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

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

Work Force Adjustment Directive

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

If so, the Bidder must provide the following information:

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

The following certification signed by the contractor or an authorized officer:



"I certify that I have examined the information provided above and that it is correct and complete"

Signature

Print Name of Signatory



**ATTACHMENT 1 TO PART 5
PERSONNEL IDENTIFICATION FORM**

Contract / file number: 30001673

PROJECT TITLE: Janitorial Services – Victoria Base Facility

Company Name:	
Address:	
Telephone number:	
Fax number:	
PWGSC file or Certificate #:	

Professional Services (Add second page if more space needed, please print clearly)

Resource Person working on this project	Date of birth YYYY/MM/DD	PWGSC file or certificate #	Security Level	Meet	Does not Meet	Comments

Contractor's Authorized Signatory : _____ **Date:** _____

(For Official Use)

Company Clearance	Required	Security Level	Meet / Does not Meet / Comments (Official Use Only)
Designated Organization Screening			
Facility Security Clearance			
Document Safeguarding Capability			

**For Use at Fisheries and Oceans Canada
Authorization of Contracting Security Authority**

- I approve
- I do not approve based on:

Contracting Security Authority: _____

Date: _____



ATTACHMENT 2 TO PART 5 LIST OF NAMES FOR INTEGRITY VERIFICATION FORM

Requirements

Section 17 of the *Ineligibility and Suspension Policy* (the Policy) requires suppliers, regardless of their status under the Policy, to submit a list of names with their bid or offer. The required list differs depending on the bidder or offeror's organizational structure:

- Suppliers including those bidding as joint ventures, whether incorporated or not, must provide a complete list of the names of all current directors.
- Privately owned corporations must provide a list of the owners' names.
- Suppliers bidding as sole proprietors, including sole proprietors bidding as joint ventures, whether incorporated or not, must provide a complete list of the names of all owners.
- Suppliers that are a partnership do not need to provide a list of names.

Suppliers may use this form to provide the required list of names with their bid or offer submission. Failure to submit this information with a bid or offer, where required, will render a bid or offer non-responsive, or the supplier otherwise disqualified for award of a contract or real property agreement. Please refer to [Information Bulletin: Required information to submit a bid or offer](#) for additional details.

List of names for [integrity verification form](#)



**ATTACHMENT 3 TO PART 5 – SET-ASIDE PROGRAM FOR INDIGENOUS BUSINESS
CERTIFICATION**

1. Set-aside for Indigenous Business

1. This procurement is set aside under the federal government Procurement Strategy for Indigenous Business, For more information on Indigenous business requirements of the Set-aside Program for Indigenous Business, see [Annex 9.4](#), Supply Manual.
2. The Bidder:
 - i. certifies that it meets, and will continue to meet throughout the duration of any resulting contract, the requirements described in the above-mentioned annex;
 - ii. agrees that any subcontractor it engages under any resulting contract must satisfy the requirements described in the above-mentioned annex; and
 - iii. agrees to provide to Canada, immediately upon request, evidence supporting any subcontractor's compliance with the requirements described in the above-mentioned annex.
3. The Bidder must check the applicable box below:
 - i. The Bidder is an Indigenous business that is a sole proprietorship, band, limited company, co-operative, partnership or not-for-profit organization.
OR
 - ii. The Bidder is either a joint venture consisting of two or more Indigenous businesses or a joint venture between an Indigenous business and a non-Indigenous business.
4. The Bidder must, upon request by Canada, provide all information and evidence supporting this certification. The Bidder must ensure that this evidence will be available for audit during normal business hours by a representative of Canada, who may make copies and take extracts from the evidence. The Bidder must provide all reasonably required facilities for any audits.
5. By submitting a bid, the Bidder certifies that the information submitted by the Bidder in response to the above requirements is accurate and complete.

2. Owner Certification - Set-aside for Indigenous Business

If requested by the Contracting Authority, the Bidder must provide the following certification for each owner who is Indigenous:

1. I am an owner of _____ (*insert name of business*), and an Indigenous person, as defined in [Annex 9.4](#) of the *Supply Manual* entitled "Requirements for the Set-aside Program for Indigenous Business".
2. I certify that the above statement is true and consent to its verification upon request by Indigenous Services Canada.

Printed name of owner

Signature of owner

Date



PART 6 - RESULTING CONTRACT CLAUSES

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

6.1 Security Requirements

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

6.1.1.1 SECURITY REQUIREMENT FOR CANADIAN SUPPLIER: PWGSC FILE No. 30001673

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

6.2 Statement of Work

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

6.3 Standard Clauses and Conditions

As this contract is issued by Fisheries and Oceans Canada (DFO), any reference to Public Works and Government Services Canada or PWGSC or its Minister contained in any term, condition or clause of this contract, including any individual SACC clauses incorporated by reference, will be interpreted as reference to DFO or its Minister.

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>) issued by Public Works and Government Services Canada.

6.3.1 General Conditions

6.3.1.1 2010C (2022-12-01), General Conditions - Services (Medium Complexity) apply to and form part of the Contract.

6.3.1.2 Subsection 10 of 2010C (2022-12-01), General Conditions - Services (Medium Complexity) – Invoice submission, is amended as follows:

Delete: 2010C 10 (2013-03-21), Invoice submission
Insert: **Invoice submission**



1. Invoices must be submitted in the Contractor's name to DFO.invoicing-facturation.MPO@DFO-MPO.gc.ca with a cc to: **(to be inserted at Contract award)**. The Contractor must submit invoices for each delivery or shipment; invoices must only apply to the Contract. Each invoice must indicate whether it covers partial or final delivery.
2. Invoices must show:
 - a. Contractor's Name and remittance physical address;
 - b. Contractor's CRA Business Number or Procurement Business Number (PBN);
 - c. Invoice Date;
 - d. Invoice Number;
 - e. Invoice Amount (broken down into item and tax amounts);
 - f. Invoice Currency (if not in Canadian dollars);
 - g. DFO Reference Number (PO Number or other valid reference number);
 - h. DFO Contact Name (DFO employee who initiated the order or to whom the goods were sent. **Note:** Invoice will be return to the Contractor if that information is not provided);
 - i. Description of the goods or services supplied (provide details of expenditures (such as item, quantity, unit of issue, fixed time labour rates and level of effort, subcontracts, as applicable) in accordance with the Basis of Payment, exclusive of Applicable Taxes;
 - j. deduction for holdback, if applicable;
 - k. the extension of the totals, if applicable; and
 - l. if applicable, the method of shipment together with date, case numbers and part or reference numbers, shipment charges and any other additional charges.
3. Applicable Taxes must be specified on all invoices as a separate item along with corresponding registration numbers from the tax authorities. All items that are zero-rated, exempt or to which Applicable Taxes do not apply, must be identified as such on all invoices.
4. By submitting an invoice, the Contractor certifies that the invoice is consistent with the Work delivered and is in accordance with the Contract.

6.4 Term of Contract

6.4.1 Period of the Contract

The period of the Contract is from _____ to _____ inclusive. *(dates to be inserted at Contract Award)*

6.4.2 Option to Extend the Contract

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

Canada may exercise this option at any time by sending a written notice to the Contractor at least fifteen (15) calendar days before the expiry date of the Contract. The option may only be exercised by the Contracting Authority, and will be evidenced for administrative purposes only, through a contract amendment.



6.5 Authorities

6.5.1 Contracting Authority

The Contracting Authority for the Contract is:

Name: Stephanie Patry
Title: Contracting Specialist
Department: Fisheries and Oceans Canada
Directorate: Materiel and Procurement Services
Address: 200 Kent St, Ottawa ON K1A 0E6

E-mail address: stephanie.patry@dfo-mpo.gc.ca

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

6.5.2 Project Authority *(to be inserted at Contract award)*

The Project Authority for the Contract is:

Name: _____
Title: _____
Organization: _____
Address: _____

Telephone: _____
E-mail address: _____

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

6.5.3 Contractor's Representative *(to be inserted at Contract award)*

Name: _____
Title: _____
Organization: _____
Address: _____

Telephone: _____
E-mail address: _____

6.6 Proactive Disclosure of Contracts with Former Public Servants

By providing information on its status, with respect to being a former public servant in receipt of a [Public Service Superannuation Act](#) (PSSA) pension, the Contractor has agreed that this information will be reported on departmental websites as part of the published proactive disclosure reports, in accordance with [Contracting Policy Notice: 2012-2](#) of the Treasury Board Secretariat of Canada.



6.7 Payment

6.7.1 Basis of Payment

The Contractor will be paid for the Work performed in accordance with the Basis of payment at annex B, to a limitation of expenditure of \$ _____ (to be inserted at Contract award). Customs duties are included and Applicable Taxes are extra.

6.7.2 Limitation of Expenditure

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

whichever comes first.

3. If the notification is for inadequate contract funds, the Contractor must provide to the Contracting Authority a written estimate for the additional funds required. Provision of such information by the Contractor does not increase Canada's liability.

6.7.3 Methods of Payment

6.7.3.1 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.

6.7.4 Electronic Payment of Invoices – Contract

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

- i. Acquisition Card;
- ii. Direct Deposit (Domestic and International)



6.8 Invoicing Instructions

- 6.8.1 The Contractor must submit invoices in accordance with subsection 6.3.2.1 entitled "Invoice Submission" above. Invoices cannot be submitted until all work identified in the invoice is completed.
- 6.8.2 Payments will be made provided that the invoice(s) are emailed to DFO Accounts Payable at DFO.invoicing-facturation.MPO@DFO-MPO.gc.ca with a cc to: *(to be inserted at award)* and provides the required information as stated in subsection 6.8.1 above.

6.9 Certifications and Additional Information

6.9.1 Compliance

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

6.10 Applicable Laws

The Contract must be interpreted and governed, and the relations between the parties determined, by the laws in force in Victoria, British Columbia.

6.11 Priority of Documents

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

- (a) the Articles of Agreement;
- (b) the general conditions [2010C](#) (2022-12-01), General Conditions - Services (Medium Complexity) apply to and form part of the Contract.;
- (c) Annex A, Statement of Work;
- (d) Appendix A Cleaning Standards – Tasks and Frequencies;
- (e) Appendix B Definitions of Cleaning Services, including quality standards;
- (f) Appendix C Standard Cleaning Guidelines;
- (g) Appendix D Victoria Base Cleaning Schedule Floor Plans;

- (h) Annex B, Basis of Payment;
- (i) Annex C, Security Requirements Check List;
- (j) Annex E, Insurance – Specific Requirements
- (k) the Contractor's bid dated _____ *insert date of bid [If the bid was clarified or amended, insert at the time of contract award]:* “, as clarified on _____ *or*, as amended on _____ *and insert date(s) of clarification(s) or amendment(s) including its Inuit Benefits Plan. (if applicable).*

6.12 Foreign Nationals (Canadian Contractor) OR (Foreign Contractor)

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

OR

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



6.13 Insurance - Specific Requirements

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

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

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

6.14 Dispute Resolution

- (a) The parties agree to maintain open and honest communication about the Work throughout and after the performance of the contract.
- (b) The parties agree to consult and co-operate with each other in the furtherance of the contract and promptly notify the other party or parties and attempt to resolve problems or differences that may arise.
- (c) If the parties cannot resolve a dispute through consultation and cooperation, the parties agree to consult a neutral third party offering alternative dispute resolution services to attempt to address the dispute.
- (d) Options of alternative dispute resolution services can be found on Canada's Buy and Sell website under the heading "[Dispute Resolution](#)".
- (e) The Parties agree to make every reasonable effort, in good faith, to settle amicably all disputes or claims relating to the Contract, through negotiations between the Parties' representatives authorized to settle. If the Parties do not reach a settlement within 25 working days after the dispute was initially raised to the other party in writing, *either Party* may contact the Office of the Procurement Ombudsman (OPO) to request dispute resolution/mediation services. OPO may be contacted by e-mail at boa.opo@boa-opo.gc.ca, by telephone at 1-866-734-5169, or by web at www.opo-boa.gc.ca.
- (f) The Office of the Procurement Ombudsman (OPO) was established by the Government of Canada to provide an impartial, independent venue for Canadian bidders to raise complaints regarding the administration of certain federal contracts, regardless of dollar value. If you have concerns regarding the administration of a federal contract, you may contact OPO by e-mail at boa.opo@boa-opo.gc.ca, by telephone at 1-866-734-5169, or by web at www.opo-boa.gc.ca.

6.15 SACC Manual clause

SACC Manual clause [A9068C](#) (2010-01-11), Government Site Regulations

6.16 Environmental Considerations

As part of Canada's policy directing federal departments and agencies to take the necessary steps to acquire products and services that have a lower impact on the environment than those traditionally acquired, Contractors should:



a) Paper consumption:

- Provide and transmit draft reports, final reports in electronic format. Should printed material be required, double sided printing in black and white format is the default unless otherwise specified by the Project Authority.
- Printed material is requested on minimum recycled content of 30% and/or certified as originating from a sustainably managed forest.
- Recycle unneeded printed documents (in accordance with Security requirements).

b) Travel requirements:

- The Contractor is encouraged to use video and/or teleconferencing where possible to cut down unnecessary travel.
- Use of Properties with Environmental Ratings: Contractors to the Government of Canada may access the PWGSC Accommodation directory, which includes Eco-Rated properties. When searching for accommodation, Contractors can go to the following link and search for properties with Environmental Ratings, identified by Green Keys or Green Leafs that will honour the pricing for Contractors.
- Use public transportation or another method of green transportation as much as possible.



ANNEX A - STATEMENT OF WORK

1. Title

Janitorial Services for the Canadian Coast Guard (CCG) Base in Victoria B.C.

2. Acronyms and Definitions

For the purpose of this statement of work, the following terms will be used:

DFO	Fisheries and Oceans Canada
RPSS	Real Property, Safety and Security
Site	CCG Victoria Base, 25 Huron St, Victoria BC, V8V 4V9
Facility	A building, trailer or area on the site that requires janitorial services, as outlined in section 4.
DFO-RPSS Site Authority/Site Authority	The DFO representative or its delegate responsible for the inspection and laying out of the Work.

3. Objective

DFO requires janitorial services for the CCG Victoria Base located at 25 Huron Street, Victoria, British Columbia (BC)

4. Scope of Work

The Contractor must provide all labour including supervision, material, equipment, supplies and incidentals necessary for the discharging of janitorial cleaning services to the CCG Victoria Base.

The Contractor must:

- Perform the work diligently and efficiently
- Except for supplies provided by DFO, the contractor must supply everything necessary to perform the work.
- Use, as a minimum, quality assurance procedures, inspections, and controls generally used and recognized by the industry to ensure the degree of quality required by the client.
- Provide a sufficient number of qualified personnel to perform the work required under the contract.

The contractor must ensure that all tasks, activities, deliverables and frequencies are carried out and completed according to the requirements detailed in the Statement of Work. The Statement of Work is understood to include all of the following appendices:

- Appendix A Cleaning Standards – Tasks and Frequencies
- Appendix B Definitions of Cleaning Services, including quality standards
- Appendix C Standard Cleaning Guidelines
- Appendix D Victoria Base Cleaning Schedule Floor Plans

The contractor must provide all reports/information that the RPSS Site Authority may reasonably require from time to time.

4.1 Contractor’s Supervisor(s)

A Supervisor must be on site during all cleaning hours. This person must be a representative of the firm, have the ability to supervise in a professional manner and the authority to carry out inspections and rectify any and all cleaning concerns related to this contract on a daily basis. This person must wear a distinctive identifier to easily recognize them as being the Contractor’s Supervisor.



The Contractor's Supervisor must act as liaison between DFO-RPSS and the Contractor for purposes of:

- i. decision-making in matters of priority in the execution of the cleaning duties
- ii. supervising to ensure that the cleaning tasks are performed in accordance with the contract specifications;
- iii. liaising with the Site Authority to resolve any issues or concerns associated with the work described in the Contract;
- iv. advising the RPSS Site Representative when cleaning products need to be ordered;
- v. overseeing the conduct/deportment of the Contractor's employees;
- vi. being on site whenever cleaning activities are being performed; and
- vii. daily inspection of the site.

4.2 Buildings Requiring Janitorial Services

Without limiting the areas of work, the following list represents those buildings and areas where janitorial services are required.

Appendix D to this RFP includes drawings of the Cleaning Site Plans. The total area to be cleaned is approximately 5,885 m²

4.2.1 Hangar – Cleaning Area #1

This is an established building with areas that must be cleaned on the main floor and second floor.

The main floor is comprised of the helicopter hangar, workshop, stores, locker room (shower washroom), NI cab batteries area, electrical shop, janitorial area, etc. Areas to clean are the men's washroom/shower and two office areas. The floor coverings are a combination of carpet tile, concrete and ceramic tile.

The second floor is comprised of a lunch room, a small janitorial room with a sink, single female washroom, men's locker room (urinal, toilet and sink), carpeted offices, lobby area and two exposed aggregate staircases; one with access to the roof. The floor coverings are a combination of carpet tile and ceramic tile.

The window coverings in this building are verticals.

The sidewalk out to Huron Street forms a part of this contract.

The total square footage that must be cleaned is estimated to be 2000 square feet (186 m²)

4.2.2 Stores Warehouse – Cleaning Area #2

This is an established building. This building has three separate areas throughout the building that must be cleaned.

The first area is the general office area with its own front entrance and lobby. There is a kitchen/lunchroom, meeting room, men's and women's washrooms, janitorial room with a sink, file storage, quiet room and mail room. The floor coverings are a combination of carpet tile, epoxy and vinyl sheet flooring. The window coverings are venetian blinds. Main entrance doors are glass.

The second space is office space for Shipping & Receiving. Their floor is sealed concrete and their window coverings are venetian blinds.

The third space is the Huron Street Guardhouse, it has a door that exits into a cement floor hall/stair area that leads to the warehouse and two doors that exit outside. The floor is Corlon and the window coverings are roller shades.



The total square footage that must be cleaned is estimated to be 5100 square feet (474 m²).

4.2.3 Main Administration Building – Cleaning Area #3

This is an established building. This is the main building for the Base, it is configured in an L-shape. The majority of the building must be cleaned with the exception of three mechanical rooms and some private closets. The main entrance has a security desk and lobby, and there is a back entrance and side entrance. There are a number of private offices, office cubicles with fabric dividers, three meeting rooms, two copy rooms, kitchen/lunchroom, janitorial room with sink and men's and women's washrooms. Floor coverings are a mix of carpet tile, ceramic tile, and vinyl sheet flooring. Window coverings are a mix of verticals and venetians. The entrances are glass.

Note: The Regional Operations Center (ROC) at the end of the building operates 24 hours. They will provide a time for when cleaning will not interrupt their program.

The total square footage that must be cleaned is estimated to be 63,341 square feet (1812 m²).

4.2.4 Workshops – Cleaning Area #4

The Workshops Building is comprised of a series of separated and specialized operational spaces on two floors, the main floor and the second floor/mezzanine. Every specialized space has at least one office.

On the main floor the areas that must be cleaned are the:

1. Main Office area on the water-side of the building, men's and women's washrooms, computer/copy room and janitorial cage. Floor coverings are vinyl sheeting, vinyl floor tiles and concrete.
2. Six shop areas; The Carpenter Shop – Blacksmith Shop – Machine Shop – Electrical Shop – Maintenance Garage – Riggers Shop. The offices must be cleaned; however, none of the workbenches or floors in their workshop areas are to be cleaned or touched due to Health & Safety concerns. Floors are vinyl, Corlon or cement.
3. Electronics & Informatics (E&I) is kitty corner from the Dallas Road Guardhouse. It has its own main entrance with glass doors. It has individual offices and an open office area with cubicles. Floors are Corlon and window coverings are a combination of venetians and verticals.
4. Lamp Room is located on the water side of the building behind E&I. There is an office, a lockable storage room, open office space with three cubicles and a large stainless steel sink. The floor is Corlon and window coverings are venetian blinds.

The areas on the Second Floor/mezzanine that must be cleaned are:

1. The three stairway accesses, one is to the E&I area, one goes to the Electrical Shop and the third goes to the Main Office.
2. There are three meeting rooms, one carpeted and walls of glass, one with Corlon flooring and walls of glass and the other vinyl flooring.
3. There is a large kitchen/lunchroom with Corlon flooring.
4. A large locker room with Corlon flooring.
5. Showers and washroom with epoxy flooring. There is a for-CCG-use only washer and dryer, and a janitor's sink with a cabinet for supplies.
6. On one side of the lunchroom there is an area of office cubicles and individual offices with vinyl floor tiles. The cubicles have fabric partitions, and the window coverings are venetian.
7. On the exterior of the building there is access to a washroom with a sink and urinal outside the Drivers' shop and a smoking area that must be cleaned.



The total square footage that must be cleaned is estimated at 28,221 square feet (2622 m²).

4.2.5 Marine Environmental Hazardous Response (MEHR) Building – Cleaning Area #5

This is an established building comprised of five bays. Cleaning is required in the main bay only. This bay is comprised of a main floor and a mezzanine.

The main floor has two office spaces, a washroom and a closet with laundry facilities. The mezzanine is a kitchen/lunchroom/meeting room accessed by a stairway.

The washroom has a single toilet, sink and shower.

The floor coverings in the washroom, hallway area and closet is Corlon.

The two office areas have vinyl floor tile.

The lunchroom upstairs in the mezzanine is vinyl floor tile.

The window coverings are fabric verticals.

The total square footage to be cleaned is estimated at 2346 square feet (218 m²).

4.2.6 Buoy Maintenance Building (BMB) – Cleaning Area #6

This building is located past the Workshops Building. The areas that must be cleaned are all office spaces, corridors, men's and woman's washrooms with showers. The floor coverings are a combination of vinyl sheet flooring in the offices, ceramic tile in the washrooms and Corlon in the corridor. The window coverings are vertical louvers with a plan to move to pull down fabric shades. There is janitorial space with a sink in the men's washroom.

The total square footage that must be cleaned is estimated to be 3070 square feet (285 m²).

4.2.7 Compliance & Enforcement annex trailer; Real Property, Safety & Security (RPSS) annex trailer; Emergency Response (ER) annex trailer; and Dallas Gate Guardhouse – Cleaning Area #7

The RPSS and VOC trailers are located near the Huron Street entrance. The ER Annex trailer is located across from the Buoy Maintenance Building. The Dallas Guardhouse is located on Dallas Road at the gated entrance. The trailers are comprised of office space, kitchen areas, and meeting rooms. The Guardhouse is comprised of office space. All these areas must be cleaned. The floor coverings are Corlon. Window coverings are roller shades.

The total square footage that must be cleaned is estimated to be 3100 square feet (288 m²).

NOTE: Design, Layout, and Use of each cleaning area may change during the duration of the contract

4.3 Exclusions

Except as otherwise stated, the contractor shall not provide janitorial services for the following:

4.3.1 Cleaning Task Exclusions

- i. Carpet Maintenance Program requiring a professional firm that specializes in the work;
- ii. A Fabric Maintenance Program requiring a separate and professional firm that specialized in the work;
- iii. High level window cleaning requiring a professional firm that specializes in the work;
- iv. Plant (live) care requiring a professional firm that specializes in the work;
- v. Grounds Maintenance – mowing, gardening, trimming;
- vi. Offsite cleaning of Venetian blinds and fabric verticals.

4.3.2 Space Exclusions from the Cleaning Service

- i. All Mechanical and Electrical rooms;



- ii. SSC Data Centers;
- iii. Shop/Bay Areas: Found in Hangar, Stores, Workshops, BMB, and MEHR Building
- iv. Private Closets

5. Applicable documents and References

- 5.1. Procedures for Liaison with Private Contractors – Jurisdiction
Treasury Board of Canada Secretariat
<http://www.tbs-sct.gc.ca/pol/doc-eng.aspx?id=12563§ion=text>
- 5.2. Canadian Centre for Occupational Health and Safety (CCOHS)
Canada's National Occupational Health & Safety Resource -Sanitation and Infection Control for cleaning staff
https://www.ccohs.ca/oshanswers/hsprograms/cleaning_staff.html

6. Requirement and Tasks

- 6.1 The Contractor must meet with the Project Authority and DFO-RPSS Site Authority for a kick-off meeting within five (5) days of contract award.

6.2. Janitorial Activities

6.2.1 Cleaning Standards and Task Schedules

The following Appendices describe the required tasks and expectations. The Contractor and their assigned resources must be familiar with the expectations of this Statement of Work and its appendices.

Appendix A Cleaning Standards – Tasks and Frequencies
Appendix B Definitions of Cleaning Services, including quality standards
Appendix C Standard Cleaning Guidelines

6.2.2 Details related to Site floor plans, Cleaning Tasks and Frequencies

The Contractor must complete all cleaning tasks on schedule, according to their scheduled frequencies, and in total compliance with this Statement of Work.

The Site floor plans in Appendix D are colour coded to indicate the areas requiring cleaning and their frequency.

WHITE areas – No access or requirement for regular cleaning

BLUE areas - **Daily** – Monday to Friday

Daily cleaning will also include weekly and monthly rotational work (Quad Cleaning) which as required may require completion on weekends.

Note: All sides of glass up to 8 feet high is to be cleaned weekly and/or maintained to the standard and this includes the ledges, frames and the removal of cobwebs litter etc. The exterior of any building entrance with glass must not be hosed down; it must be hand washed.

PINK areas – **Daily** - 7 days a week

GREEN areas - *Quad cleaning areas – pre-scheduled on Tues. Wed. Thurs. or Friday*

On either a Tues. Wed. Thurs. or Friday (where a Quad day is designated as a Statutory holiday the 'Quad' schedule will be adjusted by the RPSS Site Authority



Quad Cleaning is a combination of thorough daily and rotational cleaning of any given office space. It maintains a high quality of cleaning standard while eliminating daily unproductive and unnecessary repetitive quick yet never complete cleaning. Quad cleaning includes but is not limited to: Germicidal cleaning of all touch plates, push bars, light switch plates, and cleaning telephone mouth/ear piece and cradle. Spot cleaning and vacuuming of any fabric wall coverings, vacuuming of all fabric furniture. Spot cleaning and vacuuming of carpet wall to wall, washing of cleared desks or if not cleared all exposed areas, washing of all clear areas of cabinets and book shelving, washing of all other washable surfaces. All washable surfaces include but is not exclusive to chair legs and wheels, sides of desks, glassed pictures, white boards etc.

Note for all cleaning frequencies: Project work will be pre-scheduled and may be on Mondays, weekends and/or during occupant's absence (on vacation) or during the summer project months.

6.2.3 Specific Months

March, June, September and December

The Contractor must clean all interior windows, as well as all glass dividers.

1. Use cloth, water, bucket and window cleaner to wash window
2. Squeegee excess water from window
3. Use dry cloth to dry around window frame
4. All windows must be clear of debris, smears and streaks

6.2.4 Waste

The Contractor must ensure that any and all waste generated during the cleaning operation is disposed of in accordance with the directions at the work site, following a very strict and highly enforced recycling program. All recyclables must be clean and deposited at their correct depositing stream for proper handling. Neither printed or copied written material, nor recyclable materials are to be removed from the site by the Contractor or its resources.

6.2.5 Mold And Mildew

Using gloves and a respirator and only for minor mold/mildew cleanup (10 square feet or less/ 1sq meter) the area is to be tank sprayer misted with our germicidal detergent at 1 oz. (28.4 ml) per gallon of water until the entire mold surface is thoroughly wetted throughout its mass. Our germicidal detergent must stay in contact with the mold/mildew for a minimum of 10 minutes before it is removed. Misting with a tank sprayer is critical to prevent any of the spores from becoming airborne. All waste is to be double bagged and disposed of. All non-disposable tools/equipment must be washed with our germicidal detergent at 1oz. (28.4 ml) per gallon of water maintaining the minimum 10-minute contact time. Upon completion thoroughly wash hands and face.

Note: Instances of larger contaminated areas or where the mold/mildew returns are to be reported immediately to the RPSS Site Representative.

6.2.6 Chemical Control Process / System

Chemical control dispensing systems must be used in all cleaning service rooms where DFO-RPSS has provided them. DFO-RPSS will determine the chemical dispensing or process and arrange for any further installation and or set up of additional dispensers. Any problems with the dispensers must be relayed to the RPSS Site Authority.

6.2.7 Vacuums



The Contractor's resources must replace vacuum bags once they are ½ full and the used bags must be placed in the appropriate external waste holding container. Fabric filters therein must be maintained clean and if launderable, laundered at least once a week.

6.2.8 Cleaning Closets

There are presently seven cleaning closets throughout the site and most are located in the vicinity of the washrooms. They must be maintained in a clean and orderly state at the end of every shift. No personal items or collections of any kind can be held or left in this site supplied space. Paper products for restrooms and kitchens are not to be used for cleaning and must not be left stacked in any areas other than the assigned space.

6.2.9 Additional Services

On request or Additional cleaning services may be required on an as required basis by the DFO-RPSS Site Authority.

This additional work must be pre-scheduled and may be on Mondays, weekends and/or during occupant's absence (on vacation) or during the summer project month.

On request/Additional Services include, but are not limited to:

- Services for areas within buildings which are seldom used and not included on the cleaning site plans but must be maintained in a clean and usable condition.
- Getting seldom used areas cleaned and ready for occupancy and cleaned every day of use.
- Detail cleaning after use of the seldom used area ceases meaning it is cleaned from ceiling to floor including high dusting (doors, frames, picture frames, ledges etc.) so that there is nothing left unclean such as no spots on carpets or furniture etc.
- Clean-up after construction
- Cleaning/Disinfecting during a pandemic situation.

Note: Additional services do not include any work that falls within the regular cleaning schedule or tasks.

6.3 Equipment and Equipment Manuals

The Contractor must maintain a manual on all major equipment on site and must have all pertinent information regarding each piece of equipment; serial numbers, make, model, date purchased. etc. This manual must be placed in Janitorial Cage, Workshops Building. Equipment pre-approved and used for the site on a regular basis must remain on site at all times. Any equipment removed for repair and replaced for an interim period must be recorded in the Cleaning Contract communications book in the RPSS office.

6.3.1 Contractor Supplied Equipment

The Contractor must provide all equipment and supplies and in sufficient quantities, including all sizes, tools and attachments required for the discharge of janitorial services as set forth in the Statement of Work and its appendices and wherever possible from a local supplier with local maintenance available.

All equipment must be Canadian Standards Association/Underwriters Laboratories (**CSA/UL**) approved (commercial/industrial quality) and, where applicable, be equipped with resilient bumpers and non-marking wheels. All cleaning machinery, roll-carts and equipment must be maintained at the highest standard of cleanliness, efficiency and repair. The RPSS Site Authority may, at any time, order the Contractor to immediately remove from the premises and replace with acceptable machinery and/or



equipment, all machinery and/or equipment that is either non commercial/industrial quality, noisy or disturbing, or that is not maintained in either a serviceable, safe, clean or presentable manner.

To prevent cross-contamination and the spread of infection in the workplace, the contractor must put in place the following color-coded cleaning cloth system program:

- **RED** – used in high-risk areas (toilets and urinals)
- **YELLOW** – used in lower risk areas (restroom sinks, cabinets, fixtures, counters, and surfaces)
- **GREEN** – used in areas where food is prepared or consumed (kitchenettes and lunch areas)
- **BLUE** – used in all other general areas

6.3.1.1 The Contractor must provide the following, but not limited to, equipment:

1. Cleaning Carts for microfiber cleaning process
2. Waste Handling Cart with wrap around caddy apron
3. Washroom Cleaning Equipment System – (examples are Kaivac, EDIC CR2)
4. Canister Vacuum – dial down noise level below 50dB
5. Back Pac Vacuum
6. Vacuum Bags
7. Wet Dry Vacuum
8. Low Speed Floor Machine @ 175-300 rpm
9. High Speed Burnisher Floor Machine
10. Safety Signage – Wet Floor Signs
11. Wall Washing Equipment
12. Ladders

6.3.1.2 The Contractor must supply the following, but not limited to, – **NEW** - equipment and supplies:

New means that it has never been used before the start of the Contract and should still be in the original, unopened package. The Site Authority may require proof of purchase dated after notification of Contract Award or require replacement of the equipment/supplies, at its sole discretion, if it appears used prior to its first use under the contract.

1. Launderable floor mop heads and buckets for each cleaning closet – color coded application mop heads
2. Microfiber Cleaning Cloths - used for germicidal and general cleaning applications specify color/application.
3. Microfiber Duster tool complete with handle and sleeve refill
4. Grout Cleaning Tool
5. Window Washing Equipment Interior – Window pail, razor scraper blade, squeegee with replacement blades
6. Brooms and dustpans for each cleaning closet
7. Wet Floor Cleaning System – Solution control (not gravity fed) – microfiber wet mop applicators
8. Window Washing Equipment Exterior

6.3.1.3 The Contractor must provide the following, but not limited to, other required supplies:

1. Launderable looped wet mops for floor stripper application
2. Tamping cloths – white terry for carpet/upholstery spot removal
3. Tape remover – Adhesive remover or equivalent (similar to “Goo Gone”)
4. Hand scrub brushes
5. Small brushes, size of a toothbrush for drain caps, sink overflow, water dispensing systems, etc.
6. Floor squeegee
7. Putty knife
8. Puncture proof gloves for waste removal



9. Disposable gloves for cleaning
10. Multi use screwdriver for minor repairs
11. Dust masks
12. TSP (for washing walls prior to scheduled painting)
13. Spray/squirt bottles for cleaning chemical application
14. Funnels for filling spray/squirt bottles

6.4 Reporting Requirements

6.4.1 Security Sign-in

It is mandatory for all Contractors to sign in with Security/Commissionaires at time of entry at Huron Guard House before being allowed on Base. DFO will record times of entry and departure of the contractor's resources and will generate a weekly report and submit to RPSS. The RPSS Site Authority will then share the report with the Contractor who can use this information to compare to their own internal timesheets.

If cleaning tasks are not completed in the scheduled timeframe, the Contractor must provide an explanation in the Communications Book located in the RPSS office.

6.4.2 Communication Book

A communications book will be available in the RPSS office and is used to communicate in writing between the contractor and the RPSS Site Authority.

The Contractor must use the communication book to report the following, but not limited to:

1. Newly detected damages;
2. deficiencies in site finishes such as floors, walls etc.; and
3. to record when RPSS supplied material stocks are low.

6.4.2.1 Special Occurrences

The Contractor must immediately alert the Site Authority and record in the communication book the following:

1. every incident involving hazardous materials, situations or occurrences;
2. water and/or fire related incidents, including those of a minor nature;
3. any and all incidents involving damage or injury to property and/or people;
4. any other incidents that are or could potentially become a liability to DFO or which may require the follow-up and or action by the Site Authority or delegate; and
5. Any issues/concerns/difficulties associated with the work required and when appropriate identify solutions.

6.4.3 Cleaning Inspections

Every week based on DFO's current cleaning standards, the Contractor's Supervisor must carry out and submit detailed cleaning inspections of all of the week's work – building by building – for the entire site.

Cleaning functions that are carried out on a less frequent basis as well as project work is to be recorded daily in the communication book. Any apparent repairs required to the building are to be noted by the contractor in the communication book in the RPSS office.

6.5 Onsite-Communications, Emergencies and After-hours situations



The Contractor must provide a contact name and number to be reachable on a 24-hour a day basis in case of emergencies or after hours situations.

The Contractor's Supervisor must be provided with a cell phone and respond to site communication within a five-minute call time. For the safety of the cleaning resources, all must be provided with, at minimum, suitable vibrating pagers and the ability to communicate with their supervisor. Should an emergency occur where an employee of the company has to leave the site for any reason they must first be processed through security.

Resources who need to stay in contact for emergency reasons may use cell phones or 2-way pagers that have been equipped with vibration capability. During working hours, personal calls are limited to those of an emergency nature while other personal calls may be made during assigned breaks.

6.6 Hours of Work and Estimated Level of Effort

Except in cases of pre-approval by DFO-RPSS or in the case of an emergency the hours of work are as follows:

Days	Hours of Work	Estimated Number of Resources Required	Estimated Combined level of effort
Monday to Friday	3:00 p.m. to 11 p.m.	3 + 1 Supervisor	32 hours
Saturday and Sunday	9:30 a.m. to 1:30 p.m.	1 + 1 Supervisor	8 hours
Statutory Holidays	9:30 a.m. to 1:30 p.m.	1 + 1 Supervisor	8 hours

6.6.1 Statutory Holidays

There are 12 Statutory Holidays observed by the Federal Government:

1. New Year's Day, (January 01 or next business day)
2. Good Friday,
3. Easter Monday,
4. Victoria Day,
5. Canada Day, (July 01 or next business day),
6. Municipal holiday (1st Monday in August)
7. Labor Day,
8. Truth and Reconciliation Day (September 30 or next business day)
9. Thanksgiving Day,
10. Remembrance Day, (November 11 or next business day)
11. Christmas Day (December 25th or next business day) and
12. Boxing Day (December 26th or next business day).

The Contractor must provide janitorial services on all Statutory Holidays for all 24-hour areas with a minimum of one (1) cleaning resource and one (1) Contractor's Supervisor for a total of four (4) hours as stipulated in the Hours of Work section.

The Contractor must provide janitorial services on Family Day (third Monday of February) at the regular schedule as the Government of Canada does not observe this Holiday.

6.6.2 Special Functions and Hours

From time to time specific site areas may hold Special Functions requiring an adjustment in the scheduled cleaning hours. The RPSS Site Authority will provide adequate notice to the Contractor's



Supervisor who will arrange for the adjustment of the affected working schedules start and completion time. Where additional resources and hours are required these will be arranged for by the RPSS Site Authority.

6.7 Uniforms

All Contractor's resources's uniforms must:

- Be industrial quality and include at minimum a uniform shirt with the company name or crest clearly visible.
- Be clean and properly worn at all times.
- Failure to provide the required uniforms may result in being deemed unsuitable for Work and escorted from the premises.

All footwear must be closed in and comply with any WorkSafe BC requirements related to the work. All other clothing worn by the resources must be clean, suitable for the work and be neat in appearance.

7. Deliverables and Acceptance Criteria:

The Contractor must:

1. Within five (5) days of Contract Award, provide names and passport type pictures of all resources who will be providing services for the purpose of preparing picture ID's.
2. Deliver the weekly individual building Inspections each Friday to the RPSS office.
3. Submit within five (5) days of award of contract and within five (5) days for new resources and annually thereafter, to the RPSS Site Authority, copies of the up to date training and instruction certificates in WHMIS, Universal Precautions and Fall Arrest (if working at heights greater than 10 feet (3 meters) for all resources providing services under the contract.

7.1 Project Management Control Procedures

The DFO-RPSS Site Authority will oversee progress, address any concerns, discuss and manage ongoing efforts with the Contractor.

7.1.3 Quality Control and Acceptance

The Contractor must strictly adhere to the definitions and quality standards described in Appendix B – Definitions of Cleaning Services.

DFO will inspect the site a minimum of once per month. The Contractor can be in attendance but it is not mandatory. All inspections made by the RPSS Site Authority will be assessed according to these quality standards.

8. Roles and Responsibilities

8.1 Contractor's Responsibilities

The Contractor's is responsible for:

Obtaining the required pre-approvals from DFO-RPSS for any contractor supplied products.

Using all products, DFO or Contractor supplied according to manufacturer's directions.

1. Scheduling resources according to Employment Standards.
2. Ensuring that all their resources have and wear the uniform.
3. Posting copies of each buildings cleaning schedule in the applicable cleaning closets to allow the cleaning resources to check off the duties as completed.
4. Ensuring that its resources have the necessary Personal Protective Equipment (PPE) and in the sufficient quantities to carry out the work and that they are trained in their proper use.
5. Ensuring that its resources are trained in all aspects of professional cleaning and familiar with the site, the Statement of Work and its Appendices.



6. Ensuring that its resources remain up-to-date on WHMIS/Universal Precautions and Fall Arrest training and certifications.
7. The Contract must follow all Canada Labour Code requirements.

8.2 DFO's Obligations :

DFO will:

1. Ensure cleaning standards and frequencies are respected.
2. Implement enhanced cleaning frequency immediately upon being advised of a pandemic situation.
3. Request the cleaning and disinfection requirements accordingly further to a symptomatic employee being identified.
4. Ensure hand-sanitizer stations are installed throughout the building.
5. Provide access and keys to all site areas requiring cleaning to authorized Contractor resource(s) holding a valid security pass. Keys must be picked up and surrendered to Security daily.
6. Provide cleaning detergents/chemicals as listed in this document.
7. Provide locked janitorial storage area for the Contractor and inspect them for cleanliness/tidiness during the contract.
8. Provide cleaning schedules for each building encompassing all of their cleaning requirements. These schedules will accurately reflect the daily cleaning requirements and quad cleaning as outlined in the Statement of Work and Appendix A.
9. DFO will provide picture ID to all cleaning resources using pictures (passport type) supplied by the Contractor.

8.2.1 Supplies Provided By DFO

DFO will supply the following supplies for distribution/installation by the contractor's resources throughout the site. Once a month the RPSS Site Authority will do a stock inventory; however, it is the Contractor's responsibility to advise the RPSS Site Authority when stock levels are low at other times throughout the month. For control purposes, the Contractor's Supervisor must maintain current on-site records of all chemical and paper product distribution, by building, throughout the site. The Contractor's Supervisor will communicate any requests for supplies to the RPSS Site Authority at least 2 weeks in advance in the Communications Book to ensure adequate supplies are delivered to the site.

RPSS will supply to the Cleaning Contractor the following types of products for the sole use at the site. Wherever possible these chemicals must be dispensed through a pre-approved controlled dispensing system or process throughout the site.

1. Toilet tissue
2. Paper towels
3. Plastic bag liners (including bio-degradable ones) for the site waste and recycling receptacles
4. Sanitary product disposal liners
5. Germicidal detergent
6. Sanitizer - food safe - supplied for the Kitchen
7. Protein Degreaser-supplied for the Kitchen
8. Detergent - light duty and heavy duty depending on the dilution
9. Hand soap for installed dispensers
10. Hand sanitizer for installed dispensers
11. Temp Paste cleaner - stainless steel, counters, sinks, water fountains etc.
12. Carpet and upholstery spot cleaner
13. Floor stripper and neutralizer
14. Floor Sealer



15. Floor Finish
16. Bacterial floor drain treatment
17. Waterless Hand Cleaner - cleaning vinyl
18. Urinal maintainers – where needed

9. Constraints:

9.1 No Onsite laundry

There is no washer or dryer for janitorial use on site. The Contractor must take all launderable cleaning cloths, mops and pads etc. off site for cleaning daily.

9.2 Language of Work

The language of work for this requirement is English.

The Contractor's resources must be able to receive and carry out written and verbal English instructions, carry out requests that fall within the contracted agreement; to effectively relay in a timely manner any issues which fall outside the contracted agreement, such as flooding, building security problems, plumbing needs, etc.

10. Other Terms and Conditions of the SoW

10.1 Restrictions to the Site

The RPSS Site Authority has the authority to determine whether any person will be permanently restricted from the site for performing in a less than professional and knowledgeable manner or who is unable to demonstrate a working knowledge of our contract requirements including but not restricted to our Quad cleaning process or our Cleaning Standards. Restrictions may also be applied to any contractor who does not have current valid certificates e.g. WHMIS/Universal Precautions and Fall Arrest.

10.2 Safety

Worksafe BC requires all workers to be knowledgeable of all workplace hazards and the precautions that must be taken to ensure that safe work practices are maintained.

The Contractor must ensure that all of its representatives or resources receive annual training and instruction certificates in WHMIS and Universal Precautions and are equipped with appropriate tools, clothing and spill cleanup supplies so that they can work in a safe and healthy manner. These certificates must be submitted annually to the RPSS Site Authority.

In addition to the general safety precautions that normally accompany the work, the Contractor's resources may also be at risk of exposure to rodent and fowl droppings.

10.4 Security on the Base

Any Vehicles, bags (other than a small purse) or containers being brought onto or leaving the site must be made available for inspection by DFO security personnel or Base Security under the direction from DFO-RPSS.

10.3 Training

It is understood that from time to time there may be a need to have new cleaning resources and the resources may require some on-site-training. The RPSS Site Authority will make the appropriate



arrangements to permit new cleaning resources access to the site; however, all cleaning resources must be trained at the Contractor's expense and have Reliability Status Clearance.

10.4 Equipment on Site

Other than any equipment listed as provided by DFO for use in the cleaning operations, no site equipment such as giraffe ladders may be used without the authorization of the RPSS Site Authority. In carrying out the work the Contractor must plan to provide all basic minor equipment including, but not limited to, ladders, brooms etc.

10.5 Meals and Assigned Breaks

Any and all food and drink (other than water) consumption must take place **in the Workshops or Administration lunchrooms** during scheduled breaks. No drink or food consumption is permitted in any other space within the complex. Microwave access is available in the lunchroom for resources use; however, no other cooking of meals is permitted on the site.

10.7 Washrooms/Locker Rooms

The Contractor's resources must not access these areas at any time they are in use by site's occupants.

10.8 Work Benches

The Contractor's resources must not touch, move or tamper with anything on the workbenches themselves.

10.9 Telephone Access

The guardhouse office is available most times and in the case of emergency their phone may be used for an outside emergency call.

Except as otherwise stated, there are no telephones on site that may be used by the cleaning resources. No other phones are to be used on site. Cell phones are only permitted on site during breaks in the Workshops Lunchroom only. No photos will be taken on site as this will constitute immediate termination of resources and the individual will be escorted off the site and not permitted to return.

10.10 Energy Conservation

The contractor is expected to limit energy consumption by establishing efficient work patterns and by turning electrical equipment off and lights out when not required.

10.11 Lost And Found

The Contractor's resources must return any found articles on site to Security prior to the end of any shift.

10.12 Technology

It is recommended that the Contractor use an application software designed to improve quality assurance and reporting. If the Contractor proposed an application software, then the Contractor must use this software for reporting inventory and inspections with DFO-RPSS.



ANNEX B - BASIS OF PAYMENT

The Bidder must complete this pricing schedule and include it in its financial proposal.

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

Bidders must quote in Canadian dollar (CAD), all-inclusive firm prices/rates as indicated in the table below. Prices must include all labour, materials, tools, equipment and rentals used to perform the work, local travel, travel time, delivery or shipping charges, profit and overhead costs, and any other expenses related to the performance of the work under any resulting contract including any taxes, except GST/PST as applicable. Any applicable taxes (GST/PST) must be indicated separately, as applicable. Failure to provide pricing for an item will render the bid non-responsive.

In conducting its evaluation of the bids, Canada may, but has no obligation to correct any error in the extended pricing of bids by using unit pricing in column B. In the case of error in the extension of prices, the unit price in Column B will govern.

The prices given below for the services will remain in force for the entire duration of the contract.

A. Contract Period

Initial Contract Period: Contract Award to 1 year later *(exact dates to be inserted at contract award)*

Firm Monthly Prices

Service	All-Inclusive Firm Monthly Price (CAD \$)
All-inclusive Firm Monthly Price For all work detailed in Annex A Statement of Work (except section 6.2.9) for all areas	<i>(To be inserted at Contract Award)</i>

Firm hourly Rates - Limitation of Expenditure

Service	All-inclusive Firm Hourly Rate (CAD \$)
Additional Services (charge out rates) – non-supervisory For work detailed in section 6.2.9 of Annex A Statement of Work	<i>(To be inserted at Contract Award)</i>
Additional Services (charge out rates) – supervisor For work detailed in section 6.2.9 of Annex A Statement of Work	<i>(To be inserted at Contract Award)</i>

B. Option Periods

Option Year 1: dd-mm, 2025 to dd-mm, 2026 *(exact dates to be inserted at contract award)*

Firm Monthly Prices

Service	All-Inclusive Firm Monthly Price (CAD \$)
---------	---



	B
All-inclusive Firm Monthly Price For all work detailed in Annex A Statement of Work (except section 6.2.9) for all areas	<i>(To be inserted at Contract Award)</i>

Firm hourly Rates - Limitation of Expenditure

Service	All-inclusive Firm Hourly Rate (CAD \$)
Additional Services (charge out rates) – non-supervisory For work detailed in section 6.2.9 of Annex A Statement of Work	<i>(To be inserted at Contract Award)</i>
Additional Services (charge out rates) – supervisor For work detailed in section 6.2.9 of Annex A Statement of Work	<i>(To be inserted at Contract Award)</i>

Option Year 2: dd-mm, 2026 to dd-mm, 2027 *(exact dates to be inserted at contract award)*

Firm Monthly Prices

Service	All-Inclusive Firm Monthly Price (CAD \$)
All-inclusive Firm Monthly Price For all work detailed in Annex A Statement of Work (except section 6.2.9) for all areas	<i>(To be inserted at Contract Award)</i>

Firm hourly Rates - Limitation of Expenditure

Service	All-inclusive Firm Hourly Rate (CAD \$)
Additional Services (charge out rates) – non-supervisory For work detailed in section 6.2.9 of Annex A Statement of Work	<i>(To be inserted at Contract Award)</i>
Additional Services (charge out rates) – supervisor For work detailed in section 6.2.9 of Annex A Statement of Work	<i>(To be inserted at Contract Award)</i>

Option Year 3: dd-mm, 2027 to dd-mm, 2028 *(exact dates to be inserted at contract award)*

Firm Monthly Prices

Service	All-Inclusive Firm Monthly Price (CAD \$)
All-inclusive Firm Monthly Price For all work detailed in Annex A Statement of Work (except section 6.2.9) for all areas	<i>(To be inserted at Contract Award)</i>



Firm hourly Rates - Limitation of Expenditure

Service	All-inclusive Firm Hourly Rate (CAD \$)
Additional Services (charge out rates) – non-supervisory For work detailed in section 6.2.9 of Annex A Statement of Work	<i>(To be inserted at Contract Award)</i>
Additional Services (charge out rates) – supervisor For work detailed in section 6.2.9 of Annex A Statement of Work	<i>(To be inserted at Contract Award)</i>



ANNEX C - SECURITY REQUIREMENTS CHECK LIST

Clear Data - Effacer les données



Government of Canada
Gouvernement du Canada

English Instructions

Instructions français

Contract Number / Numéro du contrat

30001673

Security Classification / Classification de sécurité

Unclassified

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

PART A - CONTRACT INFORMATION / PARTIE A - INFORMATION CONTRACTUELLE			
1. Originating Government Department or Organization Ministère ou organisme gouvernemental d'origine DFO		2. Branch or Directorate / Direction générale ou Direction HRCS/RPSS	
3. a) Subcontract Number / Numéro du contrat de sous-traitance		3. b) Name and Address of Subcontractor / Nom et adresse du sous-traitant	
4. Brief Description of Work - Brève description du travail Janitorial services contract at Victoria Canadian Coast Guard Base			
5. a) Will the supplier require access to Controlled Goods? Le fournisseur aura-t-il accès à des marchandises contrôlées?		<input checked="" type="checkbox"/> No Non	<input type="checkbox"/> Yes Oui
5. b) Will the supplier require access to unclassified military technical data subject to the provisions of the Technical Data Control Regulations? Le fournisseur aura-t-il accès à des données techniques militaires non classifiées qui sont assujetties aux dispositions du Règlement sur le contrôle des données techniques?		<input checked="" type="checkbox"/> No Non	<input type="checkbox"/> Yes Oui
6. Indicate the type of access required - Indiquer le type d'accès requis			
6. a) Will the supplier and its employees require access to PROTECTED and/or CLASSIFIED information or assets? Le fournisseur ainsi que les employés auront-ils accès à des renseignements ou à des biens PROTÉGÉS et/ou CLASSIFIÉS? (Specify the level of access using the chart in Question 7. c.) (Préciser le niveau d'accès en utilisant le tableau qui se trouve à la question 7. c.)		<input checked="" type="checkbox"/> No Non	<input type="checkbox"/> Yes Oui
6. b) Will the supplier and its employees (e.g. cleaners, maintenance personnel) require access to restricted access areas? No access to PROTECTED and/or CLASSIFIED information or assets is permitted. Le fournisseur et ses employés (p.ex. nettoyeurs, personnel d'entretien) auront-ils accès à des zones d'accès restreintes? L'accès à des renseignements ou à des biens PROTÉGÉS et/ou CLASSIFIÉS n'est pas autorisé.		<input type="checkbox"/> No Non	<input checked="" type="checkbox"/> Yes Oui
6. c) Is this a commercial courier or delivery requirement with no overnight storage? S'agit-il d'un contrat de messagerie ou de livraison commerciales 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"/>	

Security Classification / Classification de sécurité

Unclassified



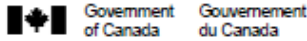


Contract Number / Numéro du contrat 30001673
Security Classification / Classification de sécurité Unclassified

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? If Yes, indicate the level of sensitivity. Dans l'affirmative, indiquer le niveau de sensibilité :	<input checked="" type="checkbox"/> No / Non <input type="checkbox"/> Yes / Oui
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? Short Title(s) of material / Titre(s) abrégé(s) du matériel : Document Number / Numéro du document :	<input checked="" type="checkbox"/> No / Non <input type="checkbox"/> Yes / Oui
PART B - PERSONNEL (SUPPLIER) / PARTIE B - PERSONNEL (FOURNISSEUR)	
10. a) Personnel security screening level required / Niveau de contrôle de la sécurité du personnel requis	
<input checked="" type="checkbox"/> RELIABILITY STATUS / COTE DE FIABILITÉ	<input type="checkbox"/> CONFIDENTIAL / CONFIDENTIEL
<input type="checkbox"/> TOP SECRET - SIGINT / TRÈS SECRET - SIGINT	<input type="checkbox"/> NATO CONFIDENTIAL / NATO CONFIDENTIEL
<input type="checkbox"/> SITE ACCESS / ACCÈS AUX EMPLACEMENTS	<input type="checkbox"/> SECRET / SECRET
	<input type="checkbox"/> TOP SECRET / TRÈS SECRET
	<input type="checkbox"/> NATO SECRET / NATO SECRET
	<input type="checkbox"/> COSMIC TOP SECRET / COSMIC TRÈS SECRET
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? If Yes, will unscreened personnel be escorted? Dans l'affirmative, le personnel en question sera-t-il escorté?	<input checked="" type="checkbox"/> No / Non <input type="checkbox"/> Yes / Oui <input type="checkbox"/> No / Non <input type="checkbox"/> 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?	<input checked="" type="checkbox"/> No / Non <input type="checkbox"/> 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?	<input checked="" type="checkbox"/> No / Non <input type="checkbox"/> 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?	<input checked="" type="checkbox"/> No / Non <input type="checkbox"/> 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?	<input checked="" type="checkbox"/> No / Non <input type="checkbox"/> 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?	<input checked="" type="checkbox"/> No / Non <input type="checkbox"/> Yes / Oui

Security Classification / Classification de sécurité Unclassified
--





Contract Number / Numéro du contrat 30001673
Security Classification / Classification de sécurité Unclassified

PART C (continued) / PARTIE C (suite)

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

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

SUMMARY CHART / TABLEAU RÉCAPITULATIF

Category / Catégorie	PROTECTED / PROTÉGÉ			CLASSIFIED / CLASSIFIÉ			NATO				COMSEC					
	A	B	C	Confidential / Confidentiel	Secret	Top Secret / Très Secret	NATO Restricted / NATO Diffusion Restreinte	NATO Confidential	NATO Secret	COSMIC Top Secret / COSMIC Très Secret	Protected / Protégé			Confidential / Confidentiel	Secret	Top Secret / Très Secret
											A	B	C			
Information / Assets / Renseignements / Biens	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Production	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
IT Media / Support TI	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
IT Link / Lien électronique	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

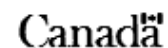
12. a) Is the description of the work contained within this SRCL PROTECTED and/or CLASSIFIED? / La description du travail visé par la présente LVERS est-elle de nature PROTÉGÉE et/ou CLASSIFIÉE? No / Non Yes / Oui

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

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

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

Security Classification / Classification de sécurité Unclassified
--





Page Intentionally left for page 4 of SRCL at Contract Award



ANNEX D - EVALUATION CRITERIA

Bids will be evaluated in accordance with the mandatory evaluation criteria, as specified below. Bidders must clearly show and provide the necessary documentation to support compliance with these requirements in order to move on to the next stage.

Bids which fail to meet all of the mandatory criteria will be declared non-responsive and will not be considered further. Each mandatory technical criterion should be addressed separately.

Bidders are advised that the month(s) of experience listed for a project whose timeframe overlaps that of another referenced project will only be counted once. For example, Project 1 timeframe is July 2019 to December 2019; Project 2 timeframe is October 2019 to January 2020; the total months of experience for these two project references is seven (7) months.

The bidder should clearly Cross Reference each Mandatory & Point Rated Technical Criterion to its Proposal.

3.7.2 Mandatory Criteria:

The Bidder must include the following table in their proposal indicating that their proposal meets the mandatory criteria and provide the proposal page number or section that contains the information to verify that the criteria has been met.

No.	Mandatory Criteria	Meets Criteria (✓)	Proposal Page No.
M1	The Bidder must provide a copy of their company's current, valid local Municipal Business License covering the Capital Regional District of B.C.		
M2	Bidder must provide a copy of their company's current, valid WorkSafe BC Firm number with a copy of their company's Work Safe BC clearance letter.		
M3	<p>The bidder must demonstrate that they have a minimum of 36 months (three years') *recent experience providing Janitorial Cleaning Services.</p> <p>*Recent means within the past 5 years from the date of bid closing.</p> <p>The Bidder must provide the following information for at minimum three (3) projects to clearly demonstrate that it meets this criterion:</p> <ul style="list-style-type: none"> a) The name of the client organization (to whom services were provided); b) A brief description of the type and scope of services provided as it relates to the Statement of Work; c) The start and end date (month/year to month/year) of the cleaning projects and total months d) Name, current telephone number and/or email address, and title of a client reference who can validate the bidder's claims if requested by Canada. <p>*Note – No substitute client reference will be permitted after</p>		



	bid closing, but bidders may submit one (1) backup client reference for each project with their bid. Where more than one back-up reference is submitted for a project, the first one listed will be used, if required.		
M4	The Bidder must provide a copy of a letter from an insurance broker or an insurance company licensed to operate in Canada stating that the Bidder, if awarded a contract as a result of this RFP, can be insured in accordance with the Commercial Liability Insurance requirements in the amount of \$2,000,000.00.		
M5	The Bidder must provide a copy of its company uniform policy and include a picture of the uniform with the bid. At minimum the uniform must include a uniform shirt bearing the Company's name and/or logo. This criteria will be evaluated further in R3		

3.7.3 Point Rated Criteria

Bids that meet the mandatory criteria will be evaluated according to the following Point Rated Criteria.

No.	Point Rated Criteria	Scoring Guide	Proposal Page No. where response can be found
R1	Operations Plan The bidder should demonstrate that the requirements of the Statement of Work can be met. In order to do so, bidders should provide an operations plan.	Maximum points: 25 points Up to 5 points will be awarded for each of the following elements addressed within the Bidder's plan: a. a detailed quality assurance plan which outlines the procedures and resources that will be used to address unsatisfactory performance; b. a detailed list of the major equipment that will be used for this requirement, including make,model and serial number; c. a personnel replacement plan which covers staff absences due to holidays, illness and staff departures; d. a contingency plan for the continued provision of services (including supplies) in the event of labour or other disruptions whether at the Bidder's company or its suppliers. e. Staff orientation training, including health and safety.	



<p>R2</p>	<p>The Bidder should demonstrate the use of application software</p> <p>To demonstrate compliance:</p> <p>The bidder should provide a summary of the functionality of the software.</p> <p>The summary must include the following:</p> <ul style="list-style-type: none"> • Name of software • Copy of software license • How the bidder will use the software for this requirement. 	<p>(Maximum 10 Points)</p> <p>0 points for no application software</p> <p>10 points for application software and summary of use</p>	
<p>R3</p>	<p>The Bidder should demonstrate that its company uniform is a complete uniform – meaning that it includes, at minimum, the shirt and pants or coveralls.</p>	<p>Maximum: 5 points</p>	
<p style="text-align: center;">Total Points Available: 40 points Minimum Points Required: 25 points</p> <p style="text-align: center;">Points Achieved ----- / 40 points</p>			



ANNEX E - INSURANCE REQUIREMENTS

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



-
- m. All Risks Tenants Legal Liability - to protect the Contractor for liabilities arising out of its occupancy of leased premises.

 - n. Litigation Rights: Pursuant to subsection 5(d) of the [Department of Justice Act](#), S.C. 1993, c. J-2, s.1, if a suit is instituted for or against Canada which the Insurer would, but for this clause, have the right to pursue or defend on behalf of Canada as an Additional Named Insured under the insurance policy, the Insurer must promptly contact the Attorney General of Canada to agree on the legal strategies by sending a letter, by registered mail or by courier, with an acknowledgement of receipt.

For the province of Quebec, send to:

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

For other provinces and territories, send to:

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

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

CLEANING STANDARDS

Unless stated otherwise actions that are performed regularly must be performed at the same time of the defined time period: e.g., clean window ledges weekly: cleaning must happen once per week at the same weekday; Dust high places monthly: dusting must be performed in the same week of each month.

<p>D=Daily, W=Weekly, M=Monthly, Y= Yearly[annually] Frequency is denoted by a number. Examples: D1 means daily, D2 means twice a day W1 means once a week; W2 means 2 times per week; etc. M1 means once a month, M2 means twice a month, semi-monthly, etc. Y1 means once a year, Y2 means twice a year, at 6 month intervals, Y4 means 4 times a year, at 3 month intervals, etc.</p>				
TASKS AND LOCATION	Standard Frequency		Enhanced Frequency	
OFFICE AND COMMON AREAS - INCLUDING BOARDROOMS				
Vacuum carpets high traffic	M	2	M	2
Vacuum carpets low traffic	M	1	M	1
Sweep floors	D	1	D	1
Wash floors	D	1	D	2
Polish floors	Y	4	Y	4
Scrub ceramic-tile floors thoroughly	Y	2	Y	2
Scrub and wax tile floors	Y	3	Y	4
Dust and clean with damp cloth desks, tables, chairs, filing cabinets and shelves	W	1	D	2
Dust the cabinets, armoires, picture frames, extinguishers, window ledges and partition feet with damp cloth	W	1	W	2
Clean window ledges, radiator, and convactor covers	W	1	W	2
Remove grime from walls, doors and frames	M	3	M	6
Clean the glass in main doors	D	1	D	2
Spot clean interior office partition glass	D	1	D	2
Clean both side of interior office partition glass	Y	4	Y	4
Vacuum upholstered freestanding screens	M	1	M	2
Clean all lenses and interior, exterior light fixtures	M	3	M	3
Clean ventilation grills	Y	4	Y	8
Spot clean carpets & floors (spills)	As needed		As needed	
Dust high places	M	1	M	1
Clean leather, vinyl, fabric, leatherette, and upholstered furniture as per manufacturer cleaning instructions	Y	1	Y	2
Vacuum upholstered furniture and cushions	M	1	M	2
Dust or vacuum blinds/drapes	Y	2	Y	2
Damp wipe blinds	Y	1	Y	2
Vacuum air grill/air diffusers including surrounding	Y	2	Y	6

Dust air grill/air diffusers including surrounding	W	1	W	2
Empty paper-recycling bins	D	1	D	1
Clean windows and doors	D	1	D	2
Dry clean whiteboards	D	1	D	1
Clean and disinfect chairs	D	1	D	2
Clean and disinfect tables	W	1	D	2

TASKS AND LOCATION	Standard Frequency		Enhanced Frequency	
STAIRS AND LANDING				
Sweep stairs and landings	D	1	D	1
Wash stairs and landings	W	3	W	3
Clean walls, doors/frames, glass etc.	W	1	D	1
Clean handrails, balusters, balustrades, baseboards, stringers, and all ledges	D	1	D	2
Clean all lenses and interior, exterior light fixtures	M	1	M	1
Vacuum and spot clean carpeted areas	M	1	M	1
Vacuum air grill/air diffusers including surrounding	Y	2	Y	6
Dust air grill/air diffusers including surrounding	W	1	W	2
Wash floor/carpeted areas	W	3	W	3
TASKS AND LOCATION	Standard Frequency		Enhanced Frequency	
WASHROOM AND SHOWERS				
Sweep and mop floor	D	1	D	2
Patrol clean	D	1	D	4
Clean and disinfect doors, frames and grills, partitions, handles ,kick, push plates	D	1	D	2
Empty and disinfect wastebaskets and change bags	D	1	D	2
Clean and disinfect toilet seats bowls and urinals	D	1	D	4
Clean sinks and counters	D	1	D	4
Clean mirrors	D	1	D	2
Clean and polish washroom fixtures free of corrosion or verdigris	D	1	D	2
Refill paper, soap and sanitary towel dispensers	D	1	D	2
Clean and disinfect hand dryers	D	1	D	4
De-scale toilet bowls and urinals	W	1	W	1
Dust partitions top	W	3	W	3
Scrub ceramic floors and walls thoroughly	W	1	W	1
Clean ventilation grills	M	1	M	2
Clean and germicide showers and doors/curtains	D	1	D	2
Scrub shower walls, wash and remove residue on walls, shower curtains and doors	W	1	W	2
Scrub shower floor and duckboards	D	1	D	2
Replace shower curtains and metal hooks (Provided by DFO-RPSS Site Authority)	Y	3	Y	6
Remove all pieces of soap and any debris (including hair) in shower drain	D	1	D	2

Pour a pail of clean water in floor drains	W	1	W	1
Spot clean walls	D	1	D	2
Wash all walls	M	1	M	2
Clean all lenses and interior, exterior light fixtures	Y	1	Y	1
Damp mop floors	D	1	D	1
Scrub ceramic floors and baseboard	M	1	M	1
Remove graffiti	D	1	D	1
Dust high places	Y	4	Y	4
Refill sanitary napkin dispenser	As Needed		As Needed	
Empty sanitary receptacles, wash and disinfect	D	1	D	2
Unclog all toilets with plunger	As Needed		As Needed	
Vacuum air grill/air diffusers including surrounding	Y	2	Y	4
Dust air grill/air diffusers including surrounding	D	1	D	1

TASKS AND LOCATION	Standard Frequency		Enhanced Frequency	
CORRIDORS				
Sweep and mop floors	D	1	D	1
Clean both side doors glass /window and wood or metal surrounds	D	1	D	1
Remove gum and other foreign residue	D	1	D	1
Wash floors (winter)	D	1	D	1
Wash floors (summer)	W	2	W	2
Polish floors	W	1	W	1
Strip seal and wax floors where applicable	Y	2	Y	2
Clean and disinfect water fountains	D	1	D	2
Clean directory boards and frames	D	1	D	1
Vacuum high traffic areas	W	1	W	2
Dust surfaces within arm's reach	W	3	W	3
Dust wall ornaments and signs	D	1	D	1
Remove grime from walls, doors and frames	W	1	W	1
Wash glass partitions	W	1	W	1
Clean window ledges, radiator, and convector covers	W	1	W	1
Dust display cases and spot clean glass	D	1	D	1
Vacuum air grill/air diffusers including surrounding	Y	2	Y	4
Dust air grill/air diffusers including surrounding	W	1	W	2
Clean all lenses and interior, exterior light fixtures	Y	1	Y	1
Sweep tile floors	D	1	D	1
Damp mop tile floors	D	1	D	1
Polish tile floors	W	2	W	2
Scrub and seal tile floors	Y	2	Y	2
Wash the door and partition windows	W	1	W	2
Empty wastebaskets	D	1	D	2
Clean and disinfect wastebaskets	D	1	D	2

Dust everything within arm's reach	D	1	D	1
Dust notice boards, extinguishers and fire equipment cabinets	W	1	W	1
Dust lower surfaces	W	1	W	1
Dust high places	M	1	M	1
Clean grime from walls, doors, frames, etc.	D	1	D	1
Clean all lenses and interior, exterior light fixtures	Y	1	Y	1
Sweep all floors using dust control method and damp wash	D	1	D	1
Dust empty shelves	D	1	D	1
Clean all lenses and interior, exterior light fixtures	M	1	M	1
Collect empty boxes	D	1	D	1
Clean grime from walls, doors, frames, view ,etc.	W	3	W	3
Empty wastebaskets and change bags	D	1	D	1
TASKS AND LOCATION	Standard Frequency		Enhanced Frequency	
KITCHEN/REST AREAS				
Sweep and mop floors	D	1	D	1
Scrub ceramic floor thoroughly as applicable	M	1	M	1
Clean all lenses and interior, exterior light fixtures	Y	1	Y	1
Scrub seal and refinish	Y	3	Y	3
Spray and buff all floors	W	2	W	2
Empty wastebaskets and change bags	D	1	D	2
Empty wash and disinfect multi use recuperation receptacles and replace with clear bag	D	1	D	2
Clean and disinfect tables and chairs	D	1	D	2
Clean and disinfect counters	D	1	D	2
Clean and disinfect sink and hardware	D	1	D	2
Dust surfaces within arm's reach	D	1	D	1
Clean the outsides of domestic appliances	W	3	D	1
Wash door windows and mirrors	W	1	W	1
Supply and replenish all soap and paper towel dispensers	D	1	D	2
Vacuum air grill/air diffusers including surrounding	Y	2	Y	4
Dust air grill/air diffusers including surrounding	W	1	W	2
Dust high places	M	1	M	1
TASKS AND LOCATION	Standard Frequency		Enhanced Frequency	
ENTRANCES, LOBBIES, RECEPTIONS,				
Clean and polish frames	W	1	W	1
Clean both side doors and windows	D	1	D	2
Clean security control station	D	1	D	1
Dust horizontal surfaces within arm's reach	D	1	D	1
Clean mirrors, directory boards	D	1	D	1
Dust display cases and spot clean glass	D	1	D	1
Clean and disinfect touch points, counter, furniture, pens, chairs, etc.	D	1	D	2

Dust marble walls, walls , columns, frames, baseboards	W	1	W	1
Clean both side of draft deflector	Y	2	Y	2
Remove grime from walls, doors, etc.	D	1	D	1
Dust high places	M	1	M	1
Sweep and mop floor	D	1	D	1
Vacuum carpet (winter)	D	1	D	1
Vacuum carpet (summer)	D	1	D	1
Remove stains from carpet (winter)	W	3	W	3
Remove stains from carpet (summer)	W	1	W	1
Polish floors	D	1	D	1
Scrub seal and refinish	Y	3	Y	3
Clean all lenses and interior, exterior light fixtures	Y	2	Y	2
Vacuum air grill/air diffusers including surrounding	Y	2	Y	4
Dust air grill/air diffusers including surrounding	W	1	W	2
Do general dusting	W	1	W	1
Wash & clean exterior & interior windows	M	1	M	1
Scrub ceramic floors thoroughly	M	1	M	1
TASKS AND LOCATION	Standard Frequency		Enhanced Frequency	
EXTERIOR ENTRANCES, RAMPS, ETC.				
Keep the front entrance free of snow and ensure that footing is secure. Add de-ice & sand if required.	As Needed		As Needed	
Collect paper and other trash on the lawn in summer	As Needed		As Needed	
Empty and clean ashtrays, sand urns, butt stops	W	1	W	2
Replace silica in sand urns	M	1	M	2
Sweep and keep clear of dry surface soil and litters (cigarette butts, paper, leaves, etc.)	D	1	D	2
Remove posters and scotch tape ,graffiti from walls and signage	D	1	D	1
Clean signage and bright metal	W	1	W	1
Damp clean picnic tables and benches	D	1	D	2
All areas must be free of dust and cob webs	D	1	D	1

Quad Cleaning Frequencies/Task Schedules

All Quad scheduled rooms which are found inaccessible or where access is denied must be reported daily to the RPSS Site Authority. Deficiencies are expected to be corrected the same day or explanation reported.

<p>D=Daily, W=Weekly, M=Monthly, Y= Yearly[annually] Frequency is denoted by a number. Examples: D1 means daily; D2 means twice a day, etc. M1 means once a month; M2 means twice a month, semi-monthly, etc. Y1 means once a year; Y2 means twice a year, at 6 month intervals; Y3 means 3 times per year, at 4 month intervals; Y4 means 4 times a year, at 3 month intervals etc.</p>

TASKS AND LOCATION	Standard Frequency		Enhanced Frequency	
Foyers, Waiting Areas, Rooms, Offices, Corridors, etc (Open areas & Enclosed)				
Clean both side doors and windows in Entrance	D	1	D	2
Clean mirrors, directory boards	D	1	D	1
Dust display cases and spot clean glass	D	1	D	1
Clean and disinfect touch points, counter, furniture, chairs, etc.	D	1	D	2
Empty waste/recycle bins	D	1	D	2
Vacuum mats	D	1	D	1
Remove grime from walls, doors, etc.	D	1	D	1
Sweep and mop floor	D	1	D	1
Scrub seal and refinish floors	Y	3	Y	3
Vacuum air grill/air diffusers including surrounding	Y	2	Y	4
Clean both side of draft deflector	Y	2	Y	2
First Week of the Month	Second Week of the Month			
Wash & clean interior windows	Blinds dusted			
Partition glass, both sides	Verticals vacuumed			
Check and remove cobwebs & litter	Light lenses dusted & no bugs in lights			
Remove stains from carpets	Remove stains from carpet			
General dusting – picture frames, cabinets, etc.	General dusting			
Dust air grill/air diffusers including surrounding	Dust air grill/air diffusers including surrounding			
Vacuum carpet	Vacuum carpet			
Third Week of the Month	Fourth Week of the Month			
All partition surfaces washed	Radiator covers washed			
Fabric dividers vacuumed & spot cleaned	Dust walls, columns, frames, baseboards			
Doors and frames washed	Scrub ceramic floors thoroughly, polish			
Remove stains from carpets	Remove stains from carpet			
General dusting	General dusting			
Dust air grill/air diffusers including surrounding	Dust air grill/air diffusers including surrounding			
Vacuum carpet	Vacuum carpet			



Definitions of Cleaning Services



Definition of specific services

Each activity within the Scope of Work and Building Data Sheets shall have the following meaning:

1. **“Exterior”** cleaning consists of patrolling sidewalks, driveways, lawn area, courtyard, stairwells, loading docks, entrance and other areas, and picking up paper and all other debris.
2. **“Hosing Sidewalks”** consists of washing sidewalks by spraying with water under pressure from a garden hose or power washer.
3. **“Clean Exterior Surfaces”** consists of applying a neutral detergent solution to specified surfaces, agitating the solution, removing the solution, rinsing and picking up the rinse solution.
4. **“Sweeping”** consists of removing loose, dry surface soil. Where the surface is not subject to damage by solvent, using a solvent based treated sweeping compound, dust cloth or dust mop. Where surface is subject to damage by solvents, use a wax based treated sweeping compound dust cloth or dust mop. Dust cloths and dust mops are to be treated the day before they are used, to ensure no streaks are left on the floor.
5. **“Damp and Wet Mopping”** consists of applying neutral detergent solution to the floor, agitating it with a mop, removing the solution, rinsing the floor and picking up the rinse water. In the washrooms the rinsing operation is performed using a germicidal solution.
6. **“Machine Scrub”** consists of applying a neutral detergent solution, agitating with a machine and brush or pad, picking up solution, rinsing with clear water, and picking up rinse water. In the washrooms the rinsing operation is performed using a germicidal solution.
7. **“Spray and Buff”** consists of spraying a spray buff solution on a swept floor. Care must be taken that no solution splashes against furniture, doors and baseboards.
8. **“Polish or Buff Floors”** consists of covering the full floor area with a machine or brush pad to restore surface shine.
9. **“Scrub/Strip”** consists of removing the top layer or layers of floor finish, using either the wet or dry scrub method. When using the wet scrub method use a minimum amount of solution and rinse the floor twice before applying the sealer or finish. Baseboards shall be cleaned after each scheduled operation to remove streaks and splashes.
10. **“Strip, Seal and Refinish”** consists of moving furniture, sweeping the floor, stripping using either the wet or dry method to remove all layers of finish, and applying a minimum of one coat of water based sealer and three coats of self polishing non-slip, metal interlocked floor finish except in corridors, entrances and lobbies where four coats are applied.
11. **“Strip and Reseal Unpainted Concrete”** consists of sweeping, stripping and applying one coat of an approved sealer up to the baseboards.
12. **“Vacuum Carpet”** consists of removing dust, dirt and litter using an upright canister type vacuum cleaner, capable of having a crevice tool attached to clean corners and along baseboards.
13. **“Stain Removal/Spot Clean – Carpets”** consists of identifying the type of stain by look, feel or odor and removal using appropriate remover in accordance with instructions, in commercially available spot removal kits.



14. **“Vacuum Walkway Mats”** consists of removing sand, slush or water using wet and dry industrial type vacuum cleaner equipment with the appropriate floor tools.
15. **“Wash Carpets (Summer)”** consists of removing dirt and stains using wet and dry industrial type vacuum cleaner equipment with the appropriate floor tools.
16. **“Wash Carpets (Winter)”** consists of removing sand, slush or water using wet and dry industrial type vacuum cleaner equipment with the appropriate floor tools.
17. **“Clean Foot Grills”** consists of removing all dirt and debris from the surface and between the bars of foot grilles, removing the floor grille and cleaning the recessed pan and drain.
18. **“Clean Notice Boards and Fire Hose Cabinets”** consists of dusting display cases and notice boards, spot cleaning or washing rash and glass, dusting and washing interiors of fire hose cabinets and washing both sides of cabinet door glass.
19. **“Clean Glass”** consists of washing all designated glass surfaces with a detergent solution and wiping dry with a clean cloth.
20. **“Clean Stairways and Landings”** consists of sweeping, dusting, mopping and stripping; spot cleaning walls and polishing handrails, door knobs and other metal surfaces where applicable.
21. **“Elevator”** cleaning consists of polishing interior metal work, dusting and removing of finger marks, smudges and stains from doors, door frame and walls including the control panel; scraping and vacuuming door sill/track grooves in the cab and on each landing; sweeping, damp mopping, spray buffing, stripping and refinishing non-carpet floors; vacuuming, spot cleaning and shampooing carpeted floors.
22. **“Escalator”** cleaning consists of damp wiping treads, landings or treadways; wiping handrail and waxing, cleaning metal paneling and glass; vacuuming treads, riser landings, landings or treadways as applicable.
23. **“Dusting”** consists of removing loose dirt, dust and cobwebs using an untreated dust mop or vacuum cleaner with appropriate attachments.
24. **“Metal Cleaning”** consists of polishing with an approved metal polish on doorknobs, push bars, kick plate railings and other metal surfaces to remove stains and restore shine.
25. **“Cleaning Washroom Fixtures”** consists of washing with a germicidal detergent all surfaces of wash basins, taps, exposed piping, flush tanks, toilet seats, toilet bowls, and urinals to disinfect and remove dust, dirt spots and stains.
26. **“Empty sanitary receptacles, wash and disinfect”** consists of removing and replacing used bags. The receptacle shall be washed with a germicidal detergent to remove spots, stains, finger marks and odor.
27. **“Patrol Cleaning”** consists of picking up litter, wiping up spillage, cleaning tables, counter tops, all washroom fixtures, polishing mirrors, emptying and cleaning sand urns, emptying waste receptacles in designated areas and replenishing empty dispensers. This work is in addition to the regular routine cleaning.
28. **“Spot Clean”** consists of removing finger marks, smudges, stains and graffiti from dispensers, walls, stall partitions, doors, shelves, mirrors and ledges using a moistened cloth followed by a dry cloth.
29. **“Empty Waste Receptacles”** consists of emptying waste receptacles and replacing dirty plastic bags, ashtrays are to be emptied into separate metal



- container and wiped clean, all refuse is to be placed in designated fireproof space.
30. **“Clean Vinyl, Fabric and Leatherette Upholstery”** consists of removing soil marks and stains using an approved cleaner.
 31. **“Clean Sand Urns”** consists of removing debris from the sand and placing in a separate metal container, removing debris from the base of the urn, damp wipe the interior and cleaning and polishing metal parts.
 32. **“Clean Drinking Fountains”** consists of washing and disinfecting all surfaces. The odor of the disinfectant must not be objectionable.
 33. **“Mid Level Cleaning”** includes but is not limited to dusting wall hung clocks, tops of lockers, overhead pipes, glass covered clocks, pictures, plaques, tops of partitions, wall or ceiling ventilators and exhaust fans.
 34. **“Dust Window Blinds”** consists of dusting both sides of the slats and adjoining window frame area.
 35. **“Vacuum Drapes”** consists of removing loose dust with a vacuum cleaner, back rack, with wand and drape attachments and covering all the surfaces on both sides.
 36. **“Vacuum Acoustic Ceiling Tile”** consists of removing loose dirt dust and cobwebs using a vacuum cleaner equipped with the appropriate attachments.
 37. **“Vacuum Air Grills / Air Diffusers”** consists of removing dust, loose dirt and cobwebs using a vacuum cleaner equipped with a wand and brush attachment or, wipe with a damp sponge and dry with a clean cloth.
 38. **“Wash Air Grills / Air Diffusers”** consists of applying a detergent solution with a cloth to remove dust and dirt and drying with a clean cloth.
 39. **“Clean Light Fixtures”** consists of wiping all tubes, bulbs and shields to remove accumulated dust and insects, washing all light fixtures including bulbs.
 40. **“Service Provider’s Space and Janitor Closets”** consists of sweeping, washing, scrubbing and refinishing the floor; washing walls and shelves and disinfecting sinks. The area is to be kept free of debris; mops are to be washed clean before storing and all other equipment is to be kept clean. Cleaning supplies are to be neatly stored.
 41. **“Manual Cleaning”** consists of the removal by hand of all debris not removed by vacuum cleaning. Such debris shall not be removed by use of air pressure systems or other means which might dislodge but not hold its debris.
 42. **“Degreasing”** consists of the removal of all grease and petroleum byproducts found on all surfaces.
 43. **“High Places/Surfaces”** cleaning shall include but not be limited to the following items, unless specifically excluded in the Building Data Sheet(s):
 - a. fluorescent fixtures, mercury vapor fixtures, air ducts, electrical cable and conduit or other casings, sprinkler pipes, air vents and grills, structural steel work and columns, pipes and ducts, metal and concrete ceiling surfaces, trusswork struts, hangers, small heat detectors, all piping, steel plate platforms, all support columns, beams and relating steel supporting equipment, overhead public address (P/A) units, electrical junctions and panel boxes, pipe expansion joints, roof drain risers, humidifier and steam nozzles, pipe valves. Items included are those items either connected to the ceiling surface, or below the ceiling surface to the specified metres above the floor level, except wall areas, for each of the designated sections are as for High Level Cleaning.
 44. **“Cleanable Wall Areas”** shall include but not be limited to the following items, unless specifically excluded in the Building Data Sheet(s)



- a. air ducts, electrical cables and conduits or other casings, air vents and grills, metal and concrete wall surfaces, hangers, steel support equipment and pipes. Items included are those wall surfaces and items directly connected and affixed along wall surface areas.
45. **“Furniture Cleaning”** consists of dusting all furniture, vacuuming fabric office furniture and cleaning and polishing metal and glass furniture surfaces.
46. **“Equipment, Accessories and Fixtures”** consists of, but may not be limited to, such items as clocks, pictures, shelving, typewriters, cabinets, flag stands, photocopiers, facsimiles, coat racks/stands, book cases.
47. **“Glass Cleaning (Exterior)”** consists of washing all designated glass surfaces with a detergent solution and wiped dry with a clean cloth up to a height of 12 feet. Glass shall be cleaned on both sides and free of streaks and smears. Items moved during the cleaning operation shall be replaced in their original location. Separate pricing for exterior window cleaning to be completed.
48. **“Replace burned-out lighting including exit signs”** consist of verifying if light is working and if any damage to sign, and replacing bulbs as required.

Definition of general cleaning

1. Dust or damp wipe all horizontal and vertical surfaces, disinfecting where necessary, to remove all visible dirt, dust, film and marks at hand-height or less than 2.5m or 8.2 ft. (low level) whichever is higher.
2. With commercial cleaner, clean and polish all glass surfaces including doors, panels, transoms, bookcases, partitions, etc. to streak-free, spotless, reflective shine.
3. Vacuum all carpeted areas, including retail counter mats and damp mop all hard surface floors wall to wall. Sweep clean concrete floors in open areas.
4. Spot clean all light switches, walls, doors, handrails, etc. to remove dirt and marks.
5. Empty and clean/disinfect all exterior surfaces of waste/recycling containers. Ensure containers have appropriate, clean lining and remove litter to designated point.
6. Clean all surfaces of sand urns, replacing clean sand as necessary. Thoroughly clean all ashtrays, safely disposing of smoking debris.
7. Clean all public phones and telecommunication devices with approved disinfectant solution.
8. Pour pail of clean water into all floor drains weekly.
9. Clean and polish all drinking fountains.
10. Empty and refill humidifiers.
11. Ensure that all polished surfaces are clean and bright, including door hardware, kick plates, trim, facings, etc.
12. In gymnasiums, damp wipe benches with disinfectant solution using minimum amount of water and drying thoroughly immediately.
13. Clean blackboards/whiteboards as required/instructed.
14. Clean all furniture, including partitions by vacuuming fabric or damp wiping as applicable to remove visible dirt and marks. Clean/polish all wooden surfaces.
15. Remove all cobwebs at low level.
16. Remove dust from radiators, dispensers, etc.
17. Dust with treated duster/damp wipes all blinds, sashes, sills, etc.
18. Vacuum drapes when necessary.



19. Clean all plexiglass with approved anti-static cleanser. Clean all lens covers with approved anti-static cleaner suitable for the task.
20. Shampoo all mats, to remove salt stains, marks, etc.
21. Dust books in bookcases without removing. Clean display cases, trophy cases and trophies. Do *NOT* clean any museum displays or artifacts.
22. Clean/dust all closet shelves and boot trays if applicable.
23. Vacuum all metal grid ceilings.
24. Clean inside/outside of fire extinguisher cabinets and low- level exit signs, clocks, DFO/CCG logos, etc.
25. Thoroughly clean/polish all ornamental metal, other metal work, metal entrance doors, panic bars, chrome furniture and partition legs, etc.
26. Wash/disinfect interior/exterior of all waste containers
27. Thoroughly clean/wash all air diffusers, grills, heat convectors and vents.
28. Ground/low-level window cleaning, interior and exterior, up to maximum of 10'.
29. Wash all light fixtures and lights annually.
30. Completely wash walls, columns, uncovered pipes and ledges annually
31. Floors directly under sorting machines and open platforms to be washed under supervision of Client.

Definition of washroom cleaning

(including shower, change, sauna and locker rooms)

At all times, washrooms must present an overall sparkling clean appearance with a clean scent or no odour at all. A current washroom services log must be kept at all times in each washroom.

1. Clean/disinfect interior and exterior of toilets, urinals free of stains, water spots, scale etc. Counters, sinks and all hardware will be clean, dry and bright. Stainless steel surfaces will shine, streak free. Mirrors and partitions will be cleaned free of dirt, spots, streaks, or marks of any kind.
2. Empty and clean all waste receptacles and disposal units on all sides. Replace liners.
3. Thoroughly mop floor using a germicide solution remove all soil and marks. Corners and edges to be free of dirt film or mop marks.
4. Spot clean/damp wipe doors, including hardware and kick plates to remove marks, stains, and all visible signs of dirt. Wipe doorknobs with germicidal solution.
5. Replenish/fill all washroom supplies as needed. Including holders, dispensers, paper goods, deodorants and urinal blocks etc.
6. Clean/disinfect shower room walls and floors. Clean both sides of doors including metal frames to be free of scale, scum, spots and marks. Hardware to be clean and bright. Soap holders, shower curtains will be clean of soap scum and dry.
7. Clean hand wash stations to be free of dirt, soap scum or scale.
8. Damp wipe all surfaces of lockers or cabinets ensuring all sides are free of dust, dirt and marks. Wipe clean all wooden benches.
9. Unclog all toilets and drains with plungers.
10. All toilets/urinals to be de-scaled regularly using organic type acid de-scaler.
11. In weight/exercise rooms, damp wipe benches, shoe polish bar, gym equipment with disinfectant.
12. In Self Defense/Combat rooms, clean floor and walls with germicidal and fungicidal cleaner.



13. All walls will be completely washed with germicidal solution when necessary.

Definition of food area cleaning

(including Cafeterias, Lunchrooms & Kitchenettes)

Note: Cafeterias are those for which cleaning duties are not covered by food service operator license agreement

1. All appliances shall be free of all marks on exterior surfaces. All glass will be clean, reflective and streak free.
2. Damp wipe/clean and disinfect all counters, sinks and furniture.
3. Empty and clean all surfaces of waste/recycling containers. Reline containers and remove litter to designated point.
4. Vacuum all carpeted areas and damp mop all hard floor surfaces to remove all dirt and marks.
5. Spot clean all light switches, walls and doors to remove all dirt and marks.

Additional Services Specifications

High Window Washing (sills over 10' from ground)

Wash and clean exterior of windows and any glass or reflective exterior surfaces to a streak-free finish, using approved safety methods according to and complying with all established legislation, guidelines and practices for this task.

- Wash and clean interior of windows and any glass or reflective surfaces to a streak-free, polished finish, using safety methods. This includes but is not limited to atriums, skylights, balconies, windows, and other such surfaces.

Waste Management

The Service Provider shall regularly report to the DFO/CCG/PSPC representative all damaged or missing recycling containers used in the separation and storage of recyclable materials.

- Waste collection and removal services for each facility shall be performed in accordance with the building waste management and recycling program.
- Duties shall include but not be limited to replacing dirty garbage bags, picking up litter, and washing exterior surfaces of garbage and recycling receptacles on a regular basis.
- The Service Provider shall regularly report to the DFO/CCG/PSPC representative all damaged or missing recycling containers used in the separation and storage of recyclable materials.
- The Service Provider shall collect all materials as scheduled to avoid overfill and bad odour.
- The Service Provider shall comply with client policies, provincial and federal legislation and municipal bylaws controlling waste disposal and recycling and possess all necessary certification and licensing.
- Depending on the building's recycling programme, The Service Provider shall be responsible for the removal and separation of all recyclable materials including, but not necessarily limited to mixed office paper, newspaper, old corrugated cardboard, aluminum and steel cans, plastics, wood, etc. and placing these in



- designated bins, as identified by DFO/CCG/PSPC representative, ready for removal from the building.
- Recycling containers, provided by DFO/CCG/PSPC, shall be placed throughout the facility, including locations such as corridors, lobbies, lunchrooms, filing and stock rooms, and any other area deemed necessary by the DFO/CCG/PSPC representative.
 - All garbage and food composting containers, where feasible, must be emptied daily, and contents from the food composting containers must be emptied into designated compost collection containers. All containers must contain the appropriate Bio degradable liners and be replaced as necessary.
 - Where required, primarily in remote rural sites, the Service Provider may be responsible for removing waste in small quantities to the local municipal dump as per all municipal and provincial regulations applicable and shall have or obtain any and all permissions and permits to do so.
 - At facilities where curb side collection is permitted, the Service Provider shall comply with all municipal and provincial regulations, practices or policies, including supply of proper bags and/or containers.
 - All staff used in compacted trash & recycling programmes must be thoroughly trained in proper, safe use of compactors and component equipment safety shoe are mandatory.

Flooring

Supply and visibly display bilingual 'Danger Wet' Floor Signs when performing wet floor cleaning operations.

- Furniture and wastepaper baskets are not to be placed on desks, tables or workbenches during cleaning operations.
- All floors are to be maintained as per manufacture recommendation.
- The use of burnishing or high-speed buffing equipment with controls or other devices sufficient for capturing and collecting particulates generated during the used of the equipment and shall operate at a sound level less than 70 dBA.

Electronic data processing (EDP) areas

- Areas include tape library, computer rooms, key edit, equipment rooms, computer, output, microfiche rooms, printing rooms, and attached washrooms.
- Flooring –Plastic laminate tiles. This flooring contains “anti-static” properties and shall not be sealed, waxed or have floor finish applied to it.
- The Hepa vacuum cleaner used in this area shall be of the industrial canister type equipped with a three prong grounded plug and non-metallic floor tools. The filter is to be cleaned prior to each operation.*CAUTION, Malfunctioning equipment shall be immediately removed from the area and replaced so that the extremely sensitive nature of the computer equipment is not affected.
- Damp mopping – Use a mop, well wrung out in clean water and mild soap so that there will be no seepage under the equipment or between the tiles. The water shall be changed frequently during each operation and mops are to be washed and rinsed on completion of the work.
- Food and beverage are NOT permitted in the E.D.P. areas.



- While performing the underflow cleaning, cabling shall be disturbed as little as possible.
- Cleaning equipment shall NOT be plugged into any computer equipment or colored electrical outlet (yellow/or orange).
- Do not place anything on top of computer equipment.
- Buckets of water are not permitted on this floor.

Carpeting and rugs

- Clip loose threads during vacuuming operation.
- Sweep or vacuum exposed flooring during cleaning operations.
- Remove spots and stains from carpeting and rugs using methods and solutions approved by carpet manufacturers and clean up spills as soon as possible after observation or notification. Log shall be kept for these tasks.
- Customer employees must report all carpet stains, damaged or lifting carpets to their supervisor on a daily basis and report shall be provided to DFO/CCG/PSPC representative.
- The Service Provider shall use “COMMERCIAL HEAVY-DUTY VACUUM CLEANERS”, must meet at a minimum the Carpet and Rug Institute Green Label program. With the following features (Customer may have more stringent requirement that must be met.):
 - Sound level of less than 70 dBA.
 - High efficiency 0.3 micron particulate Air filters (Hepa Type).
 - Minimum 102 inches of water lift.
 - Power-head.
 - Proper tools/accessories for floors and furniture.
- The Service Provider shall use “HIGH PERFORMANCE HOT WATER EXTRACTORS”, that must meet the Carpet and Rug Institute Green Label program with the following features:
 - Minimum 110 psi-solution pump
 - Minimum of 137 inches of water lift Minimum of 15-gallon solution tank
 - Minimum of 15-gallon recovery tank
- The Service Provider shall use “SINGLE SPEED (BUFFER) WITH A SOLUTION TANK”.
 - Maximum speed of 175 rotations per minute.

Furniture (Offices and boardrooms)

- Furniture with papers and files left on furniture shall not be disturbed by the cleaner.
- All furniture will be free of dust and damp wiped upon completion of the services on a floor, part of the floor, or an enclosed space equipped with light switches.
- The Service Provider shall turn the lights off when the services are performed outside of regular hours.
- Excluding paintings and Art Bank objects.

Garages

- Keep entrances viewing mirrors clean at all times.
- Apply an absorbent compound to remove oil and grease spills as they occur.
- Remove accumulated slush and water on floors in entrances as required during inclement weather.



- The Service Provider shall supply a motorized industrial sweeper and scrubber, equipped for wet and dry pickup, which shall be propane or battery operated. Data on the equipment shall be submitted to DFO/CCG/PSPC for approval annually.

Definitions and Quality Standards

The definition of Terms and Quality Standards described shall be strictly adhered to. All inspections made by the DFO/CCG/PSPC representative and Service Provider shall be rated according to these Quality Standards.

Definitions

- Routine Cleaning: Cleaning operations, which are specified to be performed monthly or more frequently such as weekly or daily.
- Patrol Cleaning: All obvious trash and spillage shall be removed and dispensers replenished so that the area presents a neat appearance.
- Scheduled Project Cleaning: Cleaning operations, which are specified to be performed less frequently than monthly such as every two months, three times a year, quarterly, semi-annually or annually.
- Project Cleaning: Cleaning operations, which are specified to be performed only when requested by DFO/CCG/PSPC.

Quality Standards

- Sweeping: All areas shall be free of trash and soil. Keep exterior of building clear of all litter up to 10 meters.
- Hosing: All areas shall be clean after scheduled hosing with no water accumulation in low areas.
- Floors: All floor types shall have a clean appearance. Provide additional damp mopping of floor during inclement weather or when requested by DFO/CCG/PSPC.
- Dust Mopping: All areas shall be free of dust film and all furniture shall be relocated to its original location.
- Damp Mopping: All areas shall be clean and free of surface stains, mop streaks and loose mop strands. Walls, baseboards and other surfaces shall be free of watermarks and splashing.
- Wash Floors: All areas shall be free of dirt, stains, splashing and cleaning solution.
- Machine Scrub: All areas shall be free of dirt, stains, splashing and cleaning solution.
- Spray Buffing: All areas shall present an overall appearance of cleanliness, have a bright resilient shine and be dust free.
- Buff floors (Restore): All areas shall present an overall appearance of cleanliness, have a shine and be dust free.
- Wet Scrub: All areas shall have an overall appearance of cleanliness an even shine and be free of minor scrapes and marks by removing two coats of wax and reapplying two coats of wax.
- Strip and Refinish: All areas shall present an overall appearance of cleanliness, a deep clean look and a crisp even shine and be free of scrapes and marks by removing all layers of wax and reapplying four coats of wax.



- Strip and Reseal: All areas shall present a clean appearance and shall be free of dirt, stains and marks by removing all layers of wax, sealer and reapplying one coat of sealer and three coats of wax or two coats of sealer depending on the floor type.
- Vacuuming: Provide additional vacuuming during inclement weather or when requested by DFO/CCG/PSPC.
- Carpet: All carpet surfaces shall present an overall appearance of cleanliness and shall be free of dust, dirt and soil.
- Walk-away Mats: Walk –away mats shall be clean and free of dust and dirt.
- Upholstered Furniture: Upholstered furniture shall be free of dust, dirt and other debris.
- Stain Removal: All carpets, walk-away mats and upholstered furniture shall have no visible stains and no discoloration after stain removal operation.
- Hot Water Extraction: All carpets, walk-away mats and upholstered furniture shall be clean and free of dust, dirt, sand, slush, salt and water. A) with hot water extraction and or B) dry carpet cleaning: all carpets, rugs and upholstered furniture should be clean, without dust, dirt, dirty snow, salt or water. (B) This will be done with a product without water.
- Cleaning Floor Grills: All foot grills and recess pans shall present a clean appearance and be free of dirt, soil and trash.
- Cleaning of Notice Boards and Fire Hose Cabinets: All notice boards and fire hose cabinets, including glass, shall be free of dust and stains.
- Glass Cleaning: All glass shall be clean on both sides and free of streaks and finger marks.
- Cleaning of Stairways and Landings: All areas shall present an overall appearance of cleanliness and be free of dirt, dust streaks and trash.
- Elevator Cleaning: All elevator cab surfaces shall be free of dust, marks and soil. Walls, ceiling, floors, handrail and doors shall be free of soil film, producing a freshly washed appearance.
- Dusting:
 - Furniture, Fixtures and Equipment: All surfaces shall be free of dust, streaks and finger marks.
 - High Dusting: All surfaces shall be free of dust accumulation.
 - Blinds and Drapes: Blinds and drapes shall be free of dust, cobwebs, watermarks and dirt.
- Metal cleaning: All metal surfaces shall be free of marks, stains and have a clean shine. Clean all bright metal surfaces: Bright metal (copper, brass, stainless steel, brushed aluminums, etc.) shall have a clean shine without marks, stains, polish residue or verdigris [green/blue deposit], includes elevator frames and panels, clean with an approved product.
- Cleaning of Washrooms and showers: All washrooms and showers shall have a clean scent and no odour at all; disinfect, sanitized. All surfaces shall be free of stains, water marks, and scale and shall be clean and bright. All waste and sanitary receptacles shall be empty, clean and all dispensers replenished. Washrooms log must be filed out, washrooms shall be clean at night for morning freshness. Patrol and clean washrooms twice daily at 10.00 a.m. and 1.30 pm or more often immediately upon discovery. Ensure all dispensers are at least 80% full; restock.
- Shower curtains : All shower curtains (HEAVY DUTY COMMERCIAL TYPE with metal hooks must be approved by DFO/CCG/PSPC Representative).



- Waste Receptacles: All waste receptacles shall be empty and the exterior surface wiped clean.
- Chalk Boards and white Boards: Chalk tray shall be clean and free of dust.
- Cleaning of Sand Urns, Butt Stops and Ashtrays: All trash shall be removed from urns, butt stops and ashtrays and surfaces shall be clean with no visible stains or build up.
- Cleaning of Drinking Fountains: All surfaces shall be free of spots, stains and streaks.
- Cleaning of Air Grills and Air Diffusers: All air intakes and air diffusers shall present a clean surface free of dirt, grime, stains, streaks, dust and cobwebs.
- Cleaning of Light Fixtures: All light fixtures shall be free of dust, dirt, stains and streaks.
- Cleaning of Garbage Rooms /recycling/recuperation material pick-up: Garbage rooms and empty garbage containers shall be free of odours and clean.
- Service Provider Space and Janitor Closets: All surfaces shall be free of waste paper, garbage, dust, and stains and free of odours and clean.
- Entrances and exit, lobbies, corridors, keep free of litter, stains, dust and cob webs.



Standard Cleaning Guidelines

DFO/CCG



Table of contents

- 1. Purpose 3
- 2. Roles and responsibilities..... 3
 - 2.1. Employees:..... 3
 - 2.2. Real Property: 3
 - 2.3. Cleaning Contractor: 3
 - 2.4. Cleaning Personnel:..... 3
- 3. General cleaning instructions 3
 - 3.1 Cleaning..... 3
 - 3.2 Disinfection 4
 - 3.3 Hard (Non-porous) Surfaces 4
 - 3.4 Soft (Porous) Surfaces 4
 - 3.5 Electronics 4
 - 3.6 Fabrics such as cloths 4
- 4. Cleaning Standard 5
 - 4.1 Standard cleaning: 5
 - 4.2 Enhanced cleaning 5
 - 4.3 Specialized cleaning and disinfection (additional services) 5
- 5. Cleaning and disinfection after a symptomatic employee has been identified 5
- 6. Reporting Requirement 6
- 7. Cleaning Definitions 7
 - 7.1 General 7
 - 7.2 Washroom cleaning 7
 - 7.3 Cafeterias, lunchrooms, kitchenettes 8
 - 7.4 Flooring 8
 - 7.5 Carpeting and rugs 9
 - 7.6 Furniture (Offices and boardrooms) 9
 - 7.7 Indoor parking 9
- 8. Personal Protective Equipment (PPE) 9
- APPENDIX A: Cleaning Frequencies..... 11
- APPENDIX B: List of hard-surface disinfectants 18



1. Purpose

The purpose of this guideline is to provide guidance and outline the steps to be followed on cleaning and disinfecting the buildings in order to maintain a safe office environment, and support operations for the return to the workplace and post pandemic.

This functional guidance applies to all buildings including custodial, leased and those managed by PSPC.

2. Roles and responsibilities

2.1. Employees:

- Clean and disinfect workstation regularly;
- Clean kitchen appliances and fridge after usage; and
- Keep desks clear after each use to ensure effective cleaning of the surfaces.

2.2. Real Property:

- Ensure cleaning standards and frequencies are respected;
- Implement enhanced cleaning frequency immediately upon being advised of a pandemic situation to ensure that the health and safety of all employees are protected;
- Request and complete the cleaning and disinfection requirements accordingly further to a symptomatic employee being identified; and
- Ensure hand-sanitizer stations are installed throughout the building.

2.3. Cleaning Contractor:

- Provide cleaning personnel with required PPE;
- Ensure cleaning personnel has been trained on the proper use and disposal of PPE; and
- Respect the standard and enhanced cleaning frequencies, as required.

2.4. Cleaning Personnel:

- Complete routine cleaning/disinfecting of the workplace;
- Clean and disinfect the workplace quickly and efficiently after a symptomatic employee has been identified as per the steps in section 5 of this guideline; and
- Use any safety materials, equipment, devices and clothing that are intended for their protection.

3. General cleaning instructions

It is important to make the distinction between cleaning and disinfecting:

3.1 Cleaning

- Refers to the removal of germs, dirt, and impurities from surfaces. It does not kill germs, but by removing them, it lowers their numbers and the risk of spreading infection.



- Cleaning products can be purchased on its own or combined with a disinfectant in one solution.
- Cleaning physically removes rather than kills microorganisms. It is accomplished with water, detergents and mechanical action. Cleaning must be performed before high level disinfection or sterilization.

3.2 Disinfection

- Refers to using chemicals, for example, EPA-registered disinfectants, to kill germs on surfaces. This process does not necessarily clean dirty surfaces or remove germs, but by killing germs on a surface *after* cleaning, it can further lower the risk of spreading infection.
- Disinfectants include diluted household bleach solutions, alcohol solutions with at least 70% alcohol, and commercial products with an eight-digit Drug Identification Number (DIN). Disinfecting wipes should be discarded if they become dry, and are not recommended for heavily soiled areas.

3.3 Hard (Non-porous) Surfaces

- Wear disposable gloves when cleaning and disinfecting surfaces. Gloves should be discarded after each cleaning. If reusable gloves are used, those gloves should be dedicated for cleaning and disinfection of surfaces and should not be used for other purposes. Clean hands immediately after gloves are removed.
- If surfaces are dirty, they should be cleaned using a detergent or soap and water prior to disinfection.
- For disinfection, 1.9 bleach solution should be used.

3.4 Soft (Porous) Surfaces

- For soft (porous) surfaces such as carpeted floor, rugs, and drapes, remove visible contamination if present and clean with appropriate cleaners indicated for use on these surfaces.
- After cleaning: Dispose items as appropriate in accordance with the manufacturer's instructions, if possible.

3.5 Electronics

- For electronics such as cell phones, tablets, touch screens, remote controls, and keyboards, remove visible contamination if present.
- Follow the manufacturer's instructions for all cleaning and disinfection products.
- When possible, consider the use of wipeable covers for electronics.
- If no manufacturer guidance is available and when possible consider the use of alcohol-based wipes or sprays containing at least 70% alcohol to disinfect touch screens. Dry surfaces thoroughly to avoid pooling of liquids.

3.6 Fabrics such as cloths

- Wear disposable gloves when handling dirty cloths used to disinfect an area or surfaces that have been contaminated by a symptomatic person and discard the cloth after each use. If using reusable gloves, those gloves should be dedicated for cleaning and disinfection of surfaces for COVID-19 and should not be used for other cleaning purposes. Clean hands immediately after gloves are removed.



- If possible, do not shake dirty cloths. This will minimize the possibility of dispersing virus through the air.

4. Cleaning Standard

DFO/CCG/PSPC has always offered cleaning services to clients above the standard specifications for unique program requirements. The following definition defines the types of cleaning requirements:

4.1 Standard cleaning:

- Cleaning that follows the standard cleaning specifications of DFO/CCG or its service providers for all custodial or leased buildings.
- Cleaning that follows the PSPC general standard guideline for PSPC buildings.

4.2 Enhanced cleaning

- Enhanced cleaning requirements during a pandemic and further to identification of a case.
- If services are required in a PSPC building, these services will become additional building services (ABS) and will be payable to PSPC. The requests should be made by calling the National Service Call Centre.
- If services required are in a custodial or leased building, arrangements for these additional services can be done with the service provider and will be payable to the contractor or the lessor.

4.3 Specialized cleaning and disinfection (additional services)

- Cleaning/disinfecting services requested as a result of an employee with a suspected or confirmed case of a virus during a pandemic.
- If services are required in a PSPC building, these services will become additional building services (ABS) and will be payable to PSPC. The requests should be made by calling the National Service Call Centre.
- If services required are in a custodial or leased building, arrangements for these additional services can be done with the service provider and will be payable to the contractor or the lessor.

5. Cleaning and disinfection after a symptomatic employee has been identified

This outlines the steps to be followed to ensure that the cleaning and disinfecting of the workplace is properly undertaken in order to effectively eliminate or lower the risk of transmitting a virus to other employees. Extra precautions for cleaning and disinfecting should be taken if there has been a recent possible or confirmed case of a pandemic virus.

The goal is to eliminate contamination and to effectively disinfect commonly used tools and surfaces.



The following steps should only be taken when:

- The symptomatic employee was last present onsite within 5 days of being reported, and
- Proper PPE is being utilized to accomplish the task in a safe manner.

Note: Additional PPE such as a surgical mask or full-face visor should be considered if a higher level of contamination may be present (e.g., body fluids).

STEPS	Procedures
1	Clean and disinfect all areas such as offices, bathrooms, common areas, shared electronic equipment like tablets, touch screens, keyboards, remote controls, etc. that may have been used by the symptomatic person by using a disinfectant such as a chemical product that prevents the spread of the virus.
2	A clean-up kit with the following materials should be considered: <ul style="list-style-type: none"> • Waste disposal bags (identified as biohazard), labels and tape • Gloves (nitrile or household rubber) • N95 mask • Tyvek suit and Tyvek boot covers • Eye protection (safety goggles or face shield) • Paper towels / Disposable cloths • 1.9 bleach solution • Warm water • Signs, barrier tape
3	The wing in which a symptomatic employee has worked including work stations and common areas must be temporarily restricted to allow for proper cleaning and disinfection and to ensure the health and safety of employees are protected.
4	To ensure proper disinfecting, the surface must be thoroughly wiped down with a cloth that is saturated (nearly dripping) with the chlorine solution and left to air dry completely). Do not rinse or dry the solution off the surface; doing this will prevent the surface from being fully disinfected. Rinsing surfaces should occur only when the disinfecting solution has dried completely (there is also a spraying system that can be used).
5	Cleaning staff must wear acceptable PPE as described in section 8 .
6	Put all soiled disposable cleaning materials and soiled PPE into a garbage bag. Contaminated disposable PPE should be placed in a separate garbage bag.
7	Clean and disinfect all reusable PPE in accordance with their cleaning protocols.
8	Cleaning staff should wash their hands, and shower as soon as possible.

6. Reporting Requirement

- All cases of virus during a pandemic in a PSPC building needs to be reported to the National Service Call Center (NSCC) or Public Services and Procurement Canada (PSPC).
- Temporary closures of facilities due to enhanced cleaning activities must be reported to Real Property, Safety, and Security management.
- Anyone leaving the workplace due to a potential case needs to report it to their manager immediately.



7. Cleaning Definitions

7.1 General

- Dust or damp wipe all horizontal and vertical surfaces, disinfecting where necessary, to remove all visible dirt, dust, film and marks at hand-height or less than 2.5m or 8.2 ft. (low level) whichever is higher.
- With commercial cleaner, clean and polish all glass surfaces including doors, panels, bookcases, partitions, etc. to streak-free, spotless, reflective shine.
- Vacuum all carpeted areas, including counter mats and damp mop all hard surface floors wall to wall. Sweep clean concrete floors in open areas.
- Spot clean all light switches, walls, doors, handrails, etc. to remove dirt and marks.
- Empty and clean/disinfect all exterior surfaces of waste/recycling containers. Ensure containers have appropriate, clean lining and remove litter to designated point.
- Clean and polish all drinking fountains.
- Ensure that all polished surfaces are clean and bright, including door hardware, kick plates, trim, facings, etc.
- Clean all furniture, including partitions by vacuuming fabric or damp wiping as applicable to remove visible dirt and marks. Clean/polish all wooden surfaces.
- Remove all cobwebs at low level.
- Remove dust from radiators, dispensers, etc.
- Dust with treated duster/damp wipes all blinds, sashes, sills, etc.
- Clean all plexiglass with approved anti-static cleanser. Clean all lens covers with approved anti-static cleaner suitable for the task.
- Shampoo all mats, to remove salt stains, marks, etc.
- Dust books in bookcases without removing. Clean display cases, trophy cases and trophies. Do *NOT* clean any museum displays or artifacts.
- Clean/dust all closet shelves and boot trays if applicable.
- Vacuum all metal grid ceilings.
- Clean inside/outside of fire extinguisher cabinets and low-level exit signs, clocks, DFO/CCG logos, etc.
- Thoroughly clean/polish all ornamental metal, other metal work, metal entrance doors, panic bars, chrome furniture and partition legs, etc.
- Wash/disinfect interior/exterior of all waste containers.
- Thoroughly clean/wash all air diffusers, grills, heat convectors and vents.
- Ground/low-level window cleaning, interior and exterior, up to maximum of 10'.
- Wash all light fixtures and lights annually.
- Completely wash walls, columns, uncovered pipes and ledges annually.

7.2 Washroom cleaning

(including shower, change, sauna and locker rooms)

At all times, washrooms must present an overall sparkling clean appearance with a clean scent or no odour at all. A current washroom services log must be kept at all times in each washroom.



- Clean/disinfect interior and exterior of toilets, urinals free of stains, water spots, scale etc. Counters, sinks and all hardware will be clean, dry and bright. Stainless steel surfaces will shine, streak free. Mirrors and partitions will be cleaned free of dirt, spots, streaks, or marks of any kind.
- Empty and clean all waste receptacles and disposal units on all sides. Replace liners.
- Thoroughly mop floor using a germicide solution remove all soil and marks. Corners and edges to be free of dirt film or mop marks.
- Spot clean/damp wipe doors, including hardware and kick plates to remove marks, stains, and all visible signs of dirt. Wipe doorknobs with germicidal solution.
- Replenish/fill all washroom supplies as needed. Including holders, dispensers, paper goods, deodorants and urinal blocks etc.
- Clean/disinfect shower room walls and floors. Clean both sides of doors including metal frames to be free of scale, scum, spots and marks. Hardware to be clean and bright. Soap holders, shower curtains will be clean of soap scum and dry.
- Clean hand-wash stations to be free of dirt, soap scum or scale.
- Damp wipe all surfaces of lockers or cabinets ensuring all sides are free of dust, dirt and marks. Wipe clean all wooden benches.
- Unclog all toilets and drains with plungers.
- All toilets/urinals to be de-scaled regularly using organic type acid de-scaler.
- In weight/exercise rooms, damp wipe benches, shoe polish bar, gym equipment with disinfectant.
- All walls will be completely washed with germicidal solution when necessary.

7.3 Cafeterias, lunchrooms, kitchenettes

Note: Cafeterias are those for which cleaning duties are not covered by food service operator license agreement.

- All appliances shall be free of all marks on exterior surfaces. All glass will be clean, reflective and streak free.
- Damp wipe/clean and disinfect all counters, sinks and furniture.
- Empty and clean all surfaces of waste/recycling containers. Reline containers and remove litter to designated point.
- Vacuum all carpeted areas and damp mop all hard floor surfaces to remove all dirt and marks.
- Spot clean all light switches, walls and doors to remove all dirt and marks.

7.4 Flooring

- Supply and visibly display bilingual 'Danger Wet' Floor Signs when performing wet floor cleaning operations.
- Furniture and wastepaper baskets are not to be placed on desks, tables or workbenches during cleaning operations.
- All floors are to be maintained as per manufacture recommendation.



- The use of burnishing or high-speed buffing equipment with controls or other devices sufficient for capturing and collecting particulates generated during the used of the equipment and shall operate at a sound level less than 70 dBA.

7.5 Carpeting and rugs

- Clip loose threads during vacuuming operation.
- Sweep or vacuum exposed flooring during cleaning operations.
- Remove spots and stains from carpeting and rugs using methods and solutions approved by carpet manufacturers and clean up spills as soon as possible after observation or notification. Log shall be kept for these tasks.
- Customer employees must report all carpet stains, damaged or lifting carpets to their supervisor on a daily basis and report shall be provided to DFO/CCG/PSPC representative.
- The Service Provider shall use equipment that must meet at a minimum the Carpet and Rug Institute Green Label program.

7.6 Furniture (Offices and boardrooms)

- Furniture with papers and files left on furniture shall not be disturbed by the cleaner.
- All furniture will be free of dust and damp wiped upon completion of the services on a floor, part of the floor, or an enclosed space equipped with light switches.
- The Service Provider shall turn the lights off when the services are performed outside of regular hours.

7.7 Indoor parking

- Keep entrances viewing mirrors clean at all times.
- Apply an absorbent compound to remove oil and grease spills as they occur.
- Remove accumulated slush and water on floors in entrances as required during inclement weather.
- The Service Provider shall supply a motorized industrial sweeper and scrubber, equipped for wet and dry pickup, which shall be propane or battery operated. Data on the equipment shall be submitted to DFO/CCG/PSPC for approval annually.

8. Personal Protective Equipment (PPE)

The risk of exposure to cleaning personnel is inherently low. PPE should protect personnel from potential exposure to bacteria and viruses, as well as the cleaning/disinfecting products.

Consult manufacturer's instructions and/or Safety Data Sheets (SDS) to verify the appropriate PPE required for all cleaning and disinfecting products used. Cleaning personnel should be trained on how to wear and properly dispose of any contaminated PPE for all tasks in the cleaning process, including handling trash.



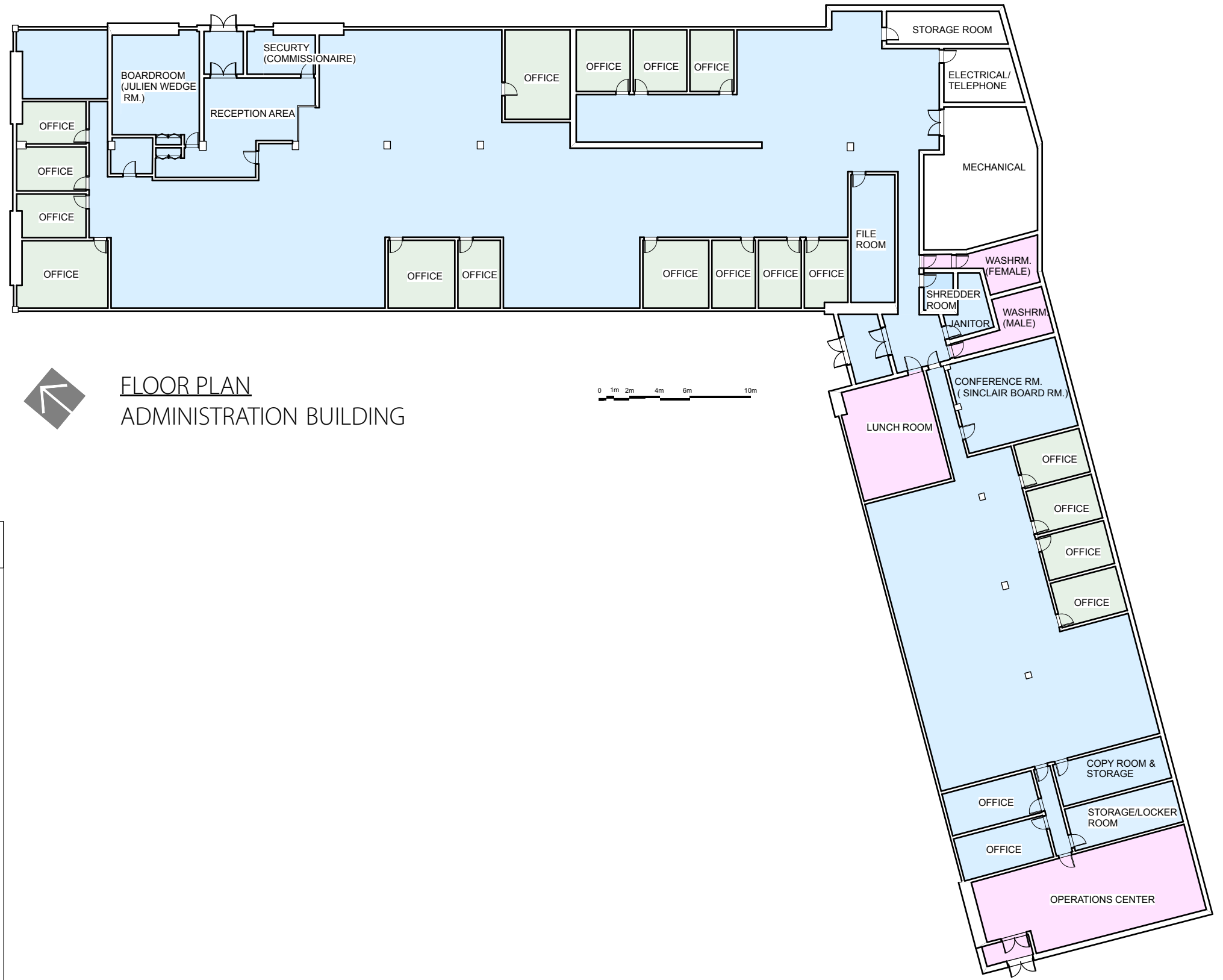
The following PPE is recommended for cleaning and disinfecting. PPE should be kept and stored together as part of a kit which can be easily accessed and transported to the area where it will be used, which can include:

- Gloves, Tyvek suits, boot covers, N95 masks, and eye protection
- Disposable cloths
- Paper towels and absorbent materials
- Waste disposal bags (identified as biohazard), labels and tape
- Cleaning agents
- Appropriate hard-surface disinfectants
- Additional PPE may be required based on the cleaning/disinfectant products being used and whether there is a risk of splash.
- Cleaning personnel should immediately report breaches in PPE such as a tear in gloves or any other potential exposures to their supervisor.

The following instructions should be followed when disposing of any contaminated PPE:

- Dispose of soiled cleaning cloths, disinfection cloths, disposable gloves and any other item in contact with body fluids (eating utensils, linen) in a biohazard waste disposal bag.
- Clean and disinfect equipment that will be reused prior to storing.
- All final biohazard waste disposal should be done according to appropriate biohazard waste protocols.
- Wash hands when finished, using proper hand washing techniques: Wash hands with soap and warm running water for at least 20 seconds. Use hand sanitizer containing 60-90% (optimally over 70%) alcohol concentration when working in areas not equipped with hand washing facilities. If hands are visibly soiled, use wipes to remove soil, followed by alcohol-based hand sanitizers.

If the above has been followed, the PPE provided should protect cleaning personnel from potential exposure or contraction of a virus as well as protect them from harmful chemicals within the cleaning/disinfecting products.



FLOOR PLAN
ADMINISTRATION BUILDING

Cleaning Schedule Legend

BLUE – Daily – Monday to Friday
This includes weekly and monthly rotational work which may, as stipulated be on weekends. Daily cleaning includes total compliance with the sites current Cleaning Standards document and the Daily cleaning task schedule. Project work will, for the most part, be scheduled during the summer Project Cleaning Months.

Note: All sides of the glass are included in the Quad and Task schedules. Cleaned monthly and/or maintained to the standard detailed and this includes the ledges, frames and the removal of cobwebs litter etc. Hose bibs are located around the buildings. Entrance glass to all space must be maintained and clean daily.

GREEN - Quad cleaning areas – pre-scheduled on either Tues. Wed. Thurs. or Friday and must be carried out at the front end of the work shift starting at approx. 4PM.
On either a Tues. Wed. Thurs. or Friday (where a Quad day is designated as a Statutory holiday the 'Quad' schedule will be adjusted by the Facilities Manager. The effected clients will be advised in advance by the Facilities Manager.

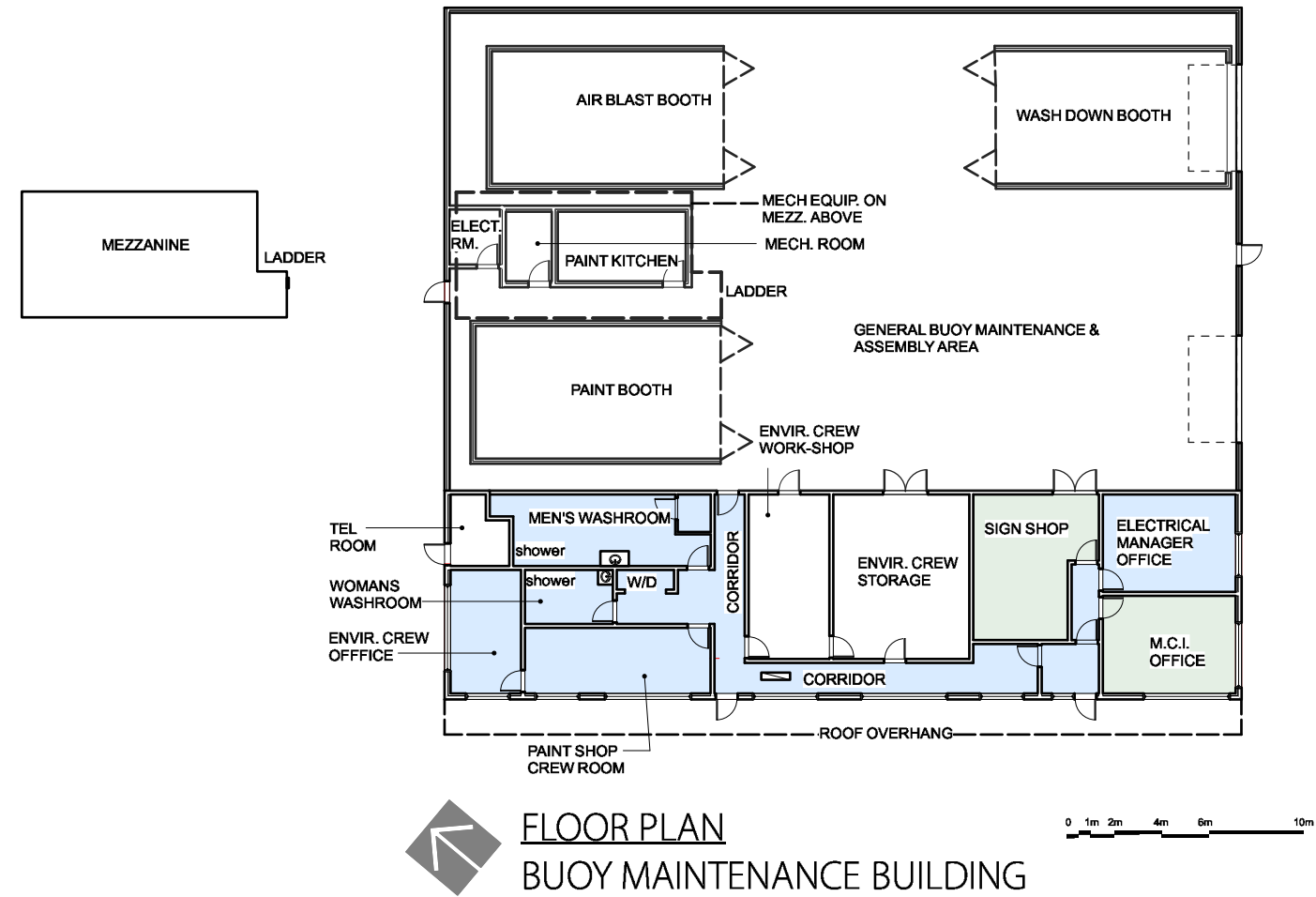
PINK- 24 Hour cleaning areas - Areas to be cleaned every day.

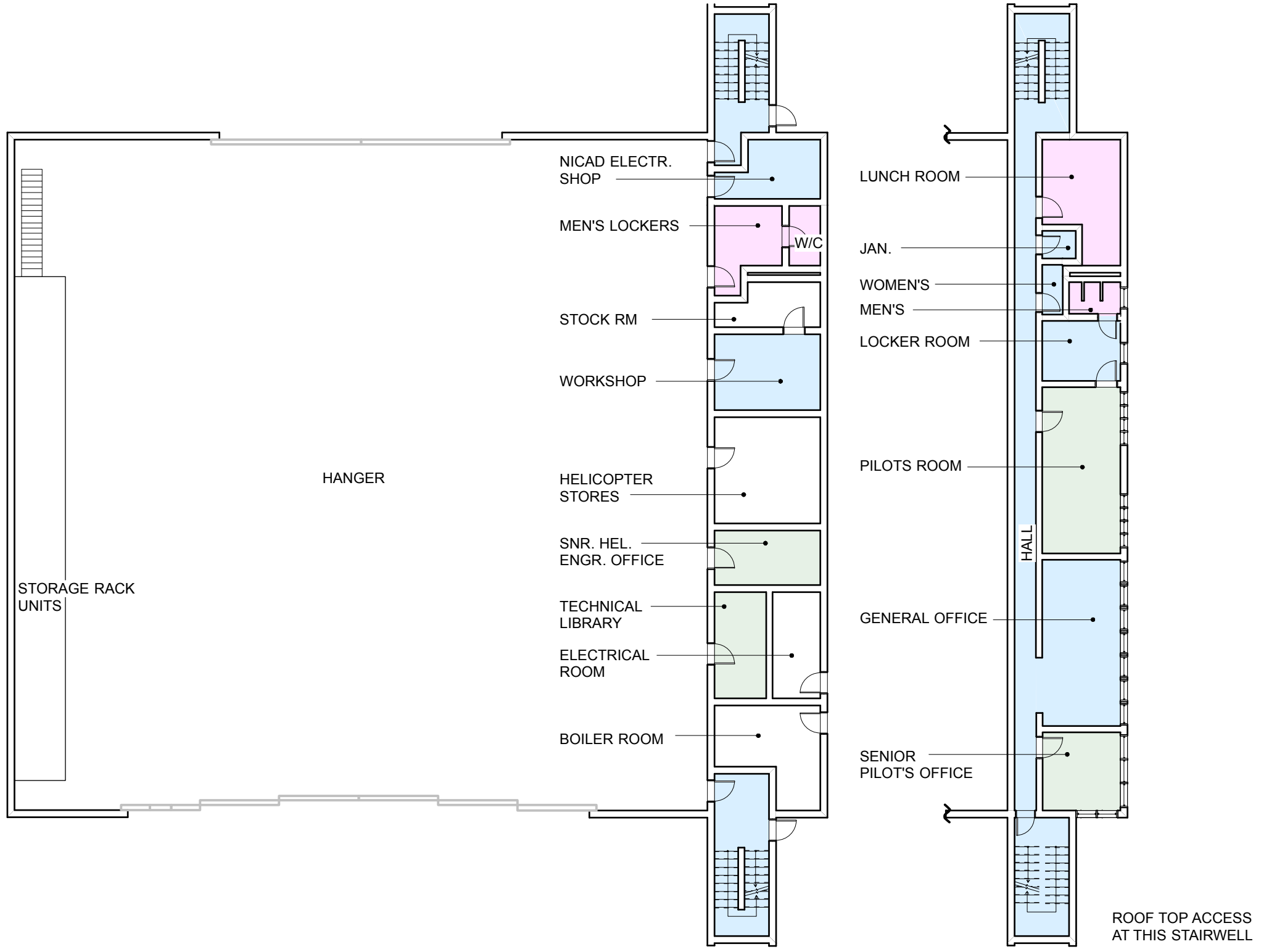
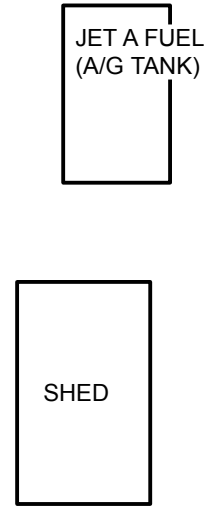
Cleaning Schedule Legend

BLUE – Daily – Monday to Friday
 This includes weekly and monthly rotational work which may, as stipulated be on weekends. Daily cleaning includes total compliance with the sites current Cleaning Standards document and the Daily cleaning task schedule. Project work will, for the most part, be scheduled during the summer Project Cleaning Months.

Note: All sides of the glass are included in the Quad and Task schedules. Cleaned monthly and/or maintained to the standard detailed and this includes the ledges, frames and the removal of cobwebs litter etc. Hose bibs are located around the buildings. Entrance glass to all space must be maintained and clean daily.

GREEN - Quad cleaning areas – pre-scheduled on either Tues. Wed. Thurs. or Friday and must be carried out at the front end of the work shift starting at approx. 4PM.
 On either a Tues. Wed. Thurs. or Friday (where a Quad day is designated as a Statutory holiday the 'Quad' schedule will be adjusted by the Facilities Manager. The effected clients will be advised in advance by the Facilities Manager.





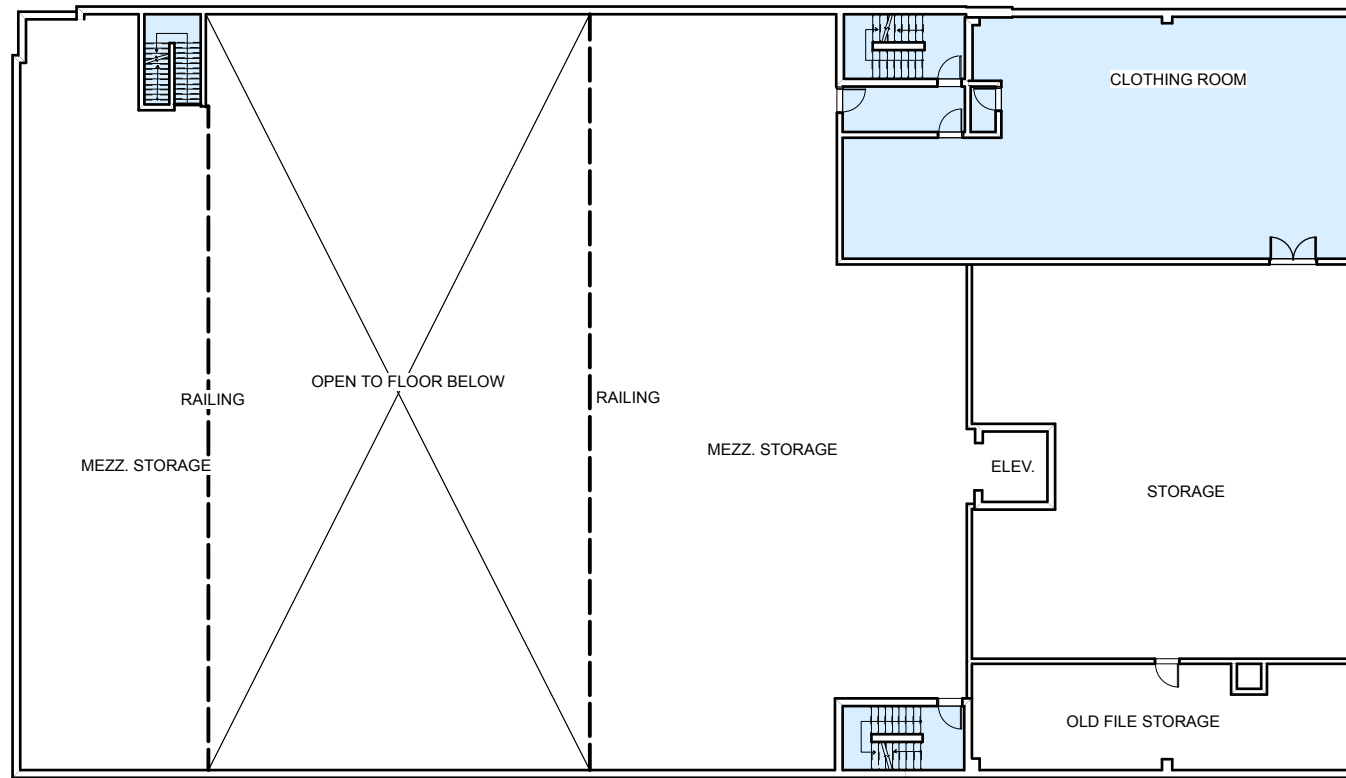
Cleaning Schedule Legend

BLUE - Daily - Monday to Friday
 This includes weekly and monthly rotational work which may, as stipulated be on weekends. Daily cleaning includes total compliance with the sites current Cleaning Standards document and the Daily cleaning task schedule. Project work will, for the most part, be scheduled during the summer Project Cleaning Months.

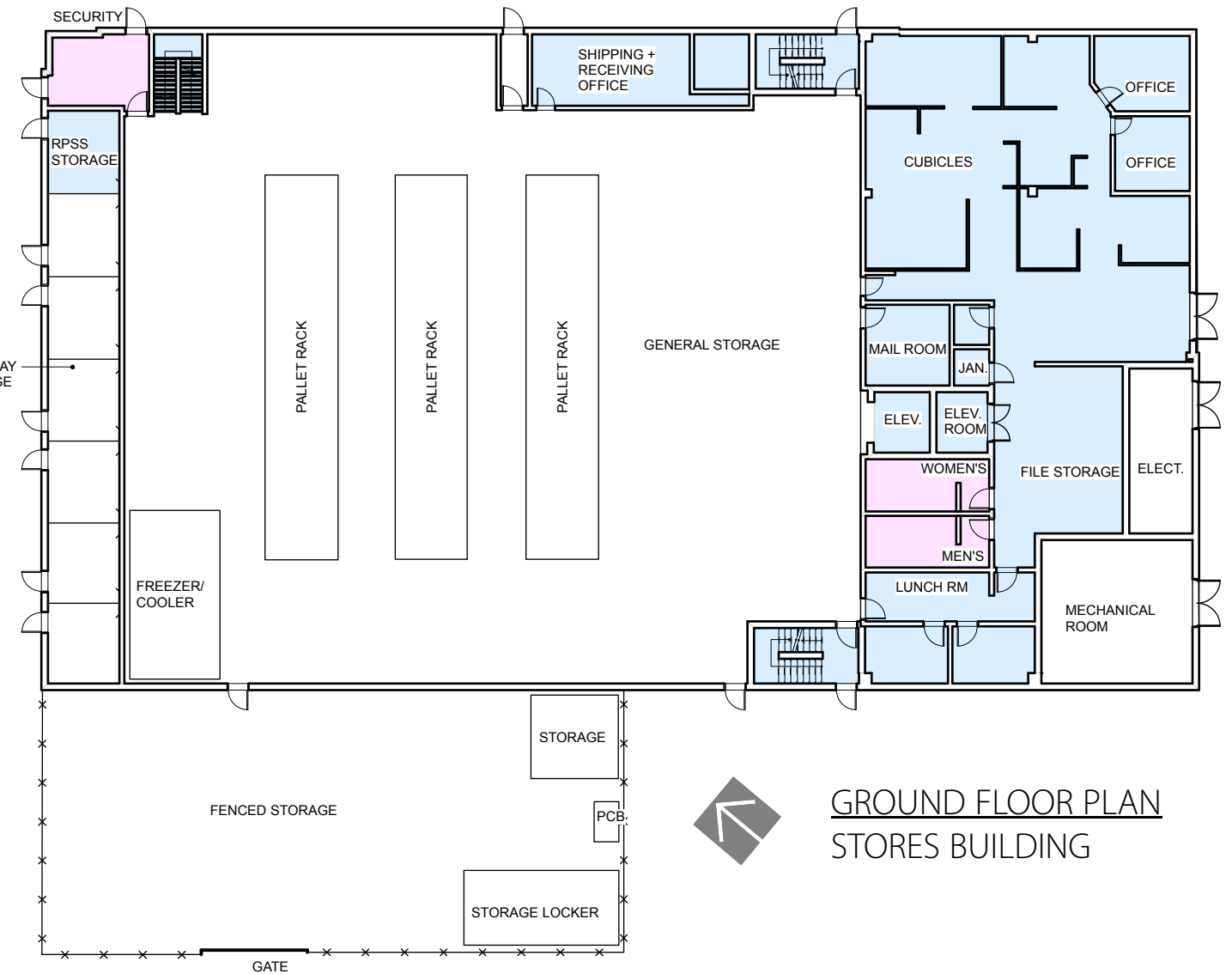
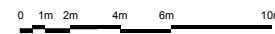
Note: All sides of the glass are included in the Quad and Task schedules. Cleaned monthly and/or maintained to the standard detailed and this includes the ledges, frames and the removal of cobwebs litter etc. Hose bibs are located around the buildings. Entrance glass to all space must be maintained and clean daily.

GREEN - Quad cleaning areas - pre-scheduled on either Tues. Wed. Thurs. or Friday and must be carried out at the front end of the work shift starting at approx. 4PM.
 On either a Tues. Wed. Thurs. or Friday (where a Quad day is designated as a Statutory holiday the 'Quad' schedule will be adjusted by the Facilities Manager. The effected clients will be advised in advance by the Facilities Manager.

PINK- 24 Hour cleaning areas - Areas to be cleaned every day.



MEZZANINE PLAN
STORES BUILDING



GROUND FLOOR PLAN
STORES BUILDING

Cleaning Schedule Legend

BLUE - Daily - Monday to Friday

This includes weekly and monthly rotational work which may, as stipulated be on weekends. Daily cleaning includes total compliance with the sites current Cleaning Standards document and the Daily cleaning task schedule. Project work will, for the most part, be scheduled during the summer Project Cleaning Months.

Note: All sides of the glass are included in the Quad and Task schedules. Cleaned monthly and/or maintained to the standard detailed and this includes the ledges, frames and the removal of cobwebs litter etc. Hose bibs are located around the buildings. Entrance glass to all space must be maintained and clean daily.

GREEN - Quad cleaning areas - pre-scheduled on either Tues. Wed. Thurs. or Friday and must be carried out at the front end of the work shift starting at approx. 4PM.

On either a Tues. Wed. Thurs. or Friday (where a Quad day is designated as a Statutory holiday the 'Quad' schedule will be adjusted by the Facilities Manager. The effected clients will be advised in advance by the Facilities Manager.

PINK- 24 Hour cleaning areas - Areas to be cleaned every day.

Cleaning Schedule Legend

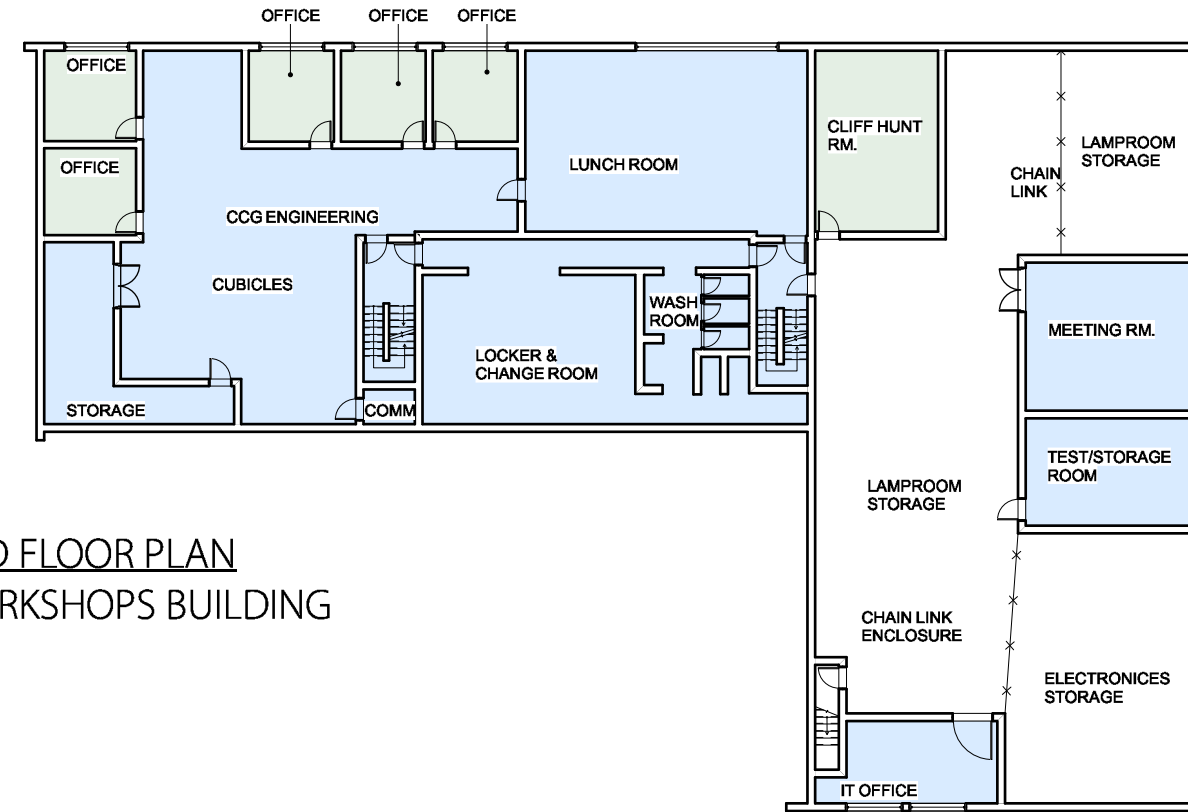
BLUE - Daily - Monday to Friday

This includes weekly and monthly rotational work which may, as stipulated be on weekends. Daily cleaning includes total compliance with the sites current Cleaning Standards document and the Daily cleaning task schedule. Project work will, for the most part, be scheduled during the summer Project Cleaning Months.

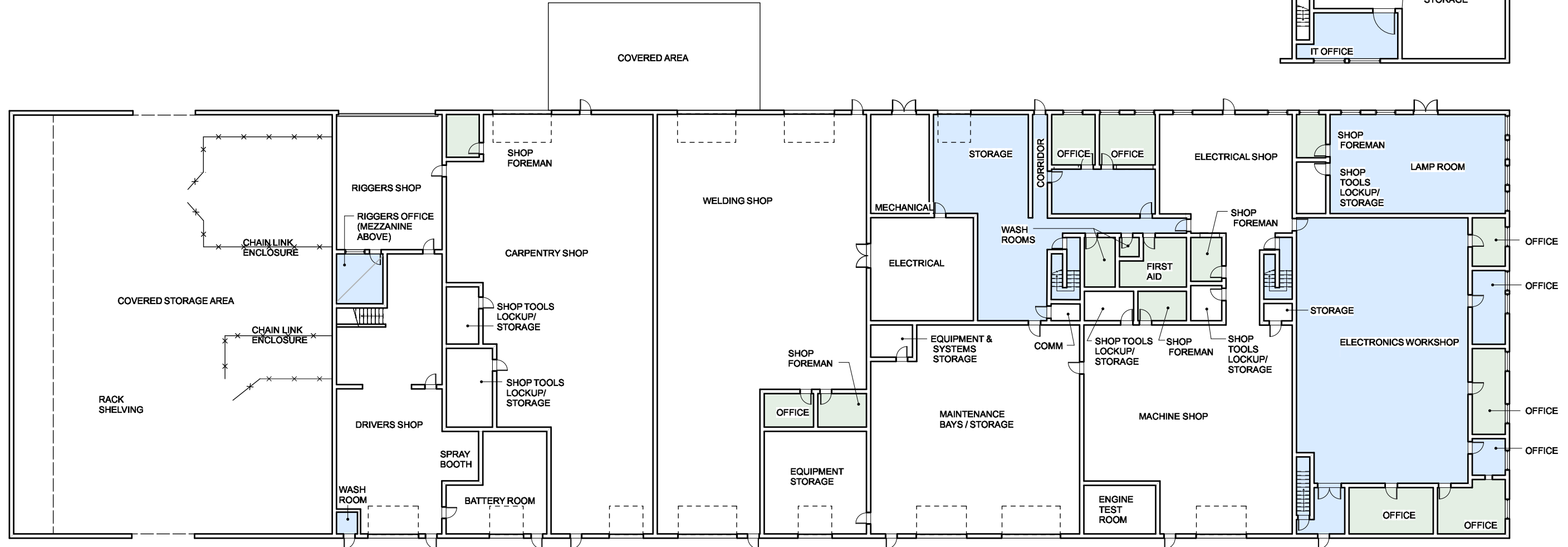
Note: All sides of the glass are included in the Quad and Task schedules. Cleaned monthly and/or maintained to the standard detailed and this includes the ledges, frames and the removal of cobwebs litter etc. Hose bibs are located around the buildings. Entrance glass to all space must be maintained and clean daily.

GREEN - Quad cleaning areas - pre-scheduled on either Tues. Wed. Thurs. or Friday and must be carried out at the front end of the work shift starting at approx. 4PM.

On either a Tues. Wed. Thurs. or Friday (where a Quad day is designated as a Statutory holiday the 'Quad' schedule will be adjusted by the Facilities Manager. The effected clients will be advised in advance by the Facilities Manager.



2ND FLOOR PLAN
WORKSHOPS BUILDING



GROUND FLOOR PLAN
WORKSHOPS BUILDING



Cleaning Schedule Legend

BLUE – Daily – Monday to Friday

This includes weekly and monthly rotational work which may, as stipulated be on weekends. Daily cleaning includes total compliance with the sites current Cleaning Standards document and the Daily cleaning task schedule. Project work will, for the most part, be scheduled during the summer Project Cleaning Months.

Note: All sides of the glass are included in the Quad and Task schedules. Cleaned monthly and/or maintained to the standard detailed and this includes the ledges, frames and the removal of cobwebs litter etc. Hose bibs are located around the buildings. Entrance glass to all space must be maintained and clean daily.

GREEN - Quad cleaning areas – pre-scheduled on either Tues. Wed. Thurs. or Friday and must be carried out at the front end of the work shift starting at approx. 4PM.

On either a Tues. Wed. Thurs. or Friday (where a Quad day is designated as a Statutory holiday the 'Quad' schedule will be adjusted by the Facilities Manager. The effected clients will be advised in advance by the Facilities Manager.

