



RETURN BIDS TO:

RETOURNER LES SOUMISSIONS À :

NRC.BidReceiving-
ReceptiondesSoumissions.CNRC@nrc-cnrc.gc.ca

REQUEST FOR PROPOSAL

DEMANDE DE PROPOSITIONS

Proposal To: National Research Council Canada

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

Proposition au : Conseil national de recherches Canada

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

Instructions : See Herein

**Instructions: Voir aux présentes
Comments - Commentaires**

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

**Issuing Office – Bureau de distribution
National Research Council Canada
Conseil national de recherches Canada**

Title – Sujet Building Cleaning Services Royalmount and CTMF	
Solicitation No. – N° de l'invitation 23-58176	Date January 4, 2024
Solicitation Closes – L'invitation prend fin at – à 02 :00 PM on – le January 29, 2024	Time Zone Fuseau horaire EST
F.O.B. - F.A.B. Plant-Usine: <input type="checkbox"/> Destination: <input type="checkbox"/> Other-Autre: <input checked="" type="checkbox"/>	
Address Inquiries to : - Adresser toutes questions à: Stéphane Lajoie	
Email address – l'adresse courriel : Stephane.lajoie@nrc-cnrc.gc.ca	
Destination – of Goods, Services, and Construction: Destination – des biens, services et construction : National Research Council Canada 6100 Royalmount Avenue Montreal, Quebec H4P 2R2	

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



TABLE OF CONTENTS

PART 1 - GENERAL INFORMATION	4
1.1 SECURITY REQUIREMENTS	4
1.2 STATEMENT OF WORK.....	4
1.3 DEBRIEFINGS.....	4
PART 2 - BIDDER INSTRUCTIONS	4
2.1 STANDARD INSTRUCTIONS, CLAUSES AND CONDITIONS	4
2.2 MANDATORY SITE VISIT.....	5
2.3 LATE BIDS	6
2.4 SUBMISSION OF BIDS.....	6
2.5 FORMER PUBLIC SERVANT	6
2.6 ENQUIRIES - BID SOLICITATION.....	7
2.7 APPLICABLE LAWS.....	8
2.8 BID CHALLENGE AND RECOURSE MECHANISMS.....	8
PART 3 - BID PREPARATION INSTRUCTIONS	8
3.1 BID PREPARATION INSTRUCTIONS	8
PART 4 - EVALUATION PROCEDURES AND BASIS OF SELECTION	10
4.1 EVALUATION PROCEDURES	10
4.2 BASIS OF SELECTION.....	11
PART 5 – CERTIFICATIONS AND ADDITIONAL INFORMATION	11
5.1 CERTIFICATIONS REQUIRED WITH THE BID.....	11
5.2 CERTIFICATIONS PRECEDENT TO CONTRACT AWARD AND ADDITIONAL INFORMATION.....	12
PART 6 - RESULTING CONTRACT CLAUSES	12
6.1 SECURITY REQUIREMENTS	12
6.2 STATEMENT OF WORK.....	13
6.3 GENERAL CONDITIONS	13
6.4 TERM OF CONTRACT	13
6.5 AUTHORITIES.....	13
6.6 PROACTIVE DISCLOSURE OF CONTRACTS WITH FORMER PUBLIC SERVANTS	14
6.7 PAYMENT	14
6.8 INSPECTION AND ACCEPTANCE.....	15
6.9 INVOICING INSTRUCTIONS.....	15
6.10 CERTIFICATIONS AND ADDITIONAL INFORMATION.....	15
6.11 APPLICABLE LAWS.....	15
6.12 PRIORITY OF DOCUMENTS.....	16
6.14 DISPUTE RESOLUTION	16
6.15 NON-PERMANENT RESIDENT (FOREIGN COMPANY).....	16
6.16 WITHHOLDING OF 15 PERCENT ON SERVICE CONTRACTS WITH NON-RESIDENTS	16
6.17 GOVERNMENT SMOKING POLICY	17
6.18 ACCESS TO GOVERNMENT FACILITIES/EQUIPMENT	17
ANNEX "A" STATEMENT OF WORK	18
ATTACHMENT 1	82
ANNEX "B" BASIS OF PAYMENT	83
ANNEX "C" SECURITY REQUIREMENTS CHECK LIST	87



ANNEX "D" EVALUATION CRITERIA 90



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;
 - (b) the Bidder's proposed individuals requiring access to classified or protected information, assets or sensitive work sites must meet the security requirements as indicated in Part 6 - Resulting Contract Clauses;
 - (c) the Bidder must provide the name of all individuals who will require access to classified or protected information, assets or sensitive work sites;
2. Bidders are reminded to obtain the required security clearance promptly. Any delay in the award of a contract to allow the successful Bidder to obtain the required clearance will be at the entire discretion of the Contracting Authority.
3. For additional information on security requirements, please contact NRC's personnel security administrator at NRC.SS-PersonnelSecurity-SdeS-SecuriteduPersonnel.CNRC@nrc-cnrc.gc.ca

1.2 Statement of Work

To provide services in accordance with the detailed Statement of Work attached as Annex "A".

1.3 Debriefings

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

PART 2 - BIDDER INSTRUCTIONS

2.1 Standard Instructions, Clauses and Conditions

You are invited to submit one electronic Technical and Administrative Proposal and one electronic Financial Proposal in two separate attachments to fulfil the following requirement forming part of this Request for Proposal. One attachment must be clearly marked 'Technical Proposal' and the other attachment must be marked 'Financial Proposal'. All financial information must be fully contained in the Financial Proposal, and only in the Financial Proposal. Vendors who provide financial information in the technical proposal will be disqualified. All proposals should include the front page of this RFP duly completed.

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

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.



Proposals submitted must be valid for not less than sixty (60) calendar days from the closing date of the Request for Proposal (RFP).

2.1.1 It is the Bidder's responsibility to:

- (a) return a signed copy of the bid solicitation, duly completed, IN THE FORMAT REQUESTED;
- (b) direct its bid ONLY to the Bid Receiving address specified;
- (c) ensure that the Bidder's name, the bid solicitation reference number, and bid solicitation closing date and time are clearly visible;
- (d) provide a comprehensive and sufficiently detailed bid, including all requested pricing details, that will permit a complete evaluation in accordance with the criteria set out in the bid solicitation.

Timely and correct delivery of bids to the specified bid delivery address is the sole responsibility of the Bidder. The National Research Council Canada (NRC) will not assume or have transferred to it those responsibilities. All risks and consequences of incorrect delivery of bids are the responsibility of the Bidder.

2.1.2 Bids may be accepted in whole or in part. The lowest or any bid will not necessarily be accepted. In the case of error in the extension of prices, the unit price will govern. NRC may enter into contract without negotiation.

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

2.1.4 Bids will remain open for acceptance for a period of not less than sixty (60) days from the closing date of the bid solicitation, unless otherwise indicated by NRC in such bid solicitation.

2.1.5 While NRC may enter into contract without negotiation, Canada reserves the right to negotiate with bidders on any procurement.

2.1.6 Notwithstanding the bid validity period stipulated in this solicitation, Canada reserves the right to seek an extension from all responsive bidders, within a minimum of three (3) days prior to the end of such period. Bidders shall have the option to either accept or reject the extension.

2.1.7 If the extension referred to above is accepted, in writing, by all those who submitted responsive bids, then Canada shall continue immediately with the evaluation of the bids and its approval processes.

2.1.8 If the extension referred to above is not accepted, in writing, by all those who submitted responsive bids then Canada shall, at its sole discretion: either continue to evaluate the responsive bids of those who have accepted the extension and seek the necessary approvals; or cancel the solicitation; or cancel and reissue the solicitation.

2.2 Mandatory Site Visit

It is **mandatory** that the Bidder or a representative of the Bidder visit the work site. Arrangements have been made for the site visit to be held at the National Research Council Canada, 6100 Royalmount Avenue, Shipping/Receiving, Montreal, Quebec H4P 2R2 on January 11, 2024. The site visit will begin at 10:00 a.m. EST.



Bidders must communicate with the Contracting Authority no later than January 10, 2024, 10:00 a.m, to confirm attendance and provide the name(s) of the person(s) who will attend. Bidders will be required to sign an attendance sheet. Bidders should confirm in their bid that they have attended the site visit. Bidders who do not attend the mandatory site visit or do not send a representative will not be given an alternative appointment and their bid will be declared non-responsive. Any clarifications or changes to the bid solicitation resulting from the site visit will be included as an amendment to the bid solicitation.

2.3 Late Bids

All risks and consequences of incorrect delivery of electronic bids are the responsibility of the Bidder. The National Research Council Canada will not be responsible for late bids received at destination after the closing date and time, even if it was submitted before. Electronic bids received after the indicated closing time based on NRC servers' received time will be irrevocably rejected. Bidders are urged to send their proposal in sufficient time, in advance of the closing time to reduce any technical issues. The National Research Council Canada will not be held responsible for bids sent before closing time but received by the NRC servers after the closing time.

2.4 Submission of Bids

Technical, Administrative and Financial Proposals must be **received electronically** no later than 2:00 p.m. **EST** (NRC's Server Time), January 29, 2024, to the following NRC email address:

NRC.BidReceiving-ReceptiondesSoumissions.CNRC@nrc-cnrc.gc.ca

The NRC has restrictions on incoming e-mail messages. **The maximum e-mail message size including all file attachments must not exceed 10MB.** Zip files or links to bid documents will not be accepted. Incoming e-mail messages exceeding the maximum file size and/or containing zip file attachments will be blocked from entering the NRC e-mail system. A bid transmitted by e-mail that gets blocked by the NRC e-mail system will be considered not received.

Proposals must not be sent directly to the Contracting Authority or the Project Authority.

All submitted proposals become the property NRC.

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.

2.6 Enquiries - Bid Solicitation

All enquiries must be submitted in writing to the Contracting Authority no later than 10 calendar days before the bid closing date. Enquiries received after that time may not be answered.

Contracting Authority, Procurement Services
National Research Council Canada
Stéphane Lajoie - stephane.lajoie@nrc-cnrc.gc.ca

To ensure the equality of information among Bidders, responses to general enquiries will be made available to all bidders unless such publications would reveal proprietary information. The bidder who initiates the question will not be identified. Technical questions that are considered proprietary by the



bidder must be clearly identified. NRC will respond individually to the bidder if it considers the questions proprietary. If NRC does not consider the question proprietary, the bidder submitting it will be allowed to withdraw the question, or have the question and answer made available through the Open Bidding System (OBS) to all bidders.

Bidders who attempt to obtain information regarding any aspect of this RFP during the solicitation period through any NRC contacts other than the Contracting Authority identified herein, may be disqualified (for that reason alone).

It is the responsibility of the Bidder to obtain clarification of the requirement contained herein, if necessary, prior to submitting its proposal. The Bidder must have written confirmation from the Contracting Authority for any changes, alterations, etc., concerning this RFP.

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.

2.7 Applicable Laws

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

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

2.8 Bid Challenge and Recourse Mechanisms

If you have any concerns relating to the procurement process, please refer to the [Recourse Mechanisms](#) page on the Buyandsell.gc.ca website. Please note that there are strict deadlines for filing complaints with the Canadian International Trade Tribunal (CITT) or the [Office of the Procurement Ombudsman \(OPO\)](#). Suppliers should therefore act quickly when they want to challenge any aspect of the procurement process.

<https://buyandsell.gc.ca/for-businesses/selling-to-the-government-of-canada/bid-follow-up/bid-challenge-and-recourse-mechanisms>

<https://opo-boa.gc.ca/plaintesurvol-complaintoverview-eng.html>

PART 3 - BID PREPARATION INSTRUCTIONS

3.1 Bid Preparation Instructions

Canada requests that the Bidder submits its bid in separate attachment sections (when applicable) as follows:

Section I: Technical Bid



Section II: Financial Bid
Section III: Administrative Bid
Section IV: Certifications
Section V: Additional Information

There shall be no payment by the National Research Council for costs incurred in the preparation and submission of proposals in response to this request. No payment shall be made for costs incurred for clarification(s) and/or demonstration(s) that may be required by NRC. The National Research Council reserves the right to reject any or all proposals submitted, or to accept any proposal in whole or in part without negotiation. A contract will not necessarily be issued as a result of this competition. NRC reserves the right to amend, cancel or reissue this requirement at any time.

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

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

Canada is committed to greening its supply chain. Environmentally preferable goods and services are those that have a lesser or reduced impact on the environment over the life cycle of the good or service, when compared with competing goods or services serving the same purpose. Environmental performance considerations include, among other things: the reduction of greenhouse gas emissions and air contaminants; improved energy and water efficiency; reduced waste and support reuse and recycling; the use of renewable resources; reduced hazardous waste; and reduced toxic and hazardous substances. In accordance with the [Policy on Green Procurement](https://www.tbs-sct.canada.ca/pol/doc-eng.aspx?id=32573) (<https://www.tbs-sct.canada.ca/pol/doc-eng.aspx?id=32573>) for this solicitation:

- Bidders are encouraged to offer or suggest green solutions whenever possible.
- Bidders are requested to provide all correspondence including (but not limited to) documents, reports and invoices in electronic format unless otherwise specified by the Contracting Authority or Project Authority, thereby reducing printed material.
- Bidders should recycle (shred) unneeded copies of non-classified/secure documents (taking into consideration the Security Requirements).
- Product components used in performing the services should be recyclable and/or reusable, whenever possible.
- Bidders are encouraged to offer goods and/or services certified to a reputable eco-label.
- Bidders should use equipment that has high energy efficiency or produces low air emissions.
- Bidders are encouraged to offer environmentally preferred products which supports a sustainable environment for nature and wildlife.
- Bidders are encouraged to offer environmentally preferred products which ensure the comfort and air quality of building occupants.

Bidders are encouraged to consult the following websites:

<https://www.tpsgc-pwgsc.gc.ca/app-acq/ae-gp/index-eng.html>
<https://www.tpsgc-pwgsc.gc.ca/app-acq/ae-gp/rle-qlr-eng.html>

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 Basis of Payment.

3.1.1 Electronic Payment of Invoices – Bid

Payments from the National Research Council Canada (NRC) are made by electronic payment. Direct deposit payments will be made in Canadian dollars and can only be deposited into Canadian bank accounts.

Only bank accounts outside of Canada are eligible to enroll as a Wire transfer payment method.

3.1.2 Exchange Rate Fluctuation

Bids will be evaluated in Canadian currency, therefore, for evaluation purposes, the exchange rate quoted by the Bank of Canada as being in effect on date of bid closing, shall be applied as the conversion factor for foreign currency. Prices quoted shall not be subject to, or conditional upon, fluctuations in commercial or other interest rates during either the evaluation or contract period.

Section III: Administrative Bid

In their administrative bid, Bidders must describe their capability and experience, the project management team and provide client contact(s).

Section IV: Certifications

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

Section V: Additional Information

- 3.1.3** The Company Security Officer must ensure that the Contractor and individuals hold a valid security clearance at the required level, as indicated in Part 1, clause 1.1, Security Requirements. The President of the organization (or an equivalent senior official) may submit a Personnel screening, consent and authorizing form to the NRC's personnel security administrator at NRC.SS-PersonnelSecurity-SdeS-SecuriteduPersonnel.CNRC@nrc-cnrc.gc.ca for the employees of his or her organization.

PART 4 - EVALUATION PROCEDURES AND BASIS OF SELECTION

4.1 Evaluation Procedures

- (a) Bids will be evaluated in accordance with all the requirements of the public tender, including the evaluation criteria for the "Administrative Proposal", the "Technical Proposal" and the "Financial Proposal".
- (b) An evaluation team composed of representatives of Canada will evaluate the bids.

4.1.1 Technical Evaluation



Proposals will be assessed in accordance with the mandatory and rated evaluation attached as Annex D. Bidders shall provide a detailed response to each criterion. NRC reserves the right to verify any and all information provided by the bidder in their proposal.

4.1.2 Financial Evaluation

The Contractor must complete the pricing schedule provided in Annex B and include it as a separate attachment in the electronic bid submission.

Applicable Sales Tax: The GST, PST, QST or HST, whichever is applicable, shall be considered an applicable tax for the purposes of this RFP and extra to the price herein. The amount of applicable sales tax shall be disclosed and shown as a separate item.

4.2 Basis of Selection

Highest combined administrative score (25%), technical score (45%) and price (30%) with a minimum consensus score of 70%.

To be declared responsive, a bid must:

- a. comply with all the requirements of the bid solicitation; and
- b. meet all mandatory evaluation criteria; and
- c. obtain the required combined minimum consensus score of 70% of the points for the administrative, technical evaluation criteria (*Rated Requirements*) and price.

Bids not meeting (a) or (b) or (c) will be declared non-responsive. Neither the responsive bid that receives the highest number of points nor the one that proposed the lowest price will necessarily be accepted.

The responsive bid with the highest combined administrative score (25%), technical score (45%) and price (30%) will be recommended for award of a contract.

PART 5 – CERTIFICATIONS AND ADDITIONAL INFORMATION

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

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

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

5.1 Certifications Required with the Bid

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

5.1.1 Integrity Provisions - Declaration of Convicted Offences



In accordance with the Integrity Provisions of the Standard Instructions, all bidders must provide with their bid, 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.

5.2 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 property agreement of the [Ineligibility and Suspension Policy](http://www.tpsgc-pwgsc.gc.ca/ci-if/politique-policy-eng.html) (<http://www.tpsgc-pwgsc.gc.ca/ci-if/politique-policy-eng.html>), the Bidder must provide the required documentation, as applicable, to be given further consideration in the procurement process.

In addition to all other information required in the procurement process, the Bidder **must** provide the following:

- Bidders who are incorporated, including those bidding as a joint venture, must provide a complete list of names of all individuals who are currently directors of the Bidder or, in the case of a private company, the owners of the company.
- Bidders bidding as sole proprietorship, as well as those bidding as a joint venture, must provide the name of the owner(s).

<u>SURNAME</u>	<u>GIVEN NAME(S)</u>	<u>TITLE</u>

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) as described in Annex C apply and form part of the Contract.

6.1.2 The Company Security Officer must ensure that the Contractor and individuals hold a valid security clearance at the required level, as indicated in Part 1, clause 1.1, Security



Requirements. The President of the organization (or an equivalent senior official) may submit a Personnel screening, consent and authorizing form to the NRC's personnel security administrator at NRC.SS-PersonnelSecurity-SdeS-SecuriteduPersonnel.CNRC@nrc-cnrc.gc.ca for the employees of his or her organization.

6.2 Statement of Work

To provide services in accordance with the detailed Statement of Work attached as Annex "A".

6.3 General Conditions

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

6.4 Term of Contract

6.4.1 Period of the Contract

The period of the Contract is from February 1, 2024 to January 31, 2027 inclusive.

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 under the same conditions. The Contractor agrees that, during the extended period of the Contract, it will be paid in accordance with the applicable provisions as set out in the Basis of Payment.

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

6.5 Authorities

6.5.1 Contracting Authority

The Contracting Authority for the Contract is:

Name: Stéphane Lajoie
Title: Senior Contracting Officer
National Research Council Canada
Directorate: Financial and Procurement Services
Address: 1200 Montreal Road, Ottawa, Ontario K1A 0R6

Telephone: 514-210-7395
E-mail address: stephane.lajoie@nrc-cnrc.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 Technical Authority



The Technical Authority for the Contract is: *[to be inserted at contract award]*

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

Telephone: _____
E-mail address: _____

The Technical 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 Technical Authority; however, the Technical 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: _____
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 costs reasonably and properly incurred in the performance of the work under this Contract in accordance with the following:

For the Work described in the Section 1 to 3 of the Statement of Work of the in Annex A :

In consideration of the Contractor satisfactorily completing its obligations under the Contract, the Contractor will be paid a fixed price for a cost of \$_____ (*insert the amount at contract award*). Customs duties are excluded and Applicable Taxes are extra.

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

6.7.2 Limitation of Expenditure

Unless otherwise authorized in writing by the National Research Council of Canada (NRC), NRC's financial liability to the Contractor under this Contract shall not exceed \$_____ (*insert the sum*). Customs duties are excluded and Applicable Taxes are extra. The Contractor must not perform any work that would cause the total liability of NRC to exceed this limitation unless authorized in writing by the



Contracting Authority through a contract amendment. All work shall be done to the full satisfaction of the Technical Authority named herein before any payment shall become due to the Contractor.

6.7.3 Method of Payment

SACC Manual clause **H1008C** (2008-05-12), Monthly Payment

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

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

6.7.4 Electronic Payment of Invoices – Contract

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

- a. Direct Deposit (Domestic Only);
- b. Wire Transfer (International Only);

6.8 Inspection and Acceptance

The Technical Authority is the Inspection Authority. All reports, deliverable items, documents, good and all services rendered under the Contract are subject to inspection by the Inspection Authority or representative. Should any report, document, good or service not be in accordance with the Statement of Requirement and to the satisfaction of the Inspection Authority, as submitted, the Inspection Authority will have the right to reject it or require its correction at the sole expense of the Contractor before recommending payment.

6.9 Invoicing Instructions

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

Invoices **must** be sent to: nrc.invoice-facture.cnrc@nrc-cnrc.gc.ca

PLEASE QUOTE CONTRACT NO. *[to be inserted at contract award]* ON ALL DOCUMENTATION AND INVOICES.

6.10 Certifications and Additional Information

6.10.1 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.

6.11 Applicable Laws



The Contract must be interpreted and governed, and the relations between the parties determined, by the laws in force in Quebec province.

6.12 Priority of Documents

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

- (a) the Articles of Agreement;
- (b) [2035](#) (2022-12-01), General Conditions - Services (Higher Complexity);
- (c) ANNEX A, Statement of Work;
- (d) Attachment-1, NRC-CTMF Floor Plans
- (d) ANNEX B, Basis of payment;
- (e) ANNEX C, Security Requirements Check List;
- (e) the Contractor's bid dated _____ (*insert date of bid*).

6.14 Dispute Resolution

The Parties agree to make every reasonable effort, in good faith, to settle amicably all disputes or claims relating to the Contract, through negotiations between the Parties' representatives authorized to settle. If the Parties do not reach a settlement within 25 working days after the dispute was initially raised to the other party in writing, either Party may contact the 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. For more information on OPO's services, please see the [Procurement Ombudsman Regulations](#) or visit the [OPO website](#).

6.15 Non-Permanent Resident (Foreign Company)

The Contractor shall ensure that non-permanent residents intending to work in Canada on a temporary basis in fulfilment of the Contract, who are neither Canadian citizens nor United States nationals, receive all appropriate documents and instructions relating to Canadian immigration requirements and secure all required employment authorizations prior to their arrival at the Canadian port of entry. The Contractor shall ensure that United States nationals having such intentions receive all appropriate documents and instructions in that regard prior to their arrival at the Canadian port of entry. Such documents may be obtained at the appropriate Canadian Embassy/Consulate in the Contractor's country. The Contractor shall be responsible for all costs incurred as a result of non-compliance with immigration requirements.

OR

6.15 Non-Permanent Resident (Canadian Company)

The Contractor is responsible for compliance with the immigration requirements applicable to non-permanent residents entering Canada to work on a temporary basis in fulfilment of the Contract. In some instances, the employment authorization necessary to enter Canada cannot be issued without prior approval of Human Resources Centre Canada (HRCC). HRCC should always be contacted as soon as the decision to bring in a non-permanent resident is made. The Contractor will be responsible for all costs incurred as a result of non-compliance with immigration requirements.

6.16 Withholding of 15 percent on Service Contracts with Non-residents

Pursuant to the [Income Tax Act](#), 1985, c. 1 (5th Supp.) and the [Income Tax Regulations](#), Canada must withhold 15 percent of the amount to be paid to the Contractor in respect of services provided in Canada if the Contractor is not a resident of Canada, unless the Contractor obtains a valid waiver from the



Canada Revenue Agency (CRA). The amount withheld will be held on account for the Contractor in respect to any tax liability which may be owed to Canada.

Although most tax treaties between Canada and other countries provide for some relief from Canadian tax, Canada does not normally relinquish its right to withhold tax pursuant to the provisions of section 153 of the Income Tax Act and subsection 105(1) of the Income Tax Regulations. If the non-resident contractor can adequately demonstrate, based on treaty protection, that the withholding normally required is in excess of the ultimate tax liability, or that the withholding creates undue hardship to the contractor, then the CRA may issue permission to the payer authorizing a reduction of the subsection 105(1) withholdings. The procedure to apply for a reduction of withholding is detailed in Income Tax Information Circular IC75-6R2 Appendices A and B, as well as in CRA's T4061, Non resident Tax Withholding, Remitting, and Reporting. Requests for a waiver or a reduction of the withholding will not be entertained unless deductions at source are remitted to CRA.

6.17 Government Smoking Policy

Where the performance of the work requires the presence of the Contractor's personnel on government premises, the Contractor shall ensure that its personnel shall comply with the policy of the Government of Canada which prohibits smoking on any government premises.

6.18 Access to Government Facilities/Equipment

Access to the facilities and equipment necessary to the performance of the work shall be provided through arrangements to be made by the Technical Authority named herein. There will be however, no day-to-day supervision of the Contractor's activities, nor control of the Contractor's hours of work by the Technical Authority.

The Contractor undertakes and agrees to comply with all Standing Orders and Regulations in force on the site where the work is to be performed, relating to the safety of persons on the site or the protection of property against loss or damage from any and all causes including fires.



ANNEX "A" STATEMENT OF WORK

TABLE OF CONTENTS

Introduction

Section 1 General requirements

Section 2 Statement of work and frequencies

Section 3 Equipment, materials and products

Attachment 1 MTLR01-CTMF Floor Plans
(see RFP 23-58176 on Canadabuys.ca)



Introduction

Through its Real Property Planning and Management Branch (RPPM), the National Research Council Canada (NRC) is seeking for the delivery of building maintenance and cleaning services and other miscellaneous work for the building at its Royalmount site in Montréal, Quebec. The intent is to invite private-sector organizations wishing to provide the services described herein (including building cleaning services, miscellaneous work, coordination of the existing waste management and recycling program) to submit proposals.

Background

First and foremost a research organization, NRC plans its future based on a renewed commitment to research excellence and relevance, and it intends to remain a world leader in fields of research essential to a Canadian knowledge-based economy.

As Canada's foremost research and development agency, NRC is a leader in the development of an innovative, knowledge-based economy through science and engineering. This vision is realized by

- being dedicated to excellence in advancing the frontiers of scientific and technological knowledge in areas relevant to Canada
- carrying out focused research, in collaboration with industrial, academic and government partners to develop and exploit key technologies
- providing strategic advice and national leadership to integrate key players in Canada's system of innovation
- taking a more aggressive entrepreneurial approach to ensure the transfer of our knowledge and technological achievements to Canadian-based firms.

NRC's Real Property Planning and Management Branch (RPPM) provides non-research services to research institutes and senior administrative departments. These services include:

- engineering and maintenance
- utilities
- property management
- construction
- transportation
- procurement services
- material management
- conference services
- mail
- reprographics.

I. Scope

Location of work

The work to be done by the contractor under the resulting contract will be at the Montréal–Royalmount at 6100 Avenue Royalmount, Montréal, Quebec, H4P 2R2. See building key plans, Attachment-1, NRC-CTMF Floor Plans of the RFP 23-58176, for details and cleanable areas for



each building as identified in the scope of work. Unless otherwise stated, all structures and buildings at this site are included in the scope of work.

Work included in the scope of work:

Provide complete building cleaning services in the most efficient and environmentally friendly manner to maintain cleanliness and hygiene at each building/site.

Clean and maintain all areas within each building except those specifically excluded in accordance with the building design, interior building decorations and furnishings, established building operations and schedules, procedures for safety as prescribed by all applicable codes, regulations, and NRC/RPPM standards.

1. Inspect all areas for cleaning requirements, respond to all service calls and complaints, investigate unsatisfactory conditions and take appropriate action.
2. Supply all materials, supplies and products required to carry out the building cleaning services. Sufficient stock of materials and supplies must be maintained on site to satisfy the cleaning requirements.
3. Supply all equipment, power and hand tools, machines, carts, and scaffolding needed to perform the services.
4. Employ such methods as necessary to avoid defacement or damage to the buildings and ensure all materials and methods used are compatible with the surfaces on which they are used.
5. Collect waste and recyclables from each building and transport them to their designated containers or to a central collection location (freight receiving area and garbage room).
6. Clean the exterior perimeter windows.
7. Maintain exterior furnishings.
8. Work excluded from the scope of work:
 - Collect hazardous and chemical waste.
 - Dispose of waste and recycled materials.
 - Remove snow from sidewalks, traffic areas and parking lots.

II. Overview of NRC buildings

Properties and buildings

The contractor shall provide services at the NRC Montréal–Royalmount site, which houses the laboratories of several research centres: Human Health Therapeutics (HHT), Aquatic and Crop Resource Development (ACRD) and Energy, Mining and Environment (EME), Biologics Manufacturing Center (BMC), the Clinical Trial Material Facility (CTMF) and as well as the administrative offices of common services.



III. Interpretation

- 1) In this RFP,
 - a) “RPPM project authority” means the RPPM manager and includes a person designated by them to perform on their behalf any function under the contract.
 - b) “Superintendent” means the employee of the contractor who is designated by the contractor as being in full charge of the work carried out on site by the contractor under the contract.
 - c) “Work” includes the whole of the works, materials, matters and things required to be done, furnished and performed by the contractor under the contract.
 - d) “Herein,” “hereby,” “hereof” and similar expressions refer to the contract as a whole and not to any particular subdivision or part thereof.
 - e) NRC: National Research Council Canada
 - f) RPPM: NRC’s Administrative Services and Property Management Branch
 - g) MTLR-01 - Montréal–Royalmount, Quebec
 - h) BMC: Biologics Manufacturing Center
 - i) CTMF: Clinical Trial Material Facility
- 2) “Operating hours” refers to NRC’s regular business hours, i.e., Monday to Friday from 7:00 a.m. to 5:00 p.m., excluding statutory holidays (New Year’s Day, Good Friday, Easter Monday, Victoria Day, Saint Jean-Baptiste day, Canada Day, the National Day for Truth and Reconciliation, Labour Day, Thanksgiving, Remembrance Day, Christmas Day and Boxing Day), when NRC is closed.

IV. Conflict resolution

In the spirit of this partnership agreement, conflicts will be resolved initially through the negotiation process at the working level, then at the management level. Failure to reach a mutually agreeable resolution will result in the initiation of a mediation or binding arbitration process arranged to the satisfaction of both parties.

Applicable regulations, codes and standards

The contractor shall comply with all relevant codes and regulations, including—but not limited—to fire codes; electrical codes, plumbing codes, environmental regulations, and workplace health and safety regulations. As a federal government agency, NRC can abide by federal codes and regulations and is not compelled to abide by provincial building codes and regulations. However, in most circumstances, NRC abides by the more stringent of either the provincial or federal codes and regulations.

V. Amendments to scope of work



- RPPM requires some flexibility to respond to changes in its operation. During the term of the contract, RPPM may adjust the scope of the work under the contract. Should such amendments be necessary, they will be subject to mutual agreement by the contractor and RPPM.
- Should the contractor not wish to undertake any additional work resulting from a change in scope, RPPM reserves the right to tender this well as other work being done by the contractor and deemed appropriate to combine with the additional work.
- Any additions or deletions of buildings from the scope of the contract will be negotiated such that any price revision fairly reflects synergies added or lost because of the change.

VI. Director's rights and obligations

- 1) The RPPM project authority shall decide whether the work has been performed in accordance with the contract and whether the labour, materials, tools and equipment used in the execution of the work are adequate for the performance of the work.
- 2) The RPPM project authority shall decide whether anything done or not done as a result of directions given under this subsection has increased or decreased the cost of the work to the contractor, and the contract amount shall be increased or decreased accordingly.



SECTION 1

GENERAL REQUIREMENTS



I. Building cleaning operations

Unless otherwise specified, the contractor shall provide all labour, materials and equipment necessary for the complete and satisfactory delivery of janitorial cleaning services of all the buildings identified, all of which will be completed to the nature and frequencies indicated in this RFP, whether this includes routine cleaning, project cleaning or on-demand cleaning.

1. Routine or scheduled cleaning operations/Project or on-demand cleaning

- a) Routine cleaning is cleaning performed on a regular basis, which forms the bulk of the cleaning and shall be performed between the hours of 7:00 a.m. and 5 p.m., Monday to Friday. Building passes are required after regular working hours, as well as on Saturdays, Sundays and statutory holidays.
- b) Scheduled cleaning, such as floor stripping, must be done after normal working hours if it interferes with NRC staff or is deemed by the RPPM project authority to be unsafe to do during normal working hours. The cost of performing the scheduled cleaning after normal working hours will be borne by the contractor.
- c) Cleaning shall be carried out in such a manner that no more than 25% of the building will be illuminated while cleaning operations are under way during unoccupied hours, i.e., work shall be completed section by section on each floor, and the lights switched on before beginning the work and switched off after finishing the work, section by section. Where individual offices are equipped with light switches, lights are to be turned on when entering to clean the office and switched off immediately on leaving the office before proceeding to the next.
- d) Within 45 days of contract award, the contractor shall submit a written final operating plan for meeting routine cleaning needs (detailed schedules of daily, weekly and monthly work to be carried out in each building). A preliminary plan of routine cleaning operations shall be approved by the RPPM project authority before implementation.

2. Project or on-demand cleaning

- a) Project or on-demand cleaning shall be performed only when ordered in writing by the RPPM project authority. Such work normally applies to areas of the building that do not require routine cleaning. The contractor will be given at least 48 hours' advance notice prior to performing such cleaning operations.
- b) The contractor must not re-assign staff from routine or scheduled cleaning operations to perform project, on-demand or post-construction cleaning. Additional staff must be available to handle project, on-demand or post-construction cleaning requests.
- c) **Charges for these services rendered will be based on the established fixed-rate cost or hourly charge-out rate per cleaner for the term of the resulting contract.**



3. Emergency clean-up – Regular working hours

In the event of an emergency, such as a water leak or flood, the contractor's Supervisor shall direct regular staff to the affected areas for clean-up. Following the clean-up, every attempt will be made by the cleaning staff to complete their regular duties.

There will be no additional charges during regular working hours.

4. After-hours emergencies

- a) Should an emergency arise after regular working hours, including weekends and statutory holidays, and should cleaning staff be called into the affected area for clean-up, charges for these services rendered will be based on an established hourly charge-out rate per cleaning for the term of the resulting contract.
- b) The contact person assigned by the contractor must be prepared to respond to emergency calls 24 hours a day, 7 days a week and be on site within two hours' notice.

5. Special events clean-up

When requested in writing by the RPPM project authority, the contractor shall provide additional cleaning staff trained to handle special projects. Special event set-up and **extra cleaning done prior to, during and following the special event will be rendered as extra cleaning only, based on an established hourly charge-out rate, other than regular cleaning scheduled for the area.**

6. Post-construction clean-up

- a) When requested in writing by the RPPM project authority, the contractor shall provide additional cleaners for construction clean-up other than regular cleaning staff, based on an established hourly charge-out rate. If regular cleaning is not required in a designated area during construction, a credit for the cleaning will be given to NRC based on a cost per square metre as per established rates.
- b) **For any newly installed resilient floor finish, the contractor shall bear the cost of sealing and waxing the entire floor surface.**

II. Other activities

- 1. Unless otherwise specified, the contractor shall provide all labour, materials and equipment necessary for the complete and satisfactory delivery of the work for the entire building identified, in accordance with the nature and frequency of the work specified herein, whether routine, project or on demand.
- 2. Miscellaneous work
 - a. Miscellaneous work means tasks other than cleaning, which are done daily and are not normally part of a cleaning service contract, but which are necessary for



the proper functioning of a building. This work is done between 7:00 a.m. and 5:00 p.m., Monday to Friday. Access cards shall be required for entry into buildings outside of regular working hours, on weekends and on statutory holidays.

- b. Within 45 days of contract award, the contractor shall submit in writing its final plan of operations to conform with the various cleaning needs (detailed schedules of daily, weekly and monthly duties to be performed in each building). A preliminary plan of routine cleaning operations shall be approved by the RPPM project authority before implementation.

III. Inspection

Upon completion of each cleaning operation, the contractor shall notify the RPPM project authority, who shall have the work inspected to determine whether it is acceptable.

IV. Personnel requirements

The following outlines the requirements for personnel to be applied to the resulting contract.

1. Staffing

The contractor must submit a complete staffing plan for each building area based on their cleaning requirements. The plan is to be approved by the RPPM project authority before implementation.

2. Key personnel

The contractor shall be responsible for identifying and assigning sufficient personnel to complete all requirements in a timely manner as specified in this contract. Qualified replacement personnel must be used to cover any absences (i.e., sick or annual leave, jury duty etc.) for personnel normally responsible for performing services. These personnel shall already have the uniforms, background checks and training required to perform the necessary services. All temporary and replacement personnel shall have qualifications that are equal to or higher than those of the person being replaced.

3. The contractor shall provide services in both official languages to all personnel assigned. Personnel assigned to a specific area shall be used exclusively in that area/building and will not perform other additional duties unless approved by the RPPM project authority.
4. As part of the work required for routine cleaning operations, the contractor shall provide the personnel required to perform all cleaning operations detailed in this RFP.
5. All staff must receive, at regular intervals, training in the following:
 - a) WHMIS 2015
 - b) Laboratory safety



- c) Clean room safety
 - d) Spill/leak containment
 - e) Industrial safety
 - f) Introduction to assignments to general procedures
 - g) Chemical safety
 - h) Tools and equipment
 - i) Floor care
 - j) Washroom cleaning and disinfection
 - k) Green cleaning techniques
6. The contractor's staff must be comfortable working in an environment that includes offices, laboratories, clean rooms and noisy or dusty environments. Aversion to providing cleaning services will not be an acceptable excuse for failure to perform the janitorial duties under the resulting contract.
7. Substitution
- Except for emergency situations, all proposed key personnel substitutions shall be submitted in writing to the RPPM project authority at least two weeks in advance of substitution. Such requests shall provide a detailed explanation of the reason for the substitution, the complete résumé(s) of the proposed substitution(s), and any other information required by the RPPM project authority to approve or reject the proposed substitution(s). All proposed substitutes must have qualifications that are equal to or higher than those of the person they are replacing.
8. Additional key personnel
- In the event that the contractor decides to designate additional key personnel to better meet requirements, the contractor shall submit to the RPPM project authority the information required for the latter's approval.
9. On-site program manager (foreperson)
- a) The on-site program manager must have excellent communication skills in both official languages and must have a minimum of five years' experience in janitorial staff management and related duties at facilities with numerous rooms of varying sizes and uses. The program manager must be able to communicate with the RPPM project authority by email. The program manager must be certified in the Workplace Hazardous Materials Information System (WHMIS 2015) and in accident prevention.

With their proposal, the contractor must submit a résumé and reference for the on-site program manager to verify their experience, as well as a copy of the certificates they were issued on completing the above training.



- b) Program management is considered critical to the satisfactory performance of this contract. The program manager must be available as needed to act for the contractor to oversee and coordinate all services described herein. The program manager must ensure that all indirect elements required to deliver the services in accordance with the requirements specified herein—whether related to labour, supervision, tools, supplies, material, equipment or management—are provided for and available.
- c) The on-site program manager must have full authority to reassign personnel, receive requests and notices from the RPPM project authority and have the independent authority necessary to take action to resolve situations on site requiring immediate attention.
- d) The on-site program manager must be available to deal with the day-to-day implementation of the contract and must maintain frequent and daily contact with the facility supervisor and the RPPM project authority to provide information on the contractor's management and program activities and ensure all potential issues are quickly identified and resolved.
- e) The on-site program manager shall attend the monthly RPPM/contractor operations meeting and other meetings, as required.

10. Site supervisor (superintendent)

The site supervisor must have a minimum of three years' experience in janitorial supervision. The site supervisor must also have completed the 2015 WHMIS certification program.

With their proposal, the contractor must submit a résumé and reference for the site supervisor, as well as a copy of the certificate they were issued on completing the WHMIS training.

- a) The contractor must provide a qualified site supervisor to supervise the site in accordance with the requirements herein. The site supervisor must have sufficient experience in the services described herein. The contractor shall task the site supervisor with supervising ongoing work, planning work and ordering necessary supplies. The site supervisor or delegate must be on site at all times.
- b) Supervision is critical to the satisfactory performance of the resulting contract. The site supervisor must have excellent communication skills in both official languages, have unquestionable integrity, display a mature attitude and good judgment at all times, and have the authority necessary to take action to resolve problems.
- c) The site supervisor shall be the contractor's on-site representative and be wholly responsible for the satisfactory performance of all the contractor's employees and subcontractors. The site supervisor must have the full authority make decisions on the spot, as required, to address and resolve situations requiring immediate attention.



- d) The site supervisor shall provide a written daily work report describing what services are to be performed each day. If no services were performed, the report shall state that no services were performed. Reports shall be submitted to the RPPM project authority upon request. Reports will also state how many employees were working on site, the area in which they worked and any deficiencies noted.
- e) The site supervisor must maintain frequent liaison with the on-site program manager and the RPPM project authority to provide information and ensure that all potential issues are quickly identified and resolved. Once paged or called, the site supervisor shall respond within fifteen (15) minutes and be on site within the two (2) hours, whether during business hours, after hours, on weekends or on statutory holidays.
- f) The contractor shall provide a sufficiently skilled site supervisor alternate for any given period of time that the primary site supervisor is unavailable. Whenever possible, the contractor shall inform the RPPM project authority in writing of who will be replacing the site supervisor in the latter's absence.
- g) The site supervisor shall notify the contractor's employees and subcontractors of the existence of any actual or potential risk to health and safety of which the site supervisor is aware. The site supervisor shall take all reasonable precautions to protect workers and subcontractors.
- h) The contractor's site supervisor shall ensure that all employees working on site have the photo ID cards and building access cards required to access the buildings. Any cards lost must immediately be reported to the RPPM project authority.
- i) Upon termination, resignation or any other event leading to an employee leaving duty under the resulting contract, the contractor is responsible for returning all photo ID cards, building access cards and keys issued to that employee for the various buildings.

11. Training management

The contractor shall provide—at its expense—all training required to all employees assigned to the resulting contract.

The contractor shall maintain a training record for each employee. The training records shall show the employee's name and the type and date of each training session attended.

12. Subcontractor support

The contractor shall describe the services to be subcontracted to other organizations. The contractor shall obtain prior written authorization from the RPPM project authority for any subcontractor not identified in its proposal.

The contractor is responsible for supervising any subcontractors used in the performance of the work.



Subcontractors' employees are subject to the same requirements as those to which the contractor's employees are subject.

1) **Contractor operations review and reporting requirements**

- a) The contractor shall be responsible for providing a monthly operations report consisting of a review of the contractor's progress to date. The report shall include work done in the past month and the work or level of effort anticipated for the future, focusing on the upcoming eight-week period.
- b) The contractor shall provide a schedule of operational reviews annually via email. Operational reviews are to be held on or around the 10th day of every month. The first report is due 15 days after contract start date, with subsequent schedules provided by January 15 annually. The final report is to be coordinated with the RPPM project authority.
- c) The contractor and the RPPM project authority will hold monthly operational review meetings, the purpose of which is to
 - i. allow the contractor to present a summary of the previous month's activities to identify any issues or concerns and provide service-call status
 - ii. ensure maintenance of an effective contract administration program that also ensures a successful business relationship between the contractor and NRC
 - iii. ensure coordination and active cooperation on a continuous basis between the contractor and NRC
 - iv. provide an initial step in avoiding disputes and claims and to settle any misunderstandings at the lowest possible level and provide a forum for conflict resolution.
- d) The monthly operational review must—at minimum—cover the following:
 - i. Achievement and initiative
 - ii. Quality system
 - iii. Customer interaction
 - iv. Environmental health and safety
 - v. Employee/customer satisfaction
 - vi. Issues/exposure and mitigation plan

2) **Contractor deliverables**



- a) All reports, plans, appendixes and other documents provided by the contractor are subject to the approval of the RPPM project authority.
- b) NRC considers the timely submission of deliverables to be crucial to the proper execution of cleaning operations in the facilities identified in this RFP.
- c) The contractor shall be required to submit deliverables and reports at specified times throughout the term of this contract. These are considered critical to the successful completion of all contractual requirements. The following deliverables shall be provided by the contractor no later than the dates set forth below:

	Deliverable	Frequency/due date
1	Program manager's daily report/log sheet	On request
2	Hazardous material inventory with corresponding MSDSs (material safety data sheets)	15 days after contract start date and updated monthly thereafter, deliverable on contract date. (The inventory is updated annually, but the WHMIS 2015 sheets are updated weekly as specified further in the RFP.)
3	Operational review meeting minutes and action item log	On request
4	Annual schedule of operational reviews	Forty-five (45) days after contract start date and annually thereafter, deliverable on contract date.
5	Contractor's monthly operations report	The 10th day of every month
6	Accident/incident reports	Prepared jointly with the RPPM project authority no later than the day following the accident/incident
7	List of proposed dedicated and non-dedicated tools that the contractor will supply under the resulting contract	With proposal, to be approved before contract award and updated as needed and annually on contract date.
8	List of proposed materials and supplies that the contractor will use throughout the contract term	With proposal, to be approved before contract award and updated as needed and annually on contract date.
9	Minutes of the contractor's health and safety meetings	The 10th day of every month
10	Emergency clean-up procedure	Contract start date
11	Worker's safety program	Contract start date
12	Program manager and supervisor	Draft version with proposal, and final version



	designated in writing	fifteen (15) days prior to contract start date
13	Complete quality control plan (with training plan, inspection system, etc.)	Ten (10) days following contract award, to be approved before contract start date and updated as needed and annually on January 15
14	Quality inspection reports	The 10th day of every month
15	Invoices	The 10th day of every month
16	Accrued assets	The 10th day of every month
17	Security clearances for all personnel	Ten (10) days following contract award Updated as needed

d) All deliverables are to be provided in electronic format by email to the RPPM project authority.

3) **Health and safety**

1. The contractor and the contractor's employees shall comply with all ordinances, rules and regulations relating to the janitorial services, as well with all related NRC policies and procedures.
2. The contractor shall take WHMIS 2015 training and ensure that all products used in the workplace are classified and labelled according to the system. All the contractor's employees must attend a WHMIS 2015 training session and laboratory safety training prior to working on NRC premises.
3. The contractor shall ensure that all equipment used to perform the work is in good operating condition. The RPPM project authority reserves the right to have any equipment deemed unsafe, unsuitable or defective taken out of service. The contractor shall be responsible for supplying suitable replacement equipment.
4. Needles, syringes, glassware, chemicals, glues, fuel and oil shall not be handled or disposed of and shall not be mixed with garbage.
5. With respect to equipment, work methods and procedures, the contractor shall adhere to all safety measures respecting personnel and fire hazards recommended by national and/or provincial codes and/or prescribed by the relevant authorities.
6. The contractor shall ensure that all staff attend a WHMIS 2015 and Green Cleaning Technique training session before performing work at the NRC sites.
7. All equipment shall be CSA and/or C-UL approved and shall be of a size and type suitable for the work required.



8. Cleaning staff shall comply with NRC safety policies and procedures by wearing the following personal protective equipment:
 - a) CSA-approved safety footwear
 - b) CSA-approved protective eyewear
 - c) CSA-approved hard hats (as required)
 - d) Hearing protection (as required).
9. Cleaning staff required to work at heights greater than eight feet or 2.5 metres must be trained in how to prevent falls and must be fall-arrest certified.
10. Cleaning staff will not be expected to empty garbage cans weighing over 11.3 kilograms (25 pounds).
11. The contractor shall post visible bilingual signage during floor cleaning operations. Bilingual “Plancher humide / Danger Wet Floor” and “Entrée interdite / Do Not Enter” signs are mandatory, and a minimum of 15 per building (i.e., 30 total) will be required in locations that encourage their daily use.
12. With their proposal, contractors shall submit details of their safety program. This program should include the specific actions they will take to train their employees in
 - a) WHMIS 2015
 - b) the safe use of cleaning agents
 - c) the safe use of cleaning equipment
 - d) the use of equipment, signs, barriers or other devices to protect the building occupants and equipment
 - e) recognizing other hazards or other materials prohibited under the resulting contract.
13. The contractor shall instruct personnel to unplug all cords to prevent damage to cords and to outlets. Equipment shall not be plugged into orange receptacles. Electrical outlets for shop machinery shall not be used. Shop equipment shall not be unplugged to connect cleaning equipment.
14. The contractor shall comply with NRC safety regulations. Some equipment and experiments may be potentially hazardous. Cleaners shall not touch laboratory equipment and shall familiarize themselves with the safety procedures to be followed when working in and around hazardous areas.
15. Appropriate personal protective equipment shall be provided by the contractor and used while executing the required work. Such equipment shall conform to the latest industry standards and be in good working order. Any personal



protective equipment not in good working order must be replaced on site. Safety cones or safety barriers must be used as required to identify obstructions or other unsafe conditions at the work site. The contractor is responsible for supplying and installing all signage, protection and barriers required for work to be executed in a safe and secure manner.

16. Any accidents or injuries that occur at the NRC work site must be reported immediately to the RPPM project authority and properly documented.
17. The contractor shall immediately report to the RPPM project authority any safety issue that may affect its staff in the performance of their work. The contractor shall be responsible for the health and safety of its workers, subcontractors and vendors, as regulated by federal, provincial and municipal legislation.

4) Workplace Hazardous Materials Information System (WHMIS 2015)

The contractor shall comply with federal and provincial legislation with respect to WHMIS 2015. The contractor's responsibilities include—but are not limited to—the following:

1. ensuring that all approved products brought on site by the contractor or subcontractor or their suppliers are properly labelled WHMIS 2015
2. in the main janitor's room of each building, keeping a three-ring binder containing the material safety data sheets (MSDS) for all cleaning materials being used for cleaning operations and providing a copy to the director
3. providing the RPPM project authority with a copy of each MSDS, as well as daily updates of the quantities available in the building
4. informing other contractors, subcontractors, the RPPM project authority, authorized visitors and outside inspection agency personnel of the presence and use of such products on the work site
5. the foreperson and site supervisor must be able to demonstrate—to the satisfaction of the RPPM project authority—that they have had WHMIS 2015 training and are knowledgeable of its requirements; the RPPM project authority can require the replacement of persons who do not meet this condition or do not apply WHMIS 2015 properly.



5) Physical security requirements

1. Security screening

- a) The contractor must provide a list of all persons and/or subcontractors to be employed to execute the work described in the resulting service contract, with their personal information for security-screening purposes. To obtain Reliability Status, security screening will include fingerprinting, a criminal record check, a credit rating check and a security clearance check.
- b) Only employees who are security-cleared will be permitted to work on NRC premises. They will be photographed and obtain an ID badge only once they receive their security clearance.
- c) On a quarterly basis, the contractor must provide the RPPM project authority with accurate and updated lists of its employees requiring access to the work sites. Should the contractor fail to comply with this requirement, the project authority may withhold payment due until there is such compliance.
- d) The RPPM project authority shall have the right to deny access to any of the contractor's employees working in any of the buildings for security reasons, regardless of the employee's security screening result or status.

2. Security requirements

- a) Only those employees whose names appear on the contractor's payroll and meet the conditions specified in the resulting service contract will have access to NRC facilities. No other persons accompanying employees will be allowed into a building.
- b) The contractor's staff must report any abnormalities to the RPPM project authority.
- c) All cleaning personnel will be photographed and issued an access card, which they must wear visibly at all times.
- d) All ID or access cards entrusted to the contractor must be fully protected and returned to the RPPM project authority upon completion or termination of the resulting contract or upon termination of employment. Stolen, damaged or lost ID or access cards must be reported immediately to the RPPM project authority.
- e) If a contractor's employee opens a window, they must ensure it is closed and locked before leaving the premises. All doors to rooms, private or general offices, etc., that cleaning personnel need to unlock must be locked once the work is completed.



- f) As a general rule, if an office is unoccupied and an employee needs to enter it to clean, that employee needs prior authorization to enter, unless the door to the office has been left open.

3. Building keys

- a) Building keys will be issued to employees every morning by building security. A log will be maintained for signing keys in and out. Employees must return their keys at the end of their shift and any time they leave mid-shift (e.g., lunch, errands).
- b) The project manager shall ensure all keys issued are protected from loss and/or copying.
- c) The contractor shall not duplicate keys supplied by NRC.
- d) The contractor shall be charged \$30 for each lost mechanical key or access card.

6) Quality assurance program

1. The contractor must put in place a quality assurance program that contains the following (to be included in the proposal):
 - a) building inspections – identify the problem
 - b) corrective actions – propose a solution
 - c) follow-up reports – ensure no re-occurrence.
2. With the site supervisor, the program manager shall carry out a monthly inspection of sample spaces to ensure that performance is maintained at the quality level and standard expected by the RPPM project authority. Any quality assurance inspection report indicating performance inferior to 80% for any part of a building may result in the implementation of corrective measures and even action against the contractor pursuant to the resulting contract.
3. The program manager's monthly reports shall be reviewed, evaluated and approved by the RPPM project authority. These reports will provide an overview of the cleaning service and identify tasks to be done in the months ahead.
4. Any items or deficiencies noted in an inspection report must be corrected within a minimum of 24 hours and maximum of four (4) business days. Any work the RPPM project authority deems urgent shall be undertaken immediately.

7) Uniforms



1. All cleaning personnel working under the resulting service contract on NRC premises shall be suitably uniformed.
2. All cleaning personnel shall wear a clean uniform consisting of:

industrial-type matching (same colour) shirt and trousers, coveralls or smocks; the company name or crest must be visible and affixed to the uniform.
3. All on-site personnel must be visibly identifiable at all times.
4. All cleaning personnel must visibly wear their access card with photo.
5. Personnel must wear personal protective equipment in mechanical rooms (safety shoes, eye protection and hard hat) or in areas where it is deemed necessary.

8) Training

1. All the contractor's employees shall be trained in the safe and proper use of all equipment, chemicals, cleaning agents and supplies required for their work, as well as in how to efficiently organize their duties.
2. Some employees will require special training, such as for cleaning laboratories and/or workshops.
3. The training records of all the contractor's employees will be kept on site by the project manager or training facilitator.

9) Communication

1. The successful contractor shall establish an open line of communication that is effective in keeping a good rapport with all involved in the resulting contract.
2. The program manager, site supervisor and a number of key personnel shall be equipped with either a pager or cell phone (with voicemail) so that they may be contacted immediately at any time.
3. The program manager shall record complaints and/or cleaning requests in a logbook and keep entries up to date as a means of communicating with the RPPM project authority.

10) Logbook

- a) The contractor is responsible for maintaining a logbook.
- b) All requests, complaints, tasks and observations shall be recorded in the logbook.
- c) The contractor shall record in the log book all activities other than routine cleaning.



- d) Each day, the RPPM project authority shall record in the logbook any comments on issues to be rectified and compliments on work well done.

11) Emergency calls

The contractor must designate one or more contact persons who shall be available after normal working hours and shall be capable of responding quickly to urgent service calls.

12) Parking

Parking spaces shall be provided at NRC facilities according to availability. As applicable, the contractor and its employees will be charged fair market value for the use of a parking space. Currently, there are no parking fees at the NRC–Royalmount site.

13) Space reserved for the contractor

1. Office space will be provided to the site supervisor. This office space will be provided free of charge to the contractor, who shall ensure such areas are kept in a clean and safe condition.
2. The contractor shall not use the address of a building managed or owned by NRC as its official address or for promotional or any other purposes. A telephone, fax line and computer with an internet connection may be installed at the contractor's expense, but their numbers must be unlisted and must not—under any circumstances—appear in telephone directories or advertised as business numbers.
3. NRC shall not be responsible for damage to the contractor's supplies, material or equipment in the building, nor for personal effects that the contractor's employees bring into the building.
4. The contractor must have a local office and be available within one hour (by car) of the NRC office.

14) Storage space

1. NRC will designate and provide a space in each building for the contractor to store supplies, equipment and materials. The space shall be of an adequate size for storing all materials and supplies needed for 20 days of operation and shall be kept in a clean and safe condition.
2. The contractor shall not bring or store chemicals or hazardous substances on NRC premises. The contractor will be held liable for all costs associated with any misuse, spill, disposal, etc., of any chemical or substance the contractor brought to or stored in an NRC building.

15) Light, heat, power and water

NRC shall supply all the heat, light, power, and hot and cold water reasonably required to execute the work.



16) Elevator service

As applicable, the contractor shall be permitted to use the elevators and shall be responsible for their safe operation.

17) Cooperation with other contractors

The contractor shall cooperate fully with other contractors or workers assigned to the work site by the RPPM project authority.

DETAILS

- | | |
|---|--|
| 1. Cleaner – Light duty | The cleaner picks up litter; empties waste containers and recycling bins; removes foreign material from drinking fountains; does light emergency cleaning; spot-cleans; cleans furniture and fixtures and dusts all surfaces at their height (not requiring the use of a ladder); damp-mops, dust-mops and vacuums; replenishes supplies in washrooms; and cleans and/or washes toilet facilities, wash basins, chrome fittings, mirrors and dispensers. |
| 2. Cleaner – Heavy duty | The cleaner empties, cleans and/or washes heavy waste/recycling receptacles; sweeps, damp-mops, washes and scrubs floors; removes and applies floor finishes; seals floors; washes or vacuums walls and ceilings; cleans light fixtures; operates powered cleaning and sanitation equipment; and performs other related heavy duties. |
| 3. Antiseptic boxes | Replace hand sanitizer refill bags in designated areas. The product will be provided by the contractor. |
| 4. Routine cleaning | Cleaning operations to be performed monthly, weekly or daily. |
| 5. Scheduled cleaning operations | Cleaning operations to be performed monthly, every two months, every three months or once, twice or three times a year. |
| 6. Project and/or on-demand cleaning operations | Cleaning operations to be performed only upon written request by the RPPM project authority. |
| 7. Flight of stairs | The stairs between two floor levels, including any landings. |



8. Materials Items required to carry out the work, such as hand soap, deodorant cakes, plastic bags, string and garbage bags, and any other supplies or products necessary for general building cleaning.
9. Litter
 - The contents of waste and recycling receptacles, sani-cans and any litter found in fire hose cabinets.
 - Includes paper clips, paper, loose mop strands, pins, staples and any other items fallen on floor or carpeting.
10. Common areas Includes hallways, lunchrooms, kitchenettes, washrooms, meeting rooms, staff and visitor entrances, and conference rooms in all buildings (includes daily cleaning operations and emptying waste and recycling receptacles).
11. Sweeping Removing loose, dry surface soil left on the floor. Where surface is not subject to damage by solvents, use a solvent-treated sweeping compound, dust cloth or dust mop. Where surface is subject to damage by solvents, use a wax-based sweeping compound, dust cloth or dust mop. The dust cloths and dust mops shall be treated the day before use to ensure no streaks are left on the floor.
12. Spray buffing (spray cleaning)
 - Spray buff on a swept floor, approximately 45.72 centimetres ahead of the floor machine.
 - Care must be taken to ensure that no solution splashes on furniture, doors and baseboards.
 - While the machine operates, the spray buffing pad abrades black marks and irregularities. When the working surface of the pad becomes saturated, turn the pad over or replace with a clean pad. Spray buffing is continued until all traffic marks are removed and shine is restored. Floors shall be swept after spray buffing has been completed.
13. Wet or dry scrubbing Remove the top layer(s) of floor finish using either the wet (minimal amount of water) or dry scrub method and apply two (2) coats of a self-polishing, non-slip floor finish to the dry, clean floor. Complete operation by cleaning splash marks from baseboards, doors, door frames, furniture, etc.
14. Washing Applying a neutral detergent solution to the floor, spreading it with a mop, removing it, then rinsing and mopping the floor.
15. Waxing
 - Strip and refinish: Apply several coats of a self-polishing, non-slip, acrylic polymer floor finish to the floor (the client shall determine the number of coats required).
 - Polish or buff: Use a machine and brush or pad to restore surface shine to the entire floor area.



NOTES:

- 1) The floor sealer must be applied right up to baseboards.
 - 2) Floor finishes must be applied up to 30.48 centimetres from baseboards, except for the last coat, which must be applied right up to the baseboards.
 - 3) Each layer of finish must be applied in the opposite direction of the previous application.
 - 4) Baseboards must be cleaned after each scheduled operation to remove streaks and splashes.
 - 5) When using the wet scrub or wet strip method, use the least amount of solution possible.
 - 6) When using the wet scrub or wet strip method, wet mop the floor twice before applying sealer or finish.
 - 7) When using the wet scrub or wet strip method, wash the floor twice before applying sealer or finish.
-
16. General Apply a neutral detergent solution to the floor, spread it with a mop, remove it, then rinse and mop the floor.

 17. Hallways Machine wash

 18. Washrooms,
floors Washing: Apply a neutral detergent solution to the floor, spread it with a mop, remove it, then rinse the floor with a disinfectant solution and mop up the rinse solution.

 19. Washrooms,
walls Patrol cleaning: Wipe the walls with a neutral detergent solution, remove it, then rinse with a disinfectant solution.

 20. Washrooms Clean the floors and toilet seats, empty garbage and pick up litter, wipe hand basins, including all adjacent walls and shelves above them, clean mirrors, wipe up spills, and refill soap dispensers. This work is done in addition to routine cleaning.

 21. General Apply a neutral detergent solution to the floor, spread it with a mop, remove it, then rinse and mop the floor.

 22. Shipping,
workshops,
mechanical Apply a degreasing detergent solution to the floor, spread it with a mop, remove it, then rinse and mop the floor.



rooms

23. Carpets
- Basic maintenance: Remove dust, dirt and litter using an upright- or canister-type industrial vacuum cleaner that can be equipped with a crevice tool attachment to clean in corners and along baseboards.
 - Stain removal: Identify the type of stain by look, feel or odour and remove it using the appropriate commercially available spot remover in accordance with the product's instructions.
24. Doormats
- General : Remove sand, slush or water using a wet and dry industrial vacuum cleaner equipped with the appropriate floor tools.
 - Salt-stain removal: Vacuum the mats, saturate the stains with water, let sit for 10 minutes, then vacuum up the water. Repeat as often as necessary to remove the stains.
25. Dusting
- Remove loose dirt, dust and cobwebs using an untreated dust mop or vacuum cleaner with the appropriate attachments.
26. Stain removal
- Remove marks, smudges, stains and graffiti using a damp cloth, then wipe with a dry cloth.
27. Vacuuming
- Remove loose dirt, dust and cobwebs using a vacuum cleaner with the appropriate attachments.
 - Remove dust on both sides of drapes using a vacuum cleaner, extension wand and drape attachment against the grain.
28. Vinyl and leatherette upholstery
- Remove soil marks and stains using an approved cleaner, then apply an approved finish.
29. Air vents and diffusers
- Apply a detergent solution with a cloth to remove dust and dirt, then dry with a clean cloth.
30. Lunch room and rest area
- Clean up spills; remove any garbage from all furniture, tables, chairs, sinks, etc.; wipe sinks, counters and fixtures with a damp cloth; pick up litter from floors; and empty garbage cans and waste receptacles.
31. Shampooing and hot water extraction/cleaning method
- Vacuum the carpet with an industrial vacuum cleaner with a beater brush. Pick up all paper clips, pins and staples before wetting the carpet.
 - Remove spots and stains using special cleaners.
 - Regulate the flow of cleaning solution so as to dampen the



fibres but not penetrate the backing when using the scrubber.

- Repeat the above steps with extraction equipment, then finish using clean water to extract the maximum amount of cleaning residue.
- Dry wipe all furniture, walls and other surfaces that were dampened during the work to remove staining, streaking and spotting. Place protective material under the contact points of all furniture and equipment to prevent stains.

32. Waste and recycling management program

On a daily basis, manage a multi-material recycling program. Collect and transport the various commodities, then place them in appropriate containers in a central area.

END OF SECTION 1



SECTION 2

STATEMENT OF WORK AND FREQUENCIES



I. General

See Section 1, "Glossary," for more detailed definitions of the work outlined in this section.

When days of the week specified in Section 2 fall on a holiday, the contractor shall perform that day's operations the first working day thereafter.

The RPPM project authority may adjust the operations prescribed to suit the client's operational needs.

II. Outdoor cleaning

1. Miscellaneous

Every morning, pick up cigarette butts, waste and paper around the main entrance and on the sidewalks leading to the parking lot.

2. Daily

- Clean both sides of the windows and frames of the entrance and exit doors, push bars, stair railings and wheelchair handrails, as well as ashtrays.
- Sweep and remove litter from all entrances, ramps for persons with disabilities and loading docks.
- Keep all entrances, smoking areas and grounds free of debris, such as cigarette butts, paper, cardboard, food scraps, cans, etc.
- Note: All waste receptacles located outside of main entrances must be monitored and emptied daily.
- Clean all outdoor covered areas (roof or awning) around the entrances and keep them clean.
- Monitor all benches, picnic tables and waste receptacles located within a five-metre radius of an entrance and keep them clean and in good condition.
- Empty and clean all outdoor ashtrays.

III. Floors – General

Preliminary instructions

Chairs, wastepaper baskets, etc. must not be placed on desks, tables or work benches during cleaning.

Ensure that cleaning solutions do not seep under furniture legs, filing cabinets or partitions.

The contractor shall supply and visibly place international symbol signage or bilingual "Danger" signs when performing all floor-cleaning operations.

IV. General, floors – Resilient

1. Weekly cleaning: Office spaces

- Remove gum residue and other foreign matter daily.
- Sweep and damp-mop all floors once a week.



- Spray-buff in front and behind counters, passageways between desks and spaces under desks every two (2) weeks.
2. Daily cleaning: Hallways (excluding common areas)
 - Sweep and wet mop, or clean with a wet cloth, all floors daily.
 - Spray-buff once a week
 - Weekly cleaning: level 1 laboratories
 - Sweep and damp-mop floors once a week
 3. Project cleaning

Strip and refinish floors on request.

V. Floors – Painted concrete and epoxy

1. General

Every second day, sweep all floors using a method that does not stir up dust.

Remove gum residue and other foreign matter daily.

Wash all floors every two (2) weeks.

2. Workshops and warehouse

Sweep all floors every two (2) weeks using a method that does not stir up dust.

Wash all floors monthly.

3. Heavy-traffic storage area

Sweep and wash all floors once per month (third week of the month).

4. Project cleaning

Machine-wash floors on request.

Machine-wash unpainted floors and apply sealant on request.

VI. Carpets and rugs

1. General

- Use an industrial vacuum cleaner equipped with the proper accessories, a magnetic bar and a beater bar.
- Remove spot stains from carpets and rugs daily using methods and solutions approved by carpet manufacturers and clean up spills as soon as possible after becoming aware of them. Report any spots that cannot be removed by normal means, any damage and any lifting carpet to the director.
- Cut loose threads when vacuuming.

2. Offices



Vacuum all carpeting and rugs on each floor every week.

Where mat covers are in use, remove them, vacuum the carpet, clean the mat cover, then put it back.

3. Hallways, elevator lobbies and lobbies

Vacuum fully every second day.

4. Project cleaning

Clean carpets using the shampoo and hot water cleaning/extraction method (on request).

VII. Doormats

1. General

- Use an industrial, wet and dry vacuum cleaner equipped with the proper floor tools and with enough suction to remove wet or dry sand, water, etc.
- Vacuum mats daily or more often during inclement weather.
- Doormats shall be in place from November 1 to April 30. In the event of unusual weather conditions, the RPPM project authority may shorten or extend this period.
- NRC shall provide the doormats, which the contractor shall maintain and clean weekly.

2. Daily

Vacuum and remove salt stains from all doormats (twice per day or more frequently, if needed).

3. Weekly

Clean the electric brush, empty and wipe down the basket under the mechanism, and wash the outside and all visible surfaces.

4. Monthly (November to April)

All doormats shall be completely machine scrubbed, shampooed and cleaned, as indicated by the RPPM project authority.

5. Annually

The doormats shall be completely machine-scrubbed, shampooed and dried prior to storing (in June), as indicated by the RPPM project authority. Clean the underside of the mats at the end of the winter season.

VIII. Miscellaneous

1. Weekly

- Damp-wipe window sills and draft deflectors.



- Dust convectors and remove the dust from underneath.
- Dust display cases.

2. Twice a month (first and third week of every month)

Clean the exterior sash of notice boards

3. Monthly (first week of every month)

Clean and polish all decorative metal fittings using an approved product.

4. Annual project cleaning (offices, laboratories, shelving, areas with high ceilings, workshops, hallways, stairways and storage rooms)

- Dust ledges, tops of partitions, pipes and other high surfaces, including the tops of hanging light fixtures and conduits of a height of 1.8 to 4 metres.
- Wash all air-intake vents, air diffusers, air ducts, metal surrounds and open radiators.

IX. Entrances, exits, lobbies and hallways

1. General

- Remove all litter on the ground and empty the waste receptacles.
- Clean furniture in the same manner as office furniture.
- Remove or roll up doormats to complete floor cleaning operations.

2. Daily

- Clean both sides of door windows.
- Remove gum and other foreign residue.
- Sweep, wash and spray-buff floors. Provide additional damp-mopping of floors during inclement weather.
- Vacuum carpeting.

3. Monthly

Wet or dry scrub and refinish. Vacuum carpeting.

4. Project cleaning

Strip and refinish floors.

X. Stairs, landings, railings and handrails

1. Weekly

- Sweep and damp-mop.
- Remove gum, litter and other foreign residue.
- Dust and spot-clean handrails, vertical grilles, baseboards, stringers, ledges, balustrades, balusters and panels.



2. Monthly
Wash the handrails in stairwells.

XI. Elevators

1. Weekly

- Clean the elevator's interior and exterior bright metal work and surfaces.
- Clean the interior of the cab to remove finger marks, smudges and stains on doors, ceilings, door frames and walls, including the control panel.
- Brush and vacuum doorsill/track grooves in the cab and on each landing.
- Sweep and damp-mop floors.
- Remove gum and other foreign residue from floors.

2. Annually

Wash interior of elevator cabs

XII. Washrooms

<u>Women: Number of washrooms</u>	<u>Women: Number of toilets</u>	<u>Men: Number of washrooms</u>	<u>Men: Number of toilets</u>	<u>Number of urinals</u>	<u>Unisex washrooms</u>
10	36	10	28	22	7

1. General

- Clean the washrooms and refill the soap dispensers, as needed.
- Immediately clear blocked toilets, sinks, urinals and drains using a plunger. If plumbing work is necessary, notify the RPPM project authority.
- When dirty or torn, replace plastic bags with others of the correct size in wastepaper and refuse receptacles.
- Supply and install sanitary napkin bags.
- Supply and install urinal screens and deodorant blocks in each urinal, as required.

2. Daily

- Remove gum and other foreign residue.
- Sweep floors (twice a day, schedule to be determined).
- Damp-mop floors with a disinfectant solution (twice a day).
- Dust off the tops of partitions.
- Remove all garbage from strainers in base of urinals.
- Wash both sides of toilet seats, the interior and exterior of bowls, urinals and washbasins using a disinfectant detergent (twice a day).
- Clean and disinfect all water taps, dispensers, door plates, flush valves and the exterior of wastepaper and refuse receptacles (twice a day).
- Clean flush tanks, shelves, high ledges, mirrors, window stools and exposed piping.
- Spot-clean walls, partitions and doors to remove finger marks, graffiti and other marks (twice a day).



- Empty sani-cans, wash, disinfect them, and supply and insert new bags of the correct size.
- Empty all wastepaper and/or recycling receptacles.
- Supply and refill soap in dispensers, and sanitary napkin bags in dispensers.

3. Bi-weekly

- Wash both sides of partitions, partition doors and ceramic walls using a disinfectant detergent.
- De-scale toilet bowls and urinals.
- Pour a pail of clean water into each floor drain.
- Spray-buff resilient, terrazzo and marble floors.

4. Monthly (second week of every month)

Wash and disinfect the interior and exterior of wastepaper and refuse receptacles, including metal liners.

5. Semi-annually

Wash all walls, ceilings, light fixtures and partitions.

XIII. Nursing station

General

Access to this room will trigger an alarm at security. You will need to call the guard at security to identify yourself and inform them that cleaning work is about to take place (a telephone is available inside). Weekly cleaning is required, but cleaning when needed (e.g., after a medical emergency) is also necessary.

Weekly

Sweep and clean the floor (with a disinfectant solution).

Empty the garbage bins.

Clean the washroom:

- Mop floors with a disinfectant solution.
- Dust the tops of partitions.
- Clean toilet seats (both sides), inside and outside of bowls, urinals and sinks with a disinfectant detergent.
- Clean and disinfect faucets, dispensers, door shutters, flush valves and the outside of wastepaper baskets and garbage bins.
- Clean flush tanks, shelves, mirrors and visible piping.
- Remove fingerprints, graffiti and other marks from walls, partitions and doors.
- Empty sanitary buckets, wash and disinfect them, then supply and slip in a new bag of the right size.
- Empty wastepaper and/or recycling receptacles.
- Supply and refill soap in dispensers and sanitary towel bags.

XIV. Bus shelter



The construction of the bus shelter in front of the building at 6100 Royalmount Avenue is an NRC initiative. Monthly maintenance is required to keep the site clean.

Monthly:

- Sweep the floor and pick up all garbage at the entrance and inside the premises.
- Empty garbage can, disinfect it if necessary, provide and slip in a new bag of the right size.
- Clean inside and outside windows.

XV. Interior glass

1. General

Spot-clean all glass doors, glass in fire doors, glass partitions and/or glass in partitions.
Spot-clean display case, notice board and phone booth glass.
Remove all foreign substances, such as tape.

2. Daily

Wash both sides of all glass, including the exterior side of all main entrance doors, sidelights and all glass in lobbies.

XVI. Furniture and fixtures

1. Preliminary instructions

Papers and files left on furniture shall not be disturbed by the cleaning staff.
Cleaning of laboratory benches, laboratory sinks, and stationary and movable equipment is excluded.

2. Monthly

- Dust and remove marks from vertical surfaces.
- Dust tops of lockers and storage cabinets.
- Clean bases and tops of freestanding screens.
- Dust artificial plants, empty containers and wipe the exterior of the containers with a damp cloth.
- Wash boot trays and/or shelves.
- Vacuum upholstered furniture.
- Clean and polish both sides of bookcase glass doors and remove tape and other foreign residue.
- Dust structures/surfaces underneath desks.
- Dust pictures and wall hangings (excluding paintings and art).

3. Semi-annually

Clean all leather, vinyl and leatherette upholstered furniture in conference rooms and lobby areas using an approved product.

4. Project cleaning

- Shampoo upholstered furniture on request.



- Vacuum raised acoustic panels.
- As required: Clean inside private and public closets.

XVII. Waste receptacles

1. General (all common areas)

NRC employees and rental companies are responsible for taking their waste to the nearest recycling station.

Supply and install plastic bags of the correct size in garbage cans and waste receptacles and replace them when dirty or torn in all areas, including excluded areas.

Empty all waste and/or multi-recycling receptacles.

2. Laboratory (household) waste

Laboratory cleaning shall be done weekly, according to the frequency and schedule mentioned in the RFP.

3. Large laboratory (household) waste

Empty large garbage cans into the appropriate containers daily.

4. Large laboratory and mechanical room waste (scrap dumpster, scrap metal dumpster)

This task will not be included in the contract. Only authorized persons shall operate the forklift.

5. Waste from mechanical rooms (scrap): B21, F30, F85, L173, L273, L373, L473, B52, B56, P501, L4-3000 and CTMF mechanical rooms (five garbage cans total).

Garbage cans in mechanical rooms are included under the resulting contract and are to be emptied (once a month).

XVIII. Doors, door frames, etc.

1. Monthly

- Clean finger marks from doors and door frames.
- Clean metal push bars, kick and hand plates using an appropriate cleaner.
- Dust doors, door frames and grilles.
-

2. Annually

Wash doors, door frames and grilles.

XIX. Fire-fighting equipment

• Monthly

- Clean interior of fire hose cabinets.
- Clean fire extinguishers.
- Clean both sides of fire hose cabinet door glass.



XX. Walls, partitions and baseboards

- Monthly
- Remove finger marks, smudges and stains from painted walls and partitions.
- Dust baseboards, ledges and mouldings.
- Spot-clean walls, doors and vinyl partitions.
- Dust marble walls, columns and frames.
- Spot-clean fabric and carpeted walls, columns, screens and partitions.
- Dust panels and decorative wood with a cloth and a product approved by the RPPM project authority.

XXI. Contractor's spaces

General

- Each building has one or more janitor's closets and other areas for the storage of cleaning equipment and supplies.
- Store materials and equipment only in the designated spaces.
- All storage areas shall be locked only with locks keyed to the NRC master key systems.
- Remove all litter.
- Wash mops before storing. Keep all other equipment clean and materials neatly stored.
- Storage areas are to be kept at the same level of cleanliness as the rest of the facility.

XXII. Freight receiving area

1. Weekly

Sweep and mop the dock leveller platform at the same time as the floor.

2. Monthly

Dust the storage shelves and counter and workbench tops.
Wash the loading barriers and dock equipment.

XXIII. Garbage room

1. General

- All cardboard containers near the garbage room must be disposed of as promptly as possible (at minimum once a day) in the cardboard disposal bin provided by the RPPM project authority.
- Make sure all cigarette butts, ashes and matches are extinguished and cool before placing with other garbage.
- The contractor shall not store materials in the garbage room.

2. Daily

- Empty all garbage and wastepaper into containers, plastic bags or garbage cans, depending on the system in use.
- Sweep the floor after the garbage has been collected and pick up any litter dropped



between the garbage room/area and the truck.

- Place all garbage and waste in plastic bags and seal them before disposing of them into containers.
3. Weekly
Wash and disinfect the floor.

XXIV. Cardboard, boxes, packaging materials, books

General

- Unless otherwise indicated, all paper waste and cardboard boxes shall remain the property of NRC.
- Collect cardboard boxes and other packaging materials placed on the floor near the recycling stations and dispose of them in the appropriate containers.

XXV. Building maintenance

Report any repairs required on the building's heating, plumbing, electrical or water systems to the RPPM project authority.

XXVI. Cafeteria and rest and meditation areas

1. General

Clean the floors twice a day or more often, as needed.
Wash all tables, counters and sinks twice a day.

2. Daily

Spot-clean outside of refrigerators, kitchen area and microwave ovens.
Clean the inside of microwave ovens

3. Weekly

Dust all horizontal surfaces.
Supply and refill all soap, paper and paper towels in dispensers.
Empty, wash and disinfect garbage cans and recycling bins and replace plastic liners as required.
Spot-clean all walls, doors, partitions and exterior of cupboards.

4. Monthly

Clean the inside of the refrigerators.

XXVII. Chalkboards and whiteboards

General

IMPORTANT: DO NOT CLEAN chalkboards or whiteboards containing written information.

Do not use oiled or dust-treated cloths to clean chalkboards/whiteboards.



XXVIII. Locker rooms

1. Weekly

Dust and spot-clean exterior surfaces of lockers, including tops.

Remove gum and other foreign residue.

Sweep and damp-mop floors using a disinfectant detergent.

2. Semi-annually

Wash the exterior of lockers.

XXIX. Showers

1. Weekly

- Polish handles, shower heads and other fixtures.
- Remove all pieces of soap and other foreign matter.
- Wash walls, shower curtains and glass doors using a disinfectant detergent containing “sequestering agents” to remove soap scum, then rinse with clean water.
- Brush floors and walk-off mats/gratings using a disinfectant cleaner containing “sequestering agents” to remove soap scum, then rinse with clean water.
- Clear blocked drains immediately using a plunger. If plumbing work is necessary, notify the RPPM project authority.

XXX. Electrical rooms and telecommunications closets

Project cleaning: to be done twice a year. Cleaning staff will have to be accompanied by a person in charge of the building (RPPM).

XXXI. Mechanical rooms

Personal protective equipment (hard hat, safety shoes, safety glasses) must be worn when cleaning these areas.

Project cleaning: to be done twice a year. Cleaning staff will have to be accompanied by a person in charge of the building (RPPM).

XXXII. Conference rooms, meeting rooms and auditoriums

NOTE: These rooms are to be inspected by cleaning staff every morning. Any cleaning deficiencies are to be corrected by 8:00 a.m. These rooms are to be monitored and cleaned daily.

1. General

- Vacuum all carpeting weekly.
- Spot-clean beverage and other stains.

2. Daily

- Damp-wipe wooden conference tables and other tables.
- Spot-clean walls and doors.
- Spot-clean glass surfaces.



- Empty and wipe down waste containers.
- Clean counters, sinks and cupboards in adjacent rooms and coffee area.

3. Project cleaning

Shampoo carpeting and furniture on request.

Specially clean hardwood floors and carpets on request.

XXXIII. Workshop floors

1. Bi-weekly

Sweep and mop floor thoroughly.

2. Monthly

Wash the floor with a heavy-duty industrial degreaser.

XXXII. Clinical Trial Materials Facility (CTMF)

Pay special attention to this new building, which was completed in early 2023. Only the common areas require cleaning. Cleaning staff will not have access to clean rooms (except in exceptional cases).

1. **Reception, receiving area and storage area**

Daily:

- Mop and wash floors.
- Empty wastepaper baskets and replace plastic bags if necessary.
- Clean glass doors, glass partitions and frames on both sides.
- Disinfect door handles and other contact points.
- Vacuum winter mats.

Weekly:

- Wash winter mats.
- Wash glass doors, glass partitions and frames on both sides.

2. **Locker room**

Shoe covers must be worn in this sensitive area, which is located just inside the entrance to the clean rooms.

There will be a mop and bucket solely for this sensitive area (rooms 106, 101A, 104 and 105) to avoid any cross-contamination.

Daily:

- Mop and wash floors.
- Empty wastepaper baskets and replace plastic bags.
- Clean doors on both sides and mirrors.
- Disinfect door handles and other contact points.
- Clean counters, sinks, locker tops and storage areas.

3. **Washrooms**

General

There are four unisex washrooms.



- Sweep and clean washroom floors with disinfectant solution twice a day, and refill soap dispensers as needed.
- Clear clogged toilets, sinks, urinals and drains immediately with a plunger. If plumbing work is required, notify the RPPM project authority.
- Replace plastic bags in wastepaper baskets and garbage cans when dirty or torn; ensure they are the right size.
- Provide and install sanitary towel bags.
- Supply and install screens and deodorizer blocks in each urinal, as required.
- Remove any waste trapped in urinal plungers.
- Clean toilet seats (both sides), interior and exterior of bowls, urinals and sinks with disinfectant detergent (twice daily).

Weekly

- Clean entrance doors on both sides and dust door tops.
- Clean and disinfect faucets, soap and paper dispensers, door shutters, flush valves and the exterior of wastepaper baskets and garbage cans (twice a day).
- Clean flush tanks, windowsills, mirrors and visible piping.
- Empty sanitary towel garbage cans, wash and disinfect them, then supply and insert a new bag of the right size.
- Empty wastepaper baskets and/or recycling bins.
- Supply and refill soap, toilet paper and sanitary towel bags in dispensers.
-

Bi-weekly

- Descale urinals and toilets.
- Pour a bucket of clean water down floor drains.
- Spray and polish floors to remove all marks.

Monthly

Wash and disinfect interior and exterior of wastepaper baskets and garbage cans, including metal fittings.

Semi-annually

Wash all walls, ceilings, lighting fixtures and partitions.

4. Elevators

1. Weekly

- Clean shiny metal fittings and surfaces inside and outside the elevator.
- Clean elevator interior to remove fingerprints and stains on doors, door frames, ceilings and walls, including control panel.
- Brush and vacuum the thresholds and runways of elevator doors on each floor.
- Sweep and damp-mop floors.

5. Mechanical rooms

Cleaning these areas requires the use of personal protective equipment (helmet, safety shoes, safety glasses).



Daily

- Sweep and mop floors in all mechanical rooms.
- Empty garbage cans

XXXIV. Waste management and recycling program

1. **General**

- All employees are responsible for emptying their black wastepaper bin, paper shredder and blue recycling bin in 1 of the 25 recycling stations.
- All employees must bring packing cardboard, plastic and other waste to 1 of the 25 recycling stations.
- The black waste bins, shredders and blue recycling bins in the conference rooms, hallways, public areas, laboratories, workshops, washrooms, shower rooms, and other technical or service areas are to be emptied by the contractor.
- The contractor is responsible for collecting all waste and recyclables and bringing them to the location indicated by the RPPM project authority, in the waste enclosure and garbage room.
- The contractor is responsible for providing employees with a spray bottle of household cleaner and paper towels at each recycling station for cleaning the waste and recycling bins. The use of garbage bags in offices is prohibited.
- For laboratories, the contractor is responsible for supplying and placing clear plastic bags in the individual glass/cans/plastic bins at the recycling stations. The contractor is also responsible for supplying and placing black plastic bags in the individual waste bins at recycling stations.
- The contractor shall ensure that the recycled materials do not become contaminated. All recycled material must be checked visually, and any contaminants must be removed prior to disposal in the appropriate containers.

2. **Recycling**

The contractor is responsible for managing the daily operations of the multi-material recycling program. Recycling stations on each floor must be emptied daily and emptied into the appropriate containers.

NRC currently source-separates and recycles six recyclables:

- Paper

All grades of mixed and coloured paper, including newspaper and fax paper, as well as the light cardboard at the back of paper pads.

- Cardboard

All types of cardboard, boxes and other are to be collected, torn/flattened and deposited in the appropriate container in the outdoor waste enclosure.



- Glass and plastic items and containers

Glass, plastic containers and other plastic items are to be collected and deposited in the appropriate container in the outdoor waste enclosure.

- Aluminum cans and plastic bottles

Beverage and other liquid bottles and cans requiring recycling remain the property of NRC and are to be deposited properly in the appropriate location indicated by the RPPM project authority.

- Wooden pallets

As needed, the contractor shall collect wooden pallets, bring them to the outdoor waste enclosure and stack them. The contractor is responsible for removing them.

- Organic material

Organic material must be collected in the corresponding containers in the various buildings. They must be collected and deposited in the container in the receiving area daily.

XXXV. Special cleaning requirements

1. Repaired, new or replaced flooring shall be cleaned and sealed, then refinished at no additional cost to NRC, before the area is once again occupied.
2. All loose boxes, wooden pallets and litter in hallways, loading docks and stairways shall be picked up and properly disposed of in the appropriate containers and/or transported to a central recycling area.
3. Water leaks and spills shall be cleaned up immediately.

END OF SECTION 2



SECTION 3

EQUIPMENT, MATERIALS AND PRODUCTS



I. **Materials/ equipment**

- The contractor shall supply all equipment, materials and products required to carry out the work as described in the RFP, unless otherwise specified.
- The contractor shall not use the electric pallet truck, the lift truck or the overhead cranes except to perform specific tasks included in the contract.
- The equipment used shall be in good working condition, comply with the safety standards in effect, and function silently for the task being performed. The materials provided by the contractor shall be new on the contract start date or shall have received the approval of the RPPM project authority.
- All equipment, materials and products shall be approved by the RPPM project authority. The RPPM project authority may require that equipment be inspected, repaired or replaced if it is deemed defective or dangerous.
- In addition to all other equipment required to perform the tasks set out in the RFP, the contractor shall provide and keep on site—for its exclusive use—the following equipment:



- 1 **mechanical floor scrubber**

- 1 **20" high-speed polisher, battery powered**

- 1 **wet/dry vacuum cleaner with pump option and a P20 tank**

- 2 **PC50 vacuum cleaners (quiet type) equipped with a bag and HEPA filter**

- 2 **upright vacuums (quiet type) equipped with a bag, flexible hose and HEPA filter**

- 4 **utility carts**

- 1 **two-speed polisher**

- 1 **carpet extractor, 15-gallon capacity, 250 psi**

- 1 **carpet scrubber/buffer**

- 2 **waste-collection carts**

- 1 **Go-Vac portable (backpack) equipped with a bag and HEPA filter**

- 1 **air dryer/fan**

II. **Products and supplies**

- 1. Each year, the contractor shall provide a complete list of all materials, products, tools and equipment to be used to carry out this service contract for review by the RPPM project authority. In addition, from time to time, the contractor may be required to provide samples of materials or products from its stock for testing purposes.

- 2. Products
 - a) Background
 - NRC strives to use "green cleaning products," i.e., products that are not harmful to the environment, whenever economically feasible. Work under this service contract includes supplying and delivering WHMIS 2015-regulated, biodegradable and fragrance-free cleaning and maintenance products.



- NRC's expectation for the proper cleaning of its facilities will be through the implementation of a "Green Cleaning Program," supported by standard operating procedures, storage procedures and staffing plans that address sustainable and effective cleaning. In its plan, the contractor shall identify the products, equipment and procedures to be used to clean and maintain the building environment in a clean, safe and environmentally responsible manner so as to maintain a good image of NRC.
- Cleaning products acceptable to NRC must be recognized and certified by either Environmental Choice, Green Seal or Ecologo, demonstrating that the product has undergone and successfully passed the stringent requirements of the environmental certification program.

b) Product: The general categories NRC wishes to consider are as follows:

Category A: Environmentally responsible products, including hand cleaner/soap, heavy-duty hand cleaner for shop applications, disinfectants, all-purpose cleaner, window cleaner, toilet bowl cleaner, liquid air freshener, floor finish, floor stripper, furniture polish, floor cleaners, oil absorbents, waste and recycling bin liners, etc.

Category B: Environmentally responsible paper products.

Category C: Various cleaning items, including brushes, brooms, mops, mop buckets and pails, dispensers, garbage cans, dustpans, scouring pads, scrapers, cutting knives, etc.

Category D: All miscellaneous and non-controllable items, including cutting knives/blades, plastic recycling bags, garbage bags, spill absorbents, deodorant blocks/pucks, etc.

- c) The contractor shall provide the following information (as applicable) for evaluation purposes in a table referencing the following:
- product name
 - manufacturer
 - whether an MSDS is available
 - certification
 - Environmental Choice
 - Green Seal
 - Ecologo
 - product description/use
 - unit price.
- d) The contractor shall provide a complete description illustrating the products to be used at NRC facilities as part of any awarded contract. The following shall be included with the technical submission: MSDSs, product labels, and information and specification sheets. Product information should include percentages of active ingredients and recommended dilution rates.
- e) With their proposal, the contractor shall provide a sample of the supplies and products complete with the associated dispensers it proposes to use throughout the contract.



- f) Towel and tissue products may be derived from renewable resources or made from non-tree fibre and comply with the following:
- Guidelines for post-consumer recycled content
 - Green Seal
 - Ecologo
- g) Waste and recycling bin liners, oxo-biodegradable liners that must contain a minimum of 60% post-consumer recycled content.
- h) Colour-coded microfibre cloths and mops for various cleaning tasks.

Blue: General cleaning, windows, furniture, walls, various objects.

Green: Kitchen, dining room surfaces, food preparation and storage, first aid facilities.

Yellow: Washrooms, sink vanity and counters, washroom and shower accessories, washroom partitions.

Red: Toilets and urinals.

- i) Vacuum cleaners and/or carpet extractors must be recognized and identified by the Carpet and Rug Institute, and their noise level must be less than 70 decibels.
- j) Electric and battery-powered floor buffers and burnishers must be equipped with HEPA filters for fine particulates and operate at less than 70 decibels.

3. Products and supplies

The following is a limited listing of products to be supplied and refed by the contractor, as needed.

- Washroom accessories:
 - a) A number of the washrooms in NRC buildings are equipped with hands-free faucets and urinal auto-flush valves.
 - b) In their proposal, the contractor shall include the cost to service and maintain this equipment, as well as to replace batteries in the hands-free devices.
 - c) Liquid soap
 - Anti-bacterial liquid lotion soap with a 1,600-ml dispenser
 - Acceptable products: SLOAN ESD-233 or equivalent
- Sacs à ordures en polyéthylène
 - 28 in x 38 in clear – strong
 - 22 in x 24 in clear – strong
 - 35 in x 47 in clear – strong
 - 35 in x 47 in green – strong
 - 22 in x 24 in green – strong
- Paper towels



- High-quality Tork paper towel, 600-foot rolls, white, number RB-600, or equivalent previously approved by NRC.
- Towel dispensers provided by NRC.
- Toilet paper
 - 1,000-foot, 2-ply 3.3 rolls of toilet paper and 2-ply mini max Cascades 4097, or equivalent previously approved by NRC.

Note: Existing paper towel and toilet paper dispensers are the property of NRC. In the event that there is a change in the supplier of paper towels and toilet paper, the contractor shall have the change approved by the RPPM project authority and shall bear all costs to install and costs to repair and walls and damaged surfaces.

4. Recycling material handling

- All recycling bins, 90-litre wheeled recycling carts and multi-material recycling stations will be supplied by NRC.
- The contractor is responsible for cleaning and maintaining the bins, providing the polyethylene liners and doing the required sorting, collection and disposal of the material to the locations identified.
- Blue recycling bins are primarily located in service nooks, meeting rooms, photocopy areas and other locations.
- Multi-material recycling stations are located throughout the various buildings.
- 90-litre wheeled carts are located primarily in the shipping/receiving areas, high-output printer areas, reprographic areas and sometimes on each floor of the building.
- 5-litre recycling bins are located primarily in shop and maintenance areas.

END OF SECTION 3



ATTACHMENT 1

**Floor Plans are available on [Canabuy.ca](https://www.canabuy.ca) RFP 23-58176 under:
Attachment-1_MTLR01-CTMF_FloorPlans.pdf**



ANNEX "B" BASIS OF PAYMENT

**Monthly Contract Price Breakdown – MTLR-01 and CTMF –
Year 1, 2 and 3**

Cleaning work	Total surface area	Monthly amount Year 1 February 1, 2024 to January 31, 2025	Monthly amount Year 2 February 1, 2025 to January 31, 2026	Monthly amount Year 3 February 1, 2026 to January 31, 2027
Routine cleaning				
At 100% of the total surface: minimum 1 cleaner (7.5 hours of cleaning per day).	MTLR-01 28 750m ²	\$ _____	\$ _____	\$ _____
	CTMF 1402 m ²	\$ _____	\$ _____	\$ _____

**Monthly Contract Price Breakdown – MTLR-01 and CTMF –
Option Year 4, 5 and 6**

Cleaning work	Total surface area	Option Monthly amount (Year 4) April 1, 2027 to March 31, 2028	Option Monthly amount (Year 5) April 1, 2028 to March 31, 2029	Option Monthly amount (Year 6) April 1, 2029 to March 31, 2030
Routine cleaning				
At 100% of the total surface: minimum 1 cleaner (7.5 hours of cleaning per day).	MTLR-01 28 750m ²	\$ _____	\$ _____	\$ _____
	CTMF 1402 m ²	\$ _____	\$ _____	\$ _____



Annual Contract Price Breakdown – MTLR-01+CTMF Year 1 to 3 and Option Year 4, 5 and 6

Cleaning work	Annual amount Year 1	Annual amount Year 2	Annual amount Year 3	Option Annual amount (Year 4)	Option Annual amount (Year 5)	Option Annual amount (Year 6)
MTLR-01 28 750m ²	\$ _____	\$ _____	\$ _____	\$ _____	\$ _____	\$ _____
CTMF 1402 m ²	\$ _____	\$ _____	\$ _____	\$ _____	\$ _____	\$ _____
Routine cleaning TOTAL	\$ _____	\$ _____	\$ _____	\$ _____	\$ _____	\$ _____

Note: The annual amounts shown on this sheet are calculated from the monthly amounts shown on pages 1 and 2.



SUMMARY OF FINANCIAL PROPOSAL

YEAR & OPTION	Annual price Total MTLR-01 and CTMF
Year 1	\$ _____
Year 2	\$ _____
Year 3	\$ _____
Option - Year 4	\$ _____
Option - Year 5	\$ _____
Option - Year 6	\$ _____
Total price is considered for evaluation: (Cumulative total annual price of MTLR-01 and CTMF for years 1,2 and 3 + Options for years 4,5 and 6)	\$ _____

• **Project, on-demand and post-construction cleaning operations**

- Unit or hourly rates are to be used for project cleaning, extra cleaning, on-demand cleaning or changes to scope of contract. The costs for services shall include all associated labour, and material and equipment costs for the services requested.
- The rates indicated herein will be fixed for one year and will be adjusted annually using the CPI for the Québec region, as published by Statistics Canada.
- The prices below shall not be part of the contractor's total cost in the detailed prices tendered. Please provide your prices for extra cleaning, when extra cleaning is requested; it will be paid according to the prices proposed.



Project cleaning

- 1. Scrubbing floors \$ _____/m²
- 2. Annual Washing exterior windows MTRL-01 \$ _____
- 3. Annual Washing exterior windows CTMF \$ _____
- 4. Annual Washing exterior windows BMC \$ _____
- 5. Stripping and waxing floors \$ _____ /m²
- 6. Steam cleaning carpets \$ _____ /m²
- 7. A person to clean up after an emergency (e.g., water leak) \$ _____ /hour
- 8. A person to collect the small black and blue recycling bins from individual offices and empty them at the central recycling station \$ _____ /hour

On-demand cleaning

- 1. Steam cleaning a sofa \$ _____/unit
- 2. Steam cleaning a chair without a back \$ _____/unit
- 3. Steam cleaning a chair with a back \$ _____/unit
- 4. Cleaning inside a refrigerator \$ _____/unit
- 5. Cleaning inside a stove \$ _____/unit
- 6. Cleaning inside a microwave \$ _____/unit

Post-construction cleaning

This work may include the following:

- a) Picking up garbage/removing material
- b) Dusting (high/low surfaces)
- c) Washing windows (interior)
- d) Washing or stripping and refinishing floors
- e) Washing doors, walls and partitions
- f) Washing or dusting individual work stations
- g) Cleaning before a client moves into a building or space

- 1. Hourly rate \$ _____/hour

Miscellaneous work

This work may include the following:

- a) Moving furniture, cases and objects
- b) Cleaning or washing objects, vehicles, tools and machines
- c) Inventorying or listing objects, tools and items in stock
- d) Sorting objects, tools and items in stock

- 1. Hourly rate \$ _____/hour



ANNEX "C" SECURITY REQUIREMENTS CHECK LIST



Contract Number / Numéro du contrat 934572
Security Classification / Classification de sécurité Non-classifié

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

PART A - CONTRACT INFORMATION / PARTIE A - INFORMATION CONTRACTUELLE		
1. Originating Government Department or Organization / Ministère ou organisme gouvernemental d'origine	NRC	2. Branch or Directorate / Direction générale ou Direction RPPM Montreal Royalmount
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 Contrat de nettoyage pour le site Montréal-Royalmount (incluant les espaces communs et les salles mécaniques du site CTMF).		
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 commerciale sans entreposage de nuit?		<input checked="" type="checkbox"/> No / Non <input type="checkbox"/> Yes / Oui
7. a) Indicate the type of information that the supplier will be required to access / Indiquer le type d'information auquel le fournisseur devra avoir accès		
Canada <input checked="" type="checkbox"/>	NATO / OTAN <input type="checkbox"/>	Foreign / Étranger <input type="checkbox"/>
7. b) Release restrictions / Restrictions relatives à la diffusion		
No release restrictions / Aucune restriction relative à la diffusion <input checked="" type="checkbox"/>	All NATO countries / Tous les pays de l'OTAN <input type="checkbox"/>	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"/>

TBS/SCT 350-103(2004/12)

Security Classification / Classification de sécurité
Non-classifié





Government
of Canada

Gouvernement
du Canada

Contract Number / Numéro du contrat

934572

Security Classification / Classification de sécurité
Non-classifié

PART A (continued) / PARTIE A (suite)

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

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

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

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

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

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

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

Special comments:
Commentaires spéciaux : _____

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

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

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

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

INFORMATION / ASSETS / RENSEIGNEMENTS / BIENS

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

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

PRODUCTION

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

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

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

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

TBS/SCT 350-103(2004/12)

Security Classification / Classification de sécurité
Non-classifié





Contract Number / Numéro du contrat 934572
Security Classification / Classification de sécurité Non-classifié

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	SECRET	TOP SECRET TRÈS SECRET
											A	B	C			
Information / Asaats Renseignements / Biens Production																
IT Media / Support TI																
IT Link / Lien électronique																

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

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

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

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



ANNEX "D" EVALUATION CRITERIA

1. Mandatory criteria (MC)

Reference	Description	Achieved?	Cross reference to proposal
MC1	<p>Security requirement</p> <p>The proponent must hold valid Designated Organization Screening certification at bid closing.</p>	Yes/No	
MC2	<p>Certifications</p> <p>Certifications must be completed and submitted with the proposal. The certifications required are</p> <p>a. proof of maximum insurance coverage currently carried as</p> <p>1. Comprehensive General Liability Insurance.</p>	Yes/No	
MC3	<p>Site visit/inspection</p> <p>The contractor or a representative must attend the site visit and examine the scope of work required and the existing conditions. A proof of attendance form must be signed during the site visit and briefing session.</p>	Yes/No	

2. Evaluation of the administrative proposal (MR)

Corporate background		Max score	Score	The proponent must indicate the proposal page or section
MR1	Provide a description of the company: scope, revenue, number of employees, number and scope of current contracts.	5		
MR2	Provide a description of the company structure, its subsidiaries and divisions. Who are the owners and/or shareholders of the company? Are the owners and/or shareholders based in Canada? What is the financial status of	5		



	the owners and/or shareholders?			
MR3	Where is the closest branch of the company to the facilities covered by this contract?	4		
	Total	14		
Previous experience				
MR4	Describe the company's previous experience in a research environment involving chemistry, characterization and clean-room laboratories. Provide examples.	4		
MR5	Describe the company's previous experience in offices where clerical activities, conferences and events such as symposia, meetings and other events are held, and where physical security and access control are prominent. Provide examples.	4		
MR6	Describe the company's previous experience in an industrial environment. Provide examples.	4		
MR7	Indicate the number of years of experience the company has in the janitorial field in general.	3		
MR8	The contractor shall provide three relevant references of similar scope in the janitorial field.	3		
MR9	Indicate the number of years of experience the company has in facilities equal to or larger than those covered by this contract.	3		
	Total	21		
Understanding of the requirements				
MR10	List the values you consider most important and critical for NRC in carrying out this contract.	5		
MR11	Indicate which locations in the facilities in question that you believe may cause	5		



	problems with quality, resources or occupant complaints. In your experience, what are the most common complaints in this type of facility?			
MR12	Indicate the regular resources that will be assigned to the contract in terms of person-hours per year, number of full-time and part-time employees, and external resources such as subcontractors.	10		
	Total	20		
Contractor's administrative team				
MR13	Does the company employ a resource person who specializes in health and safety and who has the relevant certification in this field? Provide their resume and certifications.	4		
MR14	Does the company employ a resource person who specializes in project management and who has the relevant certification in this field? Provide their resume and certifications.	4		
MR15	Does the company employ a resource person who specializes in janitorial services and who has the relevant certification in this field? Provide their resume and certifications.	4		
MR16	Will the superintendent present on site have qualifications in personnel management and janitorial services, and have they taken complementary training to help with the daily management of janitorial work, client relations, quality control and management, and complaint management? Provide their resume and certifications.	3		
MR17	Provide an organizational chart showing the structure of the project team and the relationship with workers, subcontractors and RPPM.	3		



	Total	18		
Contract administrative plan				
MR18	The contract administration plan shall describe the structure of the company in day-to-day maintenance management and how resources will be mobilized. Describe the processes for managing the contractor's personnel with respect to daily maintenance tasks. Describe the means of communication workers and the superintendent have at their disposal and the to ensure that daily work is managed effectively.	7		
MR19	Describe the process and frequency of quality control inspections, as well as how corrective measures will be implemented. Indicate normal timeframes for a quality control process cycle.	7		
MR20	Indicate your company's process for receiving user complaints, recording them in a log, taking appropriate corrective measures and following up with RPPM.	5		
MR21	Indicate your company's process for receiving requests for additional work, emergencies, damages and special events. Indicate how additional amounts will be indicated and explained on invoices.	5		
MR22	Indicate whether your company is equipped with management software or other modern tools for reports, logs, complaints processing and client follow-ups. Indicate how this information will be shared with RPPM.	3		
	Total	27		
	Maximum Total of Points	100		



3. Evaluation of the technical proposal (TR)

Site organization plan		Max score	Score	The proponent must indicate the proposal page or section
TR1	Describe how resources will be deployed. Will one of the workers specialize in one type of task, or will all workers perform the same tasks but in areas assigned to them? Will project or on-demand work be performed in the evenings, on weekends or during the day? Will more workers be used during certain periods to meet needs? Will subcontractors be used to carry out certain tasks?	5		
TR2	Describe the roles, responsibilities and powers of various participants, including the project authority, the superintendent, workers and managers.	5		
TR3	Describe the roles, responsibilities and powers of various participants, including the project authority, the superintendent, workers and managers.	5		
Total		15		
Human resources plan				
TR4	Demonstrate that all workers employed by the contractor are subject to rigorous selection criteria to ensure a minimum standard for qualifications and skills. Provide the company's internal hiring policy and the certification required to be employed by the company.	4		
TR5	Does the company have a human resources policy addressing aspects of labour law and social issues in the workplace? Attach relevant documents.	4		
TR6	Demonstrate that workers receive WHMIS 2015 training and refresher courses regularly.	4		



TR7	Indicate the company's process for receiving complaints regarding the contractor's personnel, such as erratic behaviour, inappropriate language, harassment, theft and any other human resources problems. Indicate how follow-up will be done with RPPM.	4		
TR8	What is the turnover rate of employees and how is it managed?	4		
TR9	Describe the succession plan, including absences due to short- and long-term illness, vacation and training.	4		
TR10	Will employees be available 24/7 to respond to emergencies?	3		
	Total	27		
Material and equipment plan				
TR11	Provide a list of equipment to be used in executing the contract. In the list, include the age of the equipment and its condition, i.e., new or used.	10		
TR12	Provide a list of products and supplies. Provide a data sheet for the proposed products. Preference will be given to environmentally friendly products.	10		
	Total	20		
Health and safety plan				
TR13	Include a copy of the contractor's workplace health and safety policy and procedures.	6		
TR14	Explain how workers will be informed of potential risks and hazards.	6		
TR15	Describe how subcontractors' workers will be integrated into the contractor's health and safety program, as required.	5		
TR16	Describe other programs, activities or information that you believe demonstrates that your company carries out its projects safely and in accordance	8		



	with all health and safety requirements.			
	Total	25		
Communications plan				
TR17	Workers assigned to janitorial work shall regularly communicate their intention to perform tasks in a given space. How will these intentions be communicated to occupants, and for what types of work?	3		
TR18	Does the contractor plan to use posters, leaflets or other means of communication to inform occupants of topics such as sanitation, public health, products and supplies used, hazards, green alternatives, and other relevant subjects?	3		
	Total	6		
Transition plan				
TR19	Describe how cleaners' routes will be determined. Estimate how many hours will be allotted for each route.	3		
TR20	Taking into account the fact that the amount of time required for the mandatory reliability check is approximately one month after the request is made, provide an approximate project schedule (Gant) for the transition between the current contractor and the new contractor, including the following items: list workers assigned to the contract; obtain reliability status; establish routes, tasks and responsibilities; familiarize workers with the site; approve and deliver equipment, supplies and products; start work; and provide maintenance services, including additional resources and all other relevant critical paths.	4		
	Total	7		
	Grand total	100		