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**Request for Proposal (RFP)**

PERFORMANCE OF THE WORK DESCRIBED  
IN THE STATEMENT OF THE DRAFT  
CONTRACT.

<b>Title</b> Cleaning Services for the Embassy of Canada to Denmark, in Copenhagen			
<b>Solicitation no.</b> 24-255815	<b>Date</b> APRIL 17 <sup>TH</sup> , 2024		
<b>Proposal Delivery</b>  In order for the proposal to be valid, it must be received no later than <b>2pm EDT</b> (Ottawa, Ontario time) on <b>May 21<sup>st</sup>, 2024</b> . This date is referred to herein as the "Closing date".  Only electronic copies will be accepted and received at the following email address:  <a href="mailto:internationalproposals@international.gc.ca">internationalproposals@international.gc.ca</a>			
<b>Offer to: Department of Foreign Affairs, Trade and Development Canada</b>  <b>We hereby offer to sell to His Majesty the King in right of Canada, in accordance with the terms and conditions set out herein, referred to herein or attached hereto, the goods and services listed herein and on any attached sheets at the price(s) set out therefor.</b>  <b>Name and title of person authorized to sign on behalf of the supplier:</b>			
<table border="0" style="width: 100%;"> <tr> <td style="width: 60%; border-top: 1px solid black; text-align: center;">Signature</td> <td style="width: 40%; border-top: 1px solid black; text-align: center;">Date</td> </tr> </table>		Signature	Date
Signature	Date		



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## PART 1 - GENERAL INFORMATION

### 1.1 INTRODUCTION

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

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

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

The annexes include the Statement of Work (Annex A), the Basis of Payment (Annex B), and Security Requirements Check List (Annex C)

### 1.2 SUMMARY

**1.2.1** The purpose of this RFP is to select a supplier to enter into a contract with the Embassy of Canada to Denmark, in Copenhagen, of the Department of Foreign Affairs, Trade and Development (DFATD) to provide cleaning services as described in the Statement of Work (Annex A).

**1.2.2** The Work is to be performed from the contract award date tentatively set for July 1<sup>st</sup>, 2024, for a period of 3 years. However, in the event of unusual circumstances, the contract could be awarded at a sooner or later date. There is also the potential of 5 additional one-year irrevocable option periods under the same terms and conditions.

**1.2.3** There are security requirements associated with this requirement. For additional information, consult Part 5 - Resulting Contract Clauses. For more information on personnel and organization security screening or security clauses, Bidders should refer to the [Contract Security Program](http://www.tpsgc-pwgsc.gc.ca/esc-src/introduction-eng.html) of Public Works and Government Services Canada (<http://www.tpsgc-pwgsc.gc.ca/esc-src/introduction-eng.html>) website.

**1.2.4** The requirement may be subject to the provisions of the:

- Canadian Free Trade Agreement (CFTA)
- Canada - Chile Free Trade Agreement
- Canada - Columbia Free Trade Agreement
- Canada - Honduras Free Trade Agreement
- Canada - Korea Free Trade Agreement
- Canada - Panama Free Trade Agreement
- Canada - Peru Free Trade Agreement



### 1.3 CONTRACT DOCUMENT

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

### 1.4 INTERPRETATION

In this document, unless the context otherwise requires:

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

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

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

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

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



## PART 2 - BIDDER INSTRUCTIONS

### 2.1 LANGUAGE OF BIDS

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

### 2.2 REFERENCE CLAUSES

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

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

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

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

### 2.3 STANDARD INSTRUCTIONS

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

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

**2.3.3 Subsection 02 (2020-05-28) Procurement Business Number** This subsection is deleted in its entirety

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

**Delete:** sixty (60)

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

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

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

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

- returned to the Bidder in the case where hard copies were requested; or
- deleted / destroyed where soft copies were requested, unless they qualify under the provisions of the Delayed Bids clause stipulated in paragraph 2.3.6



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

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

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

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

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

## 2.4 SUBMISSION OF BIDS

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

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

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

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

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

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

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

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

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

**It is strongly recommended** that Bidders confirm with Canada's Representative that their complete bid was received. For this same reason, it is recommended that in cases where more



than one (1) e-mail containing documents comprising the quote is submitted, the emails be numbered and the total number of emails sent in response to the RFP also be identified.

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

## **2.5 BIDDERS' CONFERENCE AND SITE VISIT – MANDATORY**

- **Conference**

It is mandatory that the bidder or a representative of the bidder attend the conference on April 30<sup>th</sup>, 2024. The mandatory bidders' conference will be held in a conference room in the Embassy of Canada to Denmark, in Copenhagen at Kristen Bernikows Gade 1, 2 DK-1105 Copenhagen K. Denmark, via the Microsoft Teams application, and it will begin at 3pm (Local Copenhagen time).

- **Site visit**

The bidder or his representative is required to attend the site visit. It will take place at Kristen Bernikows Gade 1, 2 DK-1105 Copenhagen K. Denmark, on April 30<sup>th</sup>, 2024 and will start right after the conference is held.

Bidders are requested to confirm their attendance with Canada's Representative no later than 2 working days before the conference and the site visit and provide the names of the person(s) who will attend.



Bidders will be required to sign an attendance form. Bidders should confirm in their bids that they have attended the conference and a site visit.

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

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

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

## 2.6 COMMUNICATIONS, ENQUIRIES, COMMUNICATIONS, SUGGESTED IMPROVEMENTS

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

## 2.7 APPLICABLE LAWS

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

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

## 2.8 ENTIRE REQUIREMENT





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

## 2.9 DEBRIEFINGS

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

## 2.10 CHALLENGES

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

## 2.11 NO PROMOTION OF BIDDERS INTEREST

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

## 2.12 LEGAL CAPACITY

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

## 2.13 INCAPACITY TO CONTRACT WITH GOVERNMENT

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

- A. paragraph 80(1)(d) (*False entry, certificate or return*), subsection 80(2) (*Fraud against His Majesty*) or section 154.01 (*Fraud against His Majesty*) of the [Financial Administration Act](#); or
- B. section 121 (*Frauds on the government and Contractor subscribing to election fund*), section 124 (*Selling or Purchasing Office*), section 380 (*Fraud*) for fraud committed against His Majesty or section 418 (*Selling defective stores to His Majesty*) of the [Criminal Code](#); or
- C. section 462.31 (*Laundering proceeds of crime*) or sections 467.11 to 467.13 (*Participation in activities of criminal organization*) of the [Criminal Code](#); or
- D. section 45 (*Conspiracies, agreements or arrangements between competitors*), 46 (*Foreign directives*) 47 (*Bid rigging*), 49 (*Agreements or arrangements of federal financial institutions*), 52 (*False or misleading representation*), 53 (*Deceptive notice of winning a prize*) under the [Competition Act](#); or
- E. section 239 (*False or deceptive statements*) of the [Income Tax Act](#); or



- F. section 327 (*False or deceptive statements*) of the [Excise Tax Act](#); or
- G. section 3 (*Bribing a foreign public official*) of the [Corruption of Foreign Public Officials Act](#); or
- H. section 5 (*Trafficking in substance*), section 6 (*Importing and exporting*), or section 7 (*Production of substance*) of the [Controlled Drugs and Substance Act](#); or
- I. any provision under any law other than Canadian law having a similar effect to the above-listed provision.



## PART 3 - BID PREPARATION INSTRUCTIONS

### 3.1 BID PREPARATION INSTRUCTIONS

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

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

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

### 3.2 TECHNICAL BID INSTRUCTIONS

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

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

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

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

### 3.3 FINANCIAL BID INSTRUCTIONS

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

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



### 3.4 FIRM PRICE

- 3.4.1 Bidders must quote an all-inclusive Firm Price in Danish Kroner (DKK) on the attached form Financial Bid Form. The Firm Price must include, but not necessarily be limited to, all costs resulting from the performance of the Work as described in this RFP, all costs resulting from the performance of any additional Work described in the Bidder's Bid (unless clearly described as an option).
- 3.4.2 The Contractor will not be reimbursed for travel, parking and living expenses incurred in the performance of the Work.
- 3.4.3 All payments will be made according to the terms of payment set out in the Draft Contract.

### 3.5 FIRM HOURLY RATES

- 3.5.1 Bidders must quote Hourly Rates in Danish Kroner (DKK) on the attached form Financial Bid Form. The Hourly Rates must include, but not necessarily be limited to, all costs resulting from the performance of the Work as described in this RFP, and all costs resulting from the performance of any additional Work described in the Bidder's Bid (unless clearly described as an option).
- 3.5.2 The Contractor will not be reimbursed for travel, parking and living expenses incurred in the performance of the Work.
- 3.5.3 All payments will be made according to the terms of payment set out in the Draft Contract.

### 3.6 DISBURSEMENT OR OTHER DIRECT EXPENSES

Canada will reimburse the Contractor for the direct expenses reasonably and properly incurred by the Contractor in the performance of the Work. These expenses will be paid at actual cost without mark-up, upon submission of an itemized statement supported by receipt vouchers.

### 3.7 CERTIFICATIONS

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

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



**ATTACHMENT 1 TO PART 3 - CERTIFICATIONS**

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

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

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

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

Certification Number	Certification Text	Initial
C1.1	<p><b>INTEGRITY PROVISIONS - DECLARATION OF CONVICTED OFFENCES</b></p> <p>In accordance with the Integrity Provisions of the Standard Instructions, all Bidders must provide with their bid, <b>if applicable</b>, the Integrity declaration form available on the <a href="http://www.tpsgc-pwgsc.gc.ca/ci-if/declaration-eng.html">Forms for the Integrity Regime</a> website (<a href="http://www.tpsgc-pwgsc.gc.ca/ci-if/declaration-eng.html">http://www.tpsgc-pwgsc.gc.ca/ci-if/declaration-eng.html</a>), to be given further consideration in the procurement process.</p>	_____
C1.2	<p><b>INTEGRITY PROVISIONS - REQUIRED DOCUMENTATION</b></p> <p>In accordance with the section titled Information to be provided when bidding, contracting or entering into a real procurement agreement of the <a href="http://www.tpsgc-pwgsc.gc.ca/ci-if/politique-policy-eng.html">Ineligibility and Suspension Policy</a> (<a href="http://www.tpsgc-pwgsc.gc.ca/ci-if/politique-policy-eng.html">http://www.tpsgc-pwgsc.gc.ca/ci-if/politique-policy-eng.html</a>), the Bidder must provide the required documentation, as applicable, to be given further consideration in the procurement process.</p>	_____
C2	<p><b>STATUS AND AVAILABILITY OF RESOURCES</b></p> <p>The Bidder certifies that, should it be awarded a contract as a result of the bid solicitation, every individual proposed in its bid will be available to perform the Work as required by Canada's representatives and at the time specified in the bid solicitation or agreed to with Canada's representatives. If for reasons beyond its control, the Bidder is unable to provide the services of an individual named in its bid, the Bidder may propose a substitute with equal or higher qualifications and experience. The Bidder must advise Canada's Representative of the reason for the substitution and provide the name, qualifications and experience of the proposed replacement. For the purposes of this clause, only the following reasons will be considered as beyond the control of the Bidder: death, sickness, maternity and parental leave, retirement, resignation, dismissal for cause or termination of an agreement for default.</p> <p>If the Bidder has proposed any individual who is not an employee of the Bidder, the Bidder certifies that it has the permission from that</p>	_____



	individual to propose his/her services in relation to the Work to be performed and to submit his/her résumé to Canada. The Bidder must, upon request from Canada's Representative, provide a written confirmation, signed by the individual, of the permission given to the Bidder and of his/her availability. Failure to comply with the request may result in the bid being declared non-compliant.	
C3	<p><b>EDUCATION AND EXPERIENCE</b></p> <p>The Bidder certifies that all the information provided in the résumés and supporting material submitted with its bid, particularly the information pertaining to education, achievements, experience and work history, has been verified by the Bidder to be true and accurate. Furthermore, the Bidder warrants that every individual proposed by the Bidder for the requirement is capable of performing the Work described in the resulting contract.</p>	_____
C4	<p><b>FORMER PUBLIC SERVANT</b></p> <p>Contracts awarded to former public servants (FPS) in receipt of a pension or of a lump sum payment must bear the closest public scrutiny, and reflect fairness in the spending of public funds. In order to comply with Treasury Board policies and directives on contracts awarded to FPSs, Bidders must provide the information required below before contract award.</p> <p>For the purposes of this clause, "former public servant" is any former member of a department as defined in the <a href="#">Financial Administration Act</a>, R.S., 1985, c. F-11, a former member of the Canadian Armed Forces or a former member of the Royal Canadian Mounted Police. A former public servant may be:</p> <ol style="list-style-type: none"> <li>an individual;</li> <li>an individual who has incorporated;</li> <li>a partnership made of former public servants; or</li> <li>a sole proprietorship or entity where the affected individual has a controlling or major interest in the entity.</li> </ol> <p>"lump sum payment period" means the period measured in weeks of salary, for which payment has been made to facilitate the transition to retirement or to other employment as a result of the implementation of various programs to reduce the size of the Public Service. The lump sum payment period does not include the period of severance pay, which is measured in a like manner.</p> <p>"pension" means a pension or annual allowance paid under the <a href="#">Public Service Superannuation Act</a> (PSSA), R.S., 1985, c.P-36, and any increases paid pursuant to the <a href="#">Supplementary Retirement Benefits Act</a>, R.S., 1985, c. S-24 as it affects the PSSA. It does not include pensions payable pursuant to the <a href="#">Canadian Forces Superannuation Act</a>, R.S., 1985, c. C-17, the <a href="#">Defence Services Pension Continuation Act</a>, 1970, c. D-3, the <a href="#">Royal Canadian Mounted Police Pension Continuation Act</a>, 1970, c. R-10, and the <a href="#">Royal Canadian Mounted Police Superannuation Act</a>, R.S., 1985, c. R-11, the <a href="#">Members of Parliament Retiring Allowances Act</a>, R.S. 1985, c. M-5, and that portion of pension payable to the <a href="#">Canada Pension Plan Act</a>, R.S., 1985, c. C-8.</p> <p>If the answer to any of the FPS questions is "yes", the successful Bidder must comply with the process, fill out and sign the required</p>	<p>As per the definition provided, is the Bidder a FPS? Yes <input type="checkbox"/> No <input type="checkbox"/></p> <p>As per the definition provided, is the Bidder a FPS in receipt of a pension? Yes <input type="checkbox"/> No <input type="checkbox"/></p> <p>As per the definition provided, is the Bidder a FPS who received a lump sum payment? Yes <input type="checkbox"/> No <input type="checkbox"/></p> <p>_____</p>



	forms. If applicable, Bidders agree that the successful Bidder's status, with respect to being a FPS in receipt of a pension, will be reported on departmental websites as part of the published proactive disclosure reports in accordance with <a href="#">Contracting Policy Notice: 2012-2</a> and the <a href="#">Guidelines on the Proactive Disclosure of Contracts</a> .	
<b>C5</b>	<b>USE OF SUBCONTRACTOR(S)</b> The Bidder must inform Canada if it chooses to use a subcontractor(s) to complete the Work or a portion of the Work. Canada reserves the right to approve or reject of the use of subcontractors as per the Resulting Contract Clauses part of this RFP.	Does the Bidder intent to use one or more subcontractors? Yes <input type="checkbox"/> No <input type="checkbox"/> _____
<b>C6</b>	<b>JOINT VENTURES</b> The Bidder must inform Canada if it is a Joint Venture and provide the information required in order to comply with the Bidder Instructions part of this RFP.	Is the Bidder a Joint Venture? Yes <input type="checkbox"/> No <input type="checkbox"/> _____
<b>C7</b>	<b>VALID LICENSE</b> The Bidder certifies that it will maintain a valid (not expired) commercial cleaning license throughout the duration of the Contract.	_____
<b>C8</b>	<b>CENTRAL BUSINESS REGISTRATION</b> The Bidder certifies having a Central Business Registration Number (CVR) and will provide the number upon request.	_____

**CERTIFICATION STATEMENT**

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

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

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

\_\_\_\_\_  
Date



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

Name of Bidder:	
Address:	
Contact person:	
Phone number:	
E-mail:	
Print name:	
Signature:	
Date: (yyyy-mm-dd)	

**A.1.** The Contractor will be paid according to the firm monthly rates and the firm hourly rates indicated in their pricing schedule, in the Danish Krone (DKK). The firm monthly rates and the firm hourly rates include all costs necessary to perform the work. Taxes are not included. Canada will be invoiced according to these rates.

**A.2.** The total estimated usage of Cleaning Services is provided in good faith and does not represent a commitment on the part of Canada. Canada's actual usage may be higher or lower. Canada will be invoiced according to the actual usage.

**A.3.** Travel, parking and living expenses will not be paid for any part of the Contract, including transportation costs to and from the place of duty, or any relocation necessary to satisfy the conditions of the Contract.

**A.4.** The rates will be enforced throughout the entire Contract, including the three irrevocable optional periods (if they are exercised) and will not be subject to future negotiation.

**A.5.** All firm monthly rates and all firm hourly rates will be increased by the annual inflation rate (or CPI) as published by Trading Economics for Denmark (Denmark Inflation Rate (tradingeconomics.com)) upon exercising each of the option periods. If the rate of inflation is negative, the rates will not be adjusted. Canada will use the most recent annual inflation rate data available within 90 days of the end date of the Contract.





1. REGULAR SERVICES

TABLE 1

	A	B	C
PERIOD	Firm Monthly Rate (Including all labor, equipment, materials, tools and supplies) (DKK) Taxes Excluded	Number of Months	Subtotal (DKK) Taxes Excluded (A) X (B)
Initial – Year 1		12	
Initial – Year 2		12	
Initial – Year 3		12	
Option Period 1 – Year 4	See A.5. above	12	See A.5. above
Option Period 2 – Year 5	See A.5. above	12	See A.5. above
Option Period 3 – Year 6	See A.5. above	12	See A.5. above
Option Period 4 – Year 7	See A.5. above	12	See A.5. above
Option Period 5 – Year 8	See A.5. above	12	See A.5. above
Evaluated Price (DKK) Taxes Excluded			

2. AS AND WHEN REQUIRED SERVICES

TABLE 2

Period	Type of Resource	Firm Hourly Rate Per Resource (DKK) Taxes Excluded	*Estimated Number of Hours per Year	Subtotal (DKK) Taxes Excluded
Initial – Year 1	Cleaner		12	
Initial – Year 2	Cleaner		12	
Initial – Year 3	Cleaner		12	
Option Period 1 – Year 4	Cleaner	See A.5. above		See A.5. above
Option Period 2 – Year 5	Cleaner	See A.5. above		See A.5. above
Option Period 3 – Year 6	Cleaner	See A.5. above		See A.5. above
Option Period 4 – Year 7	Cleaner	See A.5. above		See A.5. above
Option Period 5 – Year 8	Cleaner	See A.5. above		See A.5. above
Subtotal				

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



3. PRICING SUMMARY

TABLEAU 3

Period	Subtotal (DKK) Taxes Excluded
Initial – Year 1	
Initial – Year 2	
Initial – Year 3	
Option Period 1 – Year 4	See A.5. above
Option Period 2 – Year 5	See A.5. above
Option Period 3 – Year 6	See A.5. above
Option Period 4 – Year 7	See A.5. above
Option Period 5 – Year 8	See A.5. above
Subtotal	

Taxes (if applicable)	%	Amount

<b>TOTAL</b>	
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## **PART 4 - EVALUATION PROCEDURES AND BASIS OF SELECTION**

### **4.1 EVALUATION AND SELECTION**

**4.1.1** Bids will be assessed in accordance with the entire requirement of the bid solicitation including the technical evaluation criteria.

**4.1.2** An evaluation team composed of representatives of Canada will evaluate the bids.

### **4.2 TECHNICAL EVALUATION**

Mandatory technical evaluation criteria are included in ATTACHMENT 1 TO PART 4 – TECHNICAL EVALUATION CRITERIA

### **4.3 BASIS OF SELECTION**

#### **Mandatory Technical Criteria**

A bid must comply with the requirements of the bid solicitation and meet all mandatory technical evaluation criteria to be declared responsive. The responsive bid with the lowest evaluated price will be recommended for award of a contract.



**ATTACHMENT 1 TO PART 4 - TECHNICAL EVALUATION CRITERIA**

**1. MANDATORY TECHNICAL CRITERIA**

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

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

<b>CRITERIA M1</b>			
<b><u>Office Location</u></b>			
The Bidder must have a permanent office in Denmark and be able to provide services in Copenhagen to be eligible for this contract.			
<b>COMPLIANCE</b>	<b>Yes</b>	<b>No</b>	<b>Page #</b>
The Bidder provided his civic address located in Denmark			

<b>CRITERIA M2</b>
<b><u>Corporate Experience</u></b>
The Bidder must possess at least three (3) years of experience in providing commercial cleaning services, obtained within the last five (5) years from the bid closing date, on projects of similar size and scope* to the requirements identified in Annex A, Statement of Work.
* A project of similar size and scope is defined as follows: <ul style="list-style-type: none"> <li>• Floor space of minimum 1,000 square meters (m2)</li> <li>• A space of similar use or type (i.e. office space)</li> </ul>
In order to demonstrate the required experience: The Bidder must provide past/present contracts where the experience was gained.
<ol style="list-style-type: none"> <li>1. Name of the client organization;</li> <li>2. Start date (MM/YY) and end date (MM/YY) (or indicate if work is still in progress);</li> <li>3. Brief description of services</li> <li>4. The size of the office/facility; and</li> <li>5. Type of space</li> </ol>
The Bidder must provide a reference for each project where the experience was gained:
<ol style="list-style-type: none"> <li>6. Name of the reference</li> <li>7. Contact information such as; Email address and/or Telephone number.</li> </ol>
References may be contacted to verify the validity of the information provided by the Bidder. If the information verification does not match the requirements, then the Bid may be declared non-responsive.



COMPLIANCE		Yes	No
The Bidder demonstrated that it has experience for at least 3 years of experience in providing commercial cleaning services, obtained within the last five (5) years from the bid closing date, on projects of similar size and scope to the requirements identified in Annex A, Statement of Work.			
Using the following table, the Bidder should provide the information for each experience. <b>One experience per table</b> , should more than one table be required, it can be duplicated.			
EXPERIENCE #1			
Name of the client organization			
Duration of services	Start Date (MM/YY)	End Date (MM/YY) (State if still in progress)	Duration in months
Brief description of the work			
Size of the office/facility			
Type of space			
Name and contact information of the reference	Name	Phone number or Email	



## PART 5 - RESULTING CONTRACT CLAUSES

### 5.1 DEFINITIONS

In the Contract, unless the context otherwise requires:

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

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

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

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

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

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

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

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

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

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

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

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

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

### 5.2 PRIORITY OF DOCUMENTS

The Parties agree to be bound by the following documents:

- (a) Articles of Agreement;
- (b) General Conditions [2035](#) (2022-12-01)
- (c) Statement of Work (Annex A);
- (d) Basis of Payment (Annex B);



- (e) Security Requirements Check List (Annex C);
- (f) Contractor's bid dated yyyy-mm-dd. (*Inserted at Contract award*)

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

### 5.3 AUTHORITIES AND COMMUNICATION

#### 5.3.1 Canada's Representative

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

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

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

#### 5.3.2 Project Authority

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

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

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

#### 5.3.3 Communication and Notices

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



#### 5.3.4 Management of the Contract

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

#### 5.3.5 Contractor's Representative

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

Name:

Title:

Company:

Address:

Telephone:

E-mail address:

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

#### 5.3.6 Amendment

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

#### 5.3.7 Assignment

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

### 5.4 STANDARD CLAUSES AND CONDITIONS

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

### 5.5 GENERAL CONDITIONS

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





## 5.6 ENTIRE AGREEMENT

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

## 5.7 APPLICABLE LAWS

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

## 5.8 NUMBER AND GENDER

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

## 5.9 POWERS OF CANADA / STATE IMMUNITY

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

## 5.10 TIME OF THE ESSENCE

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

## 5.11 EXCUSABLE DELAY

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

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

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

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

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



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

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

## **5.12 SEVERABILITY**

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

## **5.13 SUCCESSORS AND ASSIGNS**

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

## **5.14 SURVIVAL**

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

## **5.15 PERFORMANCE OF THE WORK**

### **5.15.1 Description of Work**

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

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

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

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

The Contractor grants to Canada an irrevocable option to extend the term of the Contract by up to five (5) additional one (1) year option periods under the same conditions. The Contractor agrees that, during the extended period of the Contract, it will be paid in accordance with the applicable provisions as set out in the Basis of Payment at Annex B.

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

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



### 5.15.5 Independent Contractor

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

### 5.15.6 Conduct

The Contractor must:

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

### 5.15.7 Assigned Individuals

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

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

### 5.15.8 Resources

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

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

### 5.15.9 Replacements

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

### 5.15.10 Compliance with Local Law

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



### 5.15.11 Inspection and Acceptance

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

### 5.15.12 Security Requirements

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

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

### 5.15.13 Green Procurement

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



## 5.16 CERTIFICATIONS

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

## 5.17 HEALTH AND SAFETY

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

## 5.18 PAYMENT TERMS

### 5.18.1 Basis of Payment

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

### 5.18.2 Limitation of Price

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

### 5.18.3 Method of Payment – Monthly Payments

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

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

### 5.18.4 Audit

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



### 5.18.5 Invoicing Instructions

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

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

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

### 5.18.6 Discrepancies

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

### 5.18.7 Termination Payments

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

### 5.18.8 Remittance to appropriate tax authority

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

## 5.19 SUSPENSION AND INFRACTION

### 5.19.1 Suspension of the Work

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

### 5.19.2 Infraction

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



## 5.20 INSURANCE TERMS

### 5.20.1 Insurance at Discretion of Contractor

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

## 5.21 GOVERNANCE AND ETHICS

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

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

### 5.21.2 Incapacity to Contract with the Government

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

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





### 5.21.3 Anti-Terrorism

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

## 5.22 DISPUTE RESOLUTION

### 5.22.1 Discussion and Negotiation

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

### 5.22.2 Procurement Ombudsman

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





## ANNEX A - STATEMENT OF WORK

Chancery Cleaning Services for the Embassy of Canada to Denmark, in Copenhagen.

### 1. INTRODUCTION

The Embassy of Canada in Denmark (hereafter referred to the “Embassy”) is the Canadian diplomatic representation in Denmark and located in Copenhagen. The Embassy has a property in an office building. The property is used for offices and storages. The offices require regular cleaning in order to maintain a comfortable working environment for all employees and visitors.

### 2. BACKGROUND

The Department of Foreign Affairs, Trade and Development (DFATD) consist in a network of 178 Diplomatic and Consular Embassies located in 112 Countries. The Embassy of Canada in Denmark requires cleaning services for the following:

The gross area is approximately 1,132 m<sup>2</sup>. The Embassy has a number of amenities which consist of:

- Elevator area
- Lobby
- Airlock
- Consular booth
- Multi-Purpose Conference Room
- Operations Zone Hallway
- Operations Zone Offices
- Secure Zone Hallway
- Secure Zone Rooms
- Gym
- Washrooms
- Main kitchen
- Small kitchen

### 3. OBJECTIVES

The Embassy requires a service provider (“contractor”) to provide cleaning services in order to ensure that the premises are well kept clean, sanitized and free from any unpleasant odor at all times. The Contractor must be qualified and experienced. The Contractor is considered independent and not as an employee or agent of the Embassy. The cleaning services must be done by experienced personnel to the complete satisfaction of the Embassy.

### 4. SCOPE

The Contractor must provide cleaning services including all labour, cleaning materials, uniforms, tools and equipment as required, and is exempt only from those items specifically mentioned.

The work is divided into 2 categories:

#### **General Cleaning Services**

Consists of pre-determined tasks, as outlined in Section 5.1.1 **General Cleaning**.



**“As and when requested” Cleaning Services**

Additional emergency and project cleaning, may be requested in addition to the routine and scheduled cleaning, as outlined in Section **5.1.2 As-And-When-Requested Services**.

Examples of as and when requested services:

- Offsite cleaning.
- After event cleaning.
- Emergency/On-call cleaning.

**5. SERVICE/TASK SPECIFICATIONS**

The Embassy requires professional cleaning Staff to perform cleaning and other manual tasks at the Embassy such as but not limited to the ones identified under **5.1.1 General Cleaning**.

These service specifications set forth the minimum level of the required services. It remains the prerogative of the Project Authority to add cleaning tasks to these non-exhaustive lists. The Contractor is expected to provide courteous and competent services.

**5.2. GENERAL CLEANING SERVICES**

Canada requires the Contractor to provide Services for the following 2 categories;

**5.1.1. General Cleaning**

These cleaning services are pre-determined tasks. The cleaning activities are divided into weekly and monthly tasks. These minimum frequencies must be performed to ensure that the facilities maintain a clean, neat and tidy appearance. The “X”s below indicate the weekday on which the weekly service must be performed. The “Monthly” column provides the schedule for monthly tasks. The Contractor may suggest adjustments to the schedule below, but the frequency of the weekly & monthly tasks must be met.

**CATEGORY I – GENERAL CLEANING TASKS**

ROOM	TASK	WEEKLY		MONTHLY
		TUE	FRI	
Elevator area,	Clean the elevator doors on the outside		X	
Lobby,	Remove visible fingerprints from glass doors		X	
Airlock, and	Spot-clean the walls		X	
Consular Booth	Clean all furniture as needed		X	
	Clean all tables & other surfaces with germicide		X	
	Clean the door handles, access panels, and lockboxes with germicide		X	
	Vacuum the logo mats and area rug		X	
	Vacuum/sweep and wash the floors		X	
	Empty waste & recycling bins and replace bags when required*		X	
	Clean the reception & consular partition glass			week 1
	Dust the art & photo frames			week 1



	Dust and clean windowsills			week 1
	Dust the radiators			week 1
	Wipe off baseboards			week 1
	Remove stains from furniture, using a suitable product for fabrics			week 1
	Remove stains from logo mats & area rug			week 1
<b>Multi-Purpose/Conference Room</b>	Clean all furniture as needed		X	
	Clean all tables & other surfaces with germicide		X	
	Dust off art frames and lamps		X	
	Dust and clean windowsills		X	
	Vacuum the area rug		X	
	Vacuum/sweep and wash the floor		X	
	Vacuum upholstered furniture including cushions			week 2
	Remove stains from furniture, using a suitable product for fabrics			week 2
	Spot-clean the walls			week 2
	Dust the radiators			week 2
	Wipe off baseboards			week 2
	Remove stains from area rug			week 2
<b>Ops Zone Hallway</b>	Clean all door handles with germicide	X		
	Vacuum carpet	X		
	Dust off art frames, lamps, fire extinguishers, and first aid boxes			week 2
	Spot-clean the walls, baseboards, door frames			week 2
	Remove visible stains from carpet			week 2
<b>Ops Zone Offices</b>	Clean all desks/table surfaces with germicide	X	X	
	Empty waste & recycling bins and replace bags when required*	X	X	
	Vacuum the carpet	X		
	Dust off furniture, art frames, and lamps		X	
	Dust and clean windowsills		X	
	Spot clean the walls, baseboards, door frames			week 2
	Clean vents to remove debris & cobwebs			week 2
	Remove stains from furniture, using a suitable product for fabrics			week 2
	Remove visible stains from carpet			week 2



	Empty the shredder bin if necessary			week 2
	Clean exterior and interior of waste bins			week 2
The cleaning personnel will always need to be escorted by a CBS staff while cleaning the secure zone.				
<b>Secure Zone Hallway</b>	Clean all door handles with germicide	X		
	Vacuum carpet	X		
	Dust off art frames, lamps, fire extinguishers, and first aid boxes			week 2
	Spot clean the walls, baseboards, door frames			week 2
	Remove visible stains from carpet			week 2
The cleaning personnel will always need to be escorted by a CBS staff while cleaning the secure zone.				
<b>Secure Zone Rooms</b>	Clean all desk/table surfaces with germicide	X	X	
	Empty waste & recycling bins and replace bags when required*	X	X	
	Vacuum the carpets	X		
	Vacuum/sweep and wash the Ambassador's floor	X		
	Dust off furniture, art frames, and lamps		X	
	Dust and clean windowsills		X	
	Vacuum upholstered furniture including cushions in Ambassador's office			week 2
	Remove stains from furniture, using a suitable product for fabrics			week 2
	Spot clean the walls, baseboards, door frames			week 2
	Clean vents to remove debris & cobwebs			week 2
	Remove visible stains from carpet			week 2
	Clean exterior and interior of waste bins			week 2
<b>Gym</b>	Clean the mirror wall			week 3
	Spot clean the walls, baseboards, door frames			week 3
	Wipe down all equipment with germicide			week 3
	Vacuum/sweep and wash the floors			week 3
	Empty waste & recycling bins and replace bags when required*			week 3
<b>Washrooms</b>	Replenish toilet paper, hand towels and soap	X	X	
	Clean paper towel holder and hand-dryer	X	X	
	Polish mirrors and faucet	X	X	
	Clean door handles, lock plates, and keys	X	X	
	Clean sink, toilets (inside and outside) and flushing mechanism	X	X	



	Anti-calcium treatments	X	X	
	Vacuum and wash the floors	X	X	
	Empty waste & recycling bins and replace bags when required*	X	X	
	Spot clean walls, tiles, and exposed pipes			week 4
	Clean shower stall, shower head, and temperature valve			week 4
	Clean exterior and interior of waste bins			week 4
<b>Kitchens (Main &amp; Small)</b>	Clean the tables, countertops, and stovetop	X	X	
	Clean sinks and faucets	X	X	
	Wipe off fingerprints on cupboards & exterior of microwave	X	X	
	Empty waste & recycling bins and replace bags when required*	X	X	
	Replenish soap and hand towels	X		
	Spot clean all appliances on counters	X		
	Wipe off backsplash tiles	X		
	Dust off chairs (in large kitchen only)	X		
	Vacuum/sweep and wash the floor	X		
	Remove stains from furniture, using a suitable product for fabrics			week 4
	Clean the exterior of the oven			week 4
	Clean the interior and exterior of the fridges and microwaves			week 4
	Clean exterior and interior of waste bins			week 4
<b>* Keep recyclables separate from ordinary garbage waste. All recyclable material must be deposited in the correct bin in the basement.</b>				

**General**

The cleaning services must be undertaken with care in order to ensure that cleaning activities are thoroughly completed, and the furniture remains in their original places. The chairs in the meeting rooms must correctly be placed around the tables at the end of the cleaning activity

The Contractor must ensure that cleaning and chemical products do not infiltrate under the furniture legs, file cabinets or partitions bottoms. Unless specified in the manufacture instructions, the contractor will not dilute or modify the cleaning products. Wipe any spilled liquid as soon as possible and place a warning sign on the spot.

The cleaning staff must never move the papers, files and materials left on the furniture. Any items moved must be put back on desk at their exact place after cleaning the desktops. Never put chairs, waste bins and other items on the desks, tables or any other piece of furniture during cleaning activities.

The Contractor must immediately inform the Project Authority of presence of any insects, mice, varmint and any other infestation. The Contractor must report to the Project Authority if faucets are dripping or



water is running from toilets or any other failure is observed. The Contractor must immediately unclog the toilets, sinks and drains. In case of failure, advise the Project Authority for the appropriate action

### **Floors (all types)**

The Contractor must display 'Danger Wet Floor' signs when performing wet floor cleaning operations. Use suitable soap depending on the floor type. Never let water stagnate after a cleaning activity. Empty mop bucket, remove any water on the ground and drain off in the designated cleaner's area.

### **Carpets and Rugs**

The Contractor must use commercial heavy duty vacuum cleaners with low noise level; high efficiency particulate Air filters (HEPA Type); minimum airflow of 25 L/sec; proper tools/accessories for floors and furniture. The Contractor must report all carpet stains, damaged or lifting carpets to the Project Authority immediately. The Contractor may clip loose threads during vacuuming operation.

The Contractor must remove spots and stains from carpeting and rugs using methods and solutions approved by carpet manufacturers and clean up spills as soon as possible after observation or notification.

### **Waste Management**

The Contractor must collect all waste materials as scheduled to avoid overflow and bad odour. The Contractor must remove all garbage and waste from premises after completion of the cleaning and dispose of them in the appropriate bins in the basement in accordance with the local waste management and recycling program. The Contractor must comply with all local regulations, policies, applicable legislation, practices and bylaws controlling waste disposal and recycling, including using proper bags. The Contractor will be responsible for the removal and proper disposal of all recyclable materials including, but not necessarily limited to mixed office paper, newspaper, shredded paper, old, corrugated cardboard, metal cans, plastics, and organic material, in designated color bags, according to the local waste management and recycling program. Non-recyclable materials must be disposed of as garbage.

### **Excluded areas**

The Contractor must instruct the cleaning personnel not to clean these building areas unless instructed and accompanied by an authorized staff member of the government.

Mechanical, Electrical, IT and Storage rooms  
Wall mounted objects such as paintings and art,  
High security zones

### **Excluded items**

Computers and electric equipment, photocopiers, books and papers are excluded.

### **5.1.2. As-Requested Cleaning Services**

Other services not included in section 5.1.1 – **General cleaning** may be required on an "As and When Requested Basis" These services could include, but not limited to cleaning services of unforeseen nature, special events or any other requirements in excess of the general cleaning service requirements.

The following cleaning services may be required as requested:

- Emergency cleaning after flood in a particular area;
- Periodic cleaning of floors and equipment in mechanical and electrical plant rooms;
- Clean-up after events, meetings and receptions;



- General cleaning tasks of an unforeseen nature.

### **Event Clean-Up**

From time-to-time, the Embassy's Multi-Purpose/Conference room is used to host events. The event clean up services will be made through a written request from the Project Authority. The Contractor will receive sufficient advance notice prior to the date of the events so that the necessary staff can be reserved and supplied for the cleaning.

In this instance, the Embassy will require the Contractor to:

- Dispose of waste in refuse or recycling containers; Empty refuse and recycling containers and replace bags;
- Clean kitchen sweep, mop and wash floors, wipe down counters and surfaces, clean appliances, clean sinks and faucets;
- Clean hospitality materiel - glassware, plates, cutlery, pots and pans, dishes, kitchen towels, and put everything back on the shelves;
- Clean representational areas - sweep and mop floors, and wipe down tables and chairs.

#### **5.1.2.1. Service Authorization process – As and when requested services**

When these services are required, the Project Authority will provide the Contractor with a "Service Authorization" form, containing the following information:

- the SA number;
- type of resource;
- date, start time, end time, and total hours required for each resource;
- Special instructions (if required); and,
- Name and signature of the project authority.

Upon receipt of the SA, the Contractor must provide the Project Authority, within 48 hours, the signed SA confirming that the resource(s) have been assigned. These services will be paid in accordance with the terms and conditions identified in Annex B – Basis of Payment for the "As and When Requested Services".

Work cannot commence until a SA has been authorized in accordance with the conditions of the contract. The Contractor acknowledges that any work performed before an SA has been received will be done at the Contractor's own risk and expenses.

Once the work is completed, the Contractor will immediately notify the Project Authority in order for him/her to acknowledge the completion of the work and to perform an inspection of the work.

## **5.2. WORKSITE EQUIPMENT, TOOLS, MATERIAL, AND SUPPLIES**

### **5.2.1. Contractor to supply**

#### **5.2.1.1 Equipment and tools**

The Contractor must provide all materials, supplies, tools, equipment and other items or services necessary to perform the requirements for the cleaning services in a safe and effective manner as defined in this scope of work.



The Contractor must supply commercial quality cleaning equipment to ensure the cleanliness and sanitation of all areas in the Embassy. The equipment provided must be good quality, appropriate to the task and environment friendly, scent-free, of good quality and energy efficient.

The Contractor must ensure that all equipment used to perform the work is in a good and functional state. The Project Authority reserves the right to have the equipment judged to be unsafe, not suitable or defective taken out of service.

Equipment includes but is not limited to;

- brooms
- brushes
- mops (wet and of treated yarn or cloth)
- Vacuum
- buckets
- mop tank wringers
- janitorial carts
- rags

Other miscellaneous equipment and supplies not otherwise provided or specified but necessary to perform the required services.

The Contractor is entirely responsible for the periodical testing of on-site equipment in accordance with any Health and Safety requirement under local Law.

Vacuum cleaners must have HEPA dust filters and have a low noise output when in maximum operation.

The Contractor must provide replacement equipment, if and when necessary.

The Contractor must provide the list of equipment used for the cleaning to the Project Authority for approval

#### **5.2.1.2. Materials and Supplies**

The Contractor must supply, all materials and supplies required to carry out the work as described within the present Statement of Work. (e.g toilet cleanser, floor cleaner, decalcifier, surface cleaners, carpet stain remover, etc.). All products used in the accomplishment of this requirement must be in accordance with Health and Safety codes. GAC will promote the use of green products and practices, whenever possible.

Cleaning products should have an approved eco-label that confirms both the environmental features and the performance of the product. All cleaning supplies and products must be properly labeled. Any chemicals used must have Material Safety Data Sheet (MSDS) available for inspection. Any chemicals not approved by Project Authority will be removed immediately and the Contractor will replace them with the proper type. General features of environmentally preferable cleaning products used in Cleaning Services delivery include:





- Use of concentrated forms, to reduce volume and weight transported and to reduce packaging
- Biodegradability
- Packaging in non-aerosol containers;
- Packaging of cleaning products are recyclable and reusable;
- Exclusion of toxic ingredients and petrochemical compounds;
- Produce minimal or no irritation to skin, eyes, respiratory system; and
- Exclusion of unnecessary dyes, fragrances and corrosive/highly flammable compounds

### **5.2.2. Embassy to supply**

The embassy will provide space to store equipment, tools and materials on site while undertaking the assignment. The Embassy will not be responsible for any loss or damage of the Contractor's equipment, supplies, materials or personal belongings.

The Contractor will have access to different facilities such as kitchen, bathrooms, water, and electricity. However, the cleaning personnel are not permitted to use gym equipment. Cleaning personnel are only permitted to be in the building while they are on duty with their contractual work or on lunch. They can also be present if they are invited as guest to specific events.

The embassy will supply products that are used by the staff (e.g. hand soap, toilet-paper, hand towels, dishwasher tabs, hand sanitizer, tissues, garbage bags, etc.)

### **5.3. SCHEDULE OF OPERATION**

The general cleaning services will take place during the normal business hours of the Embassy. Thus, cleaning services are required for two (2) times a week for a period of three (3) hours per visit for a total of six (6) hours per week between 1 pm and 4 pm on Tuesdays and Fridays. The Contractor must be flexible in the workdays should there be a need to change the day(s) that the work is to be carried out due to holidays, hospitality, or other operational requirements. The Project Authority must give the Contractor a minimum of 1 week notice of a change of date. Any other requirements for access to the site outside of these hours must be approved in advance by the Project Authority.

The Embassy has 12 bank holidays and is closed on bank holidays. These days may change from year to year and do not necessarily correspond to the observed national statutory holidays. The Project Authority will provide the Contractor a list of holidays each year. The Contractor must follow the holiday schedule and opening hours as determined by the Embassy.

### **5.4. CONTRACTOR'S PERSONNEL**

The cleaning services require at least one (1) general cleaner in order to consistently meet quality standards, and at least one (1) general cleaner must be physically on site at all time during the normal working hours as identified in section 5.3 Schedule of Operations.

The contractor is required to put forward four (4) cleaners for security clearance. The Contractor will be required to replace any absent employees. The three (3) security cleared cleaners will cover the one (1) main cleaner during any absence period. The Contractor must provide, at a minimum, this staff level. The staff level might be changed to meet operational needs.

The cleaning personnel, whether permanent or temporary, must be properly trained and medically fit. The Contractor is responsible for furnishing properly trained work force, for supervision of the cleaning staff, and for performing service requirements and specifications at the frequency specified in Section 5 Service/Task Specifications



## 5.5. BEHAVIOR

Upon discovery of any abnormalities or issues while conducting the work, report it immediately to the Project Authority to ensure appropriate actions are being taken. With due recognition of the special nature of the Mission, the contractor must ensure that his assigned cleaning staff do not inconvenience the business activities of the Mission's personnel, clients and visitors.

The Contractor must ensure that cleaning staff project a positive image with a good attitude. The Contractor will be solely responsible for the conduct, behavior and discipline of their employees. In case any misconduct which may or may not involve financial loss or burden to Canada, the Contractor alone must take suitable action against such defaulting personnel in consultation with the Project Authority.

The Project Authority must not be responsible and/or liable for any type of disputes arising out of such disciplinary action as and when taken by the Contractor against such defaulting personnel. The Contractor must remove/substitute any personnel if the Project Authority so directs. The Contractor must abide by the rules and regulation which the department may from time to time make or adopt for the care, protection and administration of the premises and the general welfare and comfort of the visitor, owner / occupant's personnel.

## 5.6. HEALTH AND SAFETY REQUIREMENTS

The Contractor must adhere to and comply with all Health and Safety provisions for securing the health, safety and welfare of workers engaged in the performance of this contract. The Contractor must take all necessary steps to protect personnel and properties from any harm in the course of this contract. The Contractor must provide adequate safety measures for the performance of cleaning services to ensure cleaning personnel safety.

The Contractor must comply with all the safety measures in place relative to personnel and fire hazards recommended by the national codes and/or required by the competent authorities concerning the use of equipment, materials, tools, cleaning products, work habits and procedures.

The Project Authority has the right to ask the replacement of the Contractor's staff who does not respect the safety regulations when using the equipment as well as the relative personal safety rules.

## 5.7. UNIFORMS AND DRESS CODE

The cleaning personnel must at all times wear a clean and appropriate t-shirt/sweatshirt hereafter named "uniforms" when present at the Embassy. The Contractor is responsible of ensuring the cleaning personnel wear the correct summer/winter attire. The uniform must always be clean and their appearance must be acceptable to the Project Authority. The Contractor's staff may not wear a hat, a baseball cap, a sweatshirt, or any piece of clothing displaying social comments, slogans, logos or offensive texts or designs.

## 6. DELIVERABLES

The Contractor must provide all appropriate personnel, supervision, uniforms, tools, and equipment.

Within 30 days of signing the contract, the Contractor must submit and maintain throughout the life of the service:

- a. an organizational plan and schedule of activities to be performed by the Contractor's personnel. These schedules must list the Embassy's daily, weekly, monthly, every quarter and bi-annually cleaning tasks. These schedules are to be examined, and approved, by the Project Authority or delegate prior to commencement of the Work.
- b. a roster of the cleaning team, including names, phone numbers, and addresses.



- c. an itemized list of all cleaning materials to be used, meeting all requirements in section 5.2 Cleaning Materials. At a minimum, the list must include the material's and/or cleaning product's brand name, quantity, application, a description of what it is used for, if it is biodegradable, and any special instructions. All materials must be approved by the Project Authority prior to usage, including all substitutions.
- d. An itemized list of all cleaning equipment to be used, meeting all requirements in section 5.3 Cleaning Equipment. At a minimum, the list must include the equipment manufacturer, name of the equipment, and application. All equipment must be approved by the Project Authority prior to usage, including all substitutions.
- e. The Contractor must supply basic hygiene products to all cleaners on a monthly basis (including but not limited to shampoo, soap, toothpaste, sanitary product and deodorant).
- f. The Contractor must immediately address service deficiencies; health and safety non-compliance issues identified by the Project Authority and provide within two (2) days a written report of actions taken to rectify the issues
- g. If it is proven that the breakdown/loss of material at the Embassy was because of negligence on the part of the Contractor or its staff, it must be repaired and/or replaced by the Contractor at its own cost.
- h. Any defects which cannot be corrected immediately must be reported verbally as soon as possible to the Project Authority. Any blockages in pantries, kitchens, or washrooms are to be reported immediately to the Project Authority.
- i. The Cleaning Standards will be verified for compliance by the Project Authority or his representative throughout the duration of the Contract. Therefore, random inspections will be conducted. The Contractor's representative may be requested to be present during the inspections.
- j. All ID cards entrusted to the Contractor must be fully protected at all times, and reported immediately if lost or stolen.

## 7. CONSTRAINTS

It is the responsibility of the Contractor to ensure compliance with national legislation with regard to social security, annual leave, sick leave, medical and life insurance coverage for the cleaning personnel as per the prescribed rates and entitlements.

The Contractor must comply with all Employment Laws including Transfer of Undertaking Protection of Employment if applicable. However in the absence of employment protection where employees employed by the previous employer when the undertaking changes hands do NOT automatically become employees of new employer on the same terms and conditions, the Contractor may consider the predecessor Contractor's employees as a priority for positions related to this Contract. The Contractor shall have the right but not the obligation to interview and make offers to the predecessor Contractor's employees who are performing the Services.

The cleaning personnel are required to have security clearance. Security checks must take place prior to initial assignment of the personnel and may have to be renewed on a periodic basis. The cleaning personnel must adhere to the strictest requirements in terms of discretion and integrity. The performance of cleaning services in certain designated areas requires an escort and tasks can only be performed during pre-approved scheduled times. The Contractor must adhere to the strict cleaning schedule for these areas.

## 8. WORKING LANGUAGE

The official communication language should be English, French, or Danish. The Contractor must be able to communicate with Project Authority in English, French or Danish.



## 9. LOCATION AND DESCRIPTION OF SITES

The cleaning services are required at the following location:

Embassy of Canada to the Kingdom of Denmark  
Kristen Bernikows Gade 1,  
1105 Copenhagen K.,  
Denmark

## 10. TRAVEL, PARKING AND TRANSPORTATION

All costs and expenses incurred by the Contractor for the performance of the work, including local transportation of personnel, parking and delivery of materials and supplies must be the sole responsibility of the Contractor. Canada will not reimburse Contractor for such expenses.

## 11. REPORTING AND COMMUNICATIONS

In performing this assignment, the contractor must interact with the Project Authority and must be available to discuss issues that might arise or to discuss the progress made in the performance of the contractual obligations, at no additional cost. Interactions may be face-to-face meetings, telephone calls or emails.

Meetings may occur if problems arise and will be coordinated by the Project Authority. If a face-to-face meeting is necessary, the Contractor will be given a minimum notice of three (3) working days of meeting date and time. Nevertheless, the notice period could be shorter depending on the urgency of the matters. The Contractor must make a good faith effort to resolve problems and issues.

## 12. RISKS MANAGEMENT AND MITIGATION

The contractor is required to have a contingency plan to ensure continuity of the work in the event of unforeseen circumstances such as sickness, strikes and equipment failure.

In the event the contract comes to an end on account of termination or the expiry of the term/renewed term of the agreement, the Contractor must render all reasonable assistance and help to the Embassy and to any new Contractor for smooth switch over and continuity of service.

## 13. QUALITY STANDARDS

The quality of the cleaning services describe in this statement of work will be assessed and monitored according to the following quality standards:

### 1. *General Cleaning*

- a. All surfaces and objects specified in the contract must be free of dust, stains, spills, debris and soil after cleaning.
- b. Machinery and equipment must not block a passageway or present a trip hazard.
- c. Caution signs must be placed adjacent to the affected area on all approaches.
- d. Furnishings moved by cleaners must be relocated to their original location.

### 2. *Spot Cleaning*

- a. All affected areas must be clear of stains, streaks and soil.
- b. All over-spray from spray applicators must be wiped clean from all surfaces.



**3. Sweeping**

- a. All floor areas including open areas and flooring around furniture legs and into corners be free of dirt and litter.

**4. Dust Mopping**

- a. All floor areas including open areas and flooring around furniture legs and into corners must be free of debris and dust film.

**5. Damp Mopping**

- a. Floor areas including open areas and flooring around furniture legs and into corners must be clean and free of surface stains, soil, mop streaks, loose mop strands and water spotting.
- b. The supplier must sweep or dry mop the area immediately before damp mopping.
- c. The supplier must start damp mopping with clean water and mop.
- d. Walls, baseboards and other surfaces must be free of splash marks.

**6. Wash Floors**

- a. All standards outlined in *Damp Mopping* above apply.
- b. In addition, surfaces must be rinsed free of cleaning solution after floors are washed.
- c. All areas must be free of dirt, stains, splashing, cleaning chemical and water accumulations as well as scuff marks.

**7. Vacuuming**

- a. All carpet surfaces must have an overall appearance of cleanliness and must be free of visible dust, dirt and grit.

**8. Stain Removal**

- a. All carpets and walk-away mats must have no visible stains or discoloration after stain removal operation.
- b. Where stain removal involves wetting of a hard surface floor, caution signs must be in place around work area.

**9. Damp Wiping**

- a. Surfaces must be free of dust, stains, streaks and water spotting following damp wiping.
- b. Wiping cloths must be rinsed frequently and free of stains and odors.

**10. Glass and Mirror Cleaning**

- a. All glass must be clean on both sides and free of streaks and finger marks.
- b. Adjacent areas including frames, casing and ledges must be free of water spotting, splash marks and streaks.

**11. Dusting**

- a. All surfaces must be free of dust.
- b. Dusting must be done using either feather duster, damp rag, or vacuum.
- c. Dust must be contained and prevented from floating freely in the air during operation.

**12. Clean and Disinfect**

- a. Client-approved, commercial disinfectant cleaner must be used.
- b. Manufacturer's instructions must be followed for best results.
- c. All surfaces cleaned and disinfected must be rinsed clean of residual disinfectant.



**ANNEX B - BASIS OF PAYMENT**

**A.1.** The Contractor will be paid according to the firm monthly rates and the firm hourly rates indicated in their pricing schedule, in the Danish Krone (DKK). The firm monthly rates and the firm hourly rates include all costs necessary to perform the work. Taxes are not included. Canada will be invoiced according to these rates.

**A.2.** Travel, parking and living expenses will not be paid for any part of the Contract, including transportation costs to and from the place of duty, or any relocation necessary to satisfy the conditions of the Contract.

**A.3.** The rates will be enforced throughout the entire Contract, including the three irrevocable optional periods (if they are exercised) and will not be subject to future negotiation.

**A.4.** All firm monthly rates and all firm hourly rates will be increased by the annual inflation rate (or CPI) as published by Trading Economics for Denmark (Denmark Inflation Rate (tradingeconomics.com)) upon exercising each of the option periods. If the rate of inflation is negative, the rates will not be adjusted. Canada will use the most recent annual inflation rate data available within 90 days of the end date of the Contract.

**1. REGULAR SERVICES**

**TABLE 1**

<b>PERIOD</b>	<b>Firm Monthly Rate (Including all labor, equipment, materials, tools and supplies) (DKK) Taxes Excluded</b>
<b>Initial – Year 1</b>	To be inserted at contract award.
<b>Initial – Year 2</b>	To be inserted at contract award.
<b>Initial – Year 3</b>	To be inserted at contract award.
<b>Option Period 1 – Year 4</b>	Firm hourly rate of Year 3 + Annual inflation rate upon exercising the option period
<b>Option Period 2 – Year 5</b>	Firm hourly rate of Year 4 + Annual inflation rate upon exercising the option period
<b>Option Period 3 – Year 6</b>	Firm hourly rate of Year 5 + Annual inflation rate upon exercising the option period
<b>Option Period 4 – Year 7</b>	Firm hourly rate of Year 6 + Annual inflation rate upon exercising the option period
<b>Option Period 5 – Year 8</b>	Firm hourly rate of Year 7 + Annual inflation rate upon exercising the option period



**2. AS AND WHEN REQUIRED SERVICES**

**TABLE 2**

<b>Period</b>	<b>Type of Resource</b>	<b>Firm Hourly Rate Per Resource (DKK) Taxes Excluded</b>
<b>Initial – Year 1</b>	Cleaner	To be inserted at contract award.
<b>Initial – Year 2</b>	Cleaner	To be inserted at contract award.
<b>Initial – Year 3</b>	Cleaner	To be inserted at contract award.
<b>Option Period 1 – Year 4</b>	Cleaner	Firm hourly rate of Year 3 + Annual inflation rate upon exercising the option period
<b>Option Period 2 – Year 5</b>	Cleaner	Firm hourly rate of Year 4 + Annual inflation rate upon exercising the option period
<b>Option Period 3 – Year 6</b>	Cleaner	Firm hourly rate of Year 5 + Annual inflation rate upon exercising the option period
<b>Option Period 4 – Year 7</b>	Cleaner	Firm hourly rate of Year 6 + Annual inflation rate upon exercising the option period
<b>Option Period 5 – Year 8</b>	Cleaner	Firm hourly rate of Year 7 + Annual inflation rate upon exercising the option period





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



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

**SECURITY REQUIREMENTS CHECK LIST (SRCL)**

**LISTE DE VÉRIFICATION DES EXIGENCES RELATIVES À LA SÉCURITÉ (LVERS)**

PART A - CONTRACT INFORMATION / PARTIE A - INFORMATION CONTRACTUELLE		
1. Originating Government Department or Organization / Ministère ou organisme gouvernemental d'origine	Global Affairs Canada	2. Branch or Directorate / Direction générale ou Direction COPEN
3. a) Subcontract Number / Numéro du contrat de sous-traitance	3. b) Name and Address of Subcontractor / Nom et adresse du sous-traitant	
4. Brief Description of Work / Brève description du travail <b>Chancery Cleaning Services</b>		
5. a) Will the supplier require access to Controlled Goods? Le fournisseur aura-t-il accès à des marchandises contrôlées?	<input checked="" type="checkbox"/> No / Non	<input type="checkbox"/> Yes / Oui
5. b) Will the supplier require access to unclassified military technical data subject to the provisions of the Technical Data Control Regulations? Le fournisseur aura-t-il accès à des données techniques militaires non classifiées qui sont assujetties aux dispositions du Règlement sur le contrôle des données techniques?	<input checked="" type="checkbox"/> No / Non	<input type="checkbox"/> Yes / Oui
6. Indicate the type of access required / Indiquer le type d'accès requis		
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 type="checkbox"/>	NATO / OTAN <input type="checkbox"/>	Foreign / Étranger <input type="checkbox"/>
7. b) Release restrictions / Restrictions relatives à la diffusion		
No release restrictions Aucune restriction relative à la diffusion <input type="checkbox"/>	All NATO countries Tous les pays de l'OTAN <input type="checkbox"/>	No release restrictions Aucune restriction relative à la diffusion <input type="checkbox"/>
Not releasable À ne pas diffuser <input type="checkbox"/>		
Restricted to: / Limité à: <input type="checkbox"/> Specify country(ies): / Préciser le(s) pays:	Restricted to: / Limité à: <input type="checkbox"/> Specify country(ies): / Préciser le(s) pays:	Restricted to: / Limité à: <input type="checkbox"/> Specify country(ies): / Préciser le(s) pays:
7. c) Level of information / Niveau d'information		
PROTECTED A PROTÉGÉ A <input type="checkbox"/>	NATO UNCLASSIFIED NATO NON CLASSIFIÉ <input type="checkbox"/>	PROTECTED A PROTÉGÉ A <input type="checkbox"/>
PROTECTED B PROTÉGÉ B <input type="checkbox"/>	NATO RESTRICTED NATO DIFFUSION RESTREINTE <input type="checkbox"/>	PROTECTED B PROTÉGÉ B <input type="checkbox"/>
PROTECTED C PROTÉGÉ C <input type="checkbox"/>	NATO CONFIDENTIAL NATO CONFIDENTIEL <input type="checkbox"/>	PROTECTED C PROTÉGÉ C <input type="checkbox"/>
CONFIDENTIAL CONFIDENTIEL <input type="checkbox"/>	NATO SECRET NATO SECRET <input type="checkbox"/>	CONFIDENTIAL CONFIDENTIEL <input type="checkbox"/>
SECRET SECRET <input type="checkbox"/>	COSMIC TOP SECRET COSMIC TRÈS SECRET <input type="checkbox"/>	SECRET SECRET <input type="checkbox"/>
TOP SECRET TRÈS SECRET <input type="checkbox"/>		TOP SECRET TRÈS SECRET <input type="checkbox"/>
TOP SECRET (SIGINT) TRÈS SECRET (SIGINT) <input type="checkbox"/>		TOP SECRET (SIGINT) TRÈS SECRET (SIGINT) <input type="checkbox"/>

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

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

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

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

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

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

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

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

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

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

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

**INFORMATION / ASSETS / RENSEIGNEMENTS / BIENS**

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

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

**PRODUCTION**

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

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

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

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

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

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

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

**SUMMARY CHART / TABLEAU RÉCAPITULATIF**

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

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

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

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

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