

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

**Bid Receiving Public Works and Government  
Services Canada/Réception des soumissions  
Travaux publics et Services gouvernementaux  
Canada  
#910, 410-22nd Street East  
Saskatoon  
Sask.  
S7K 5T6  
Bid Fax: (306) 975-5397**

## Request For a Standing Offer Demande d'offre à commandes

Regional Individual Standing Offer (RISO)  
Offre à commandes individuelle régionale (OCIR)

Canada, as represented by the Minister of Public Works and Government Services Canada, hereby requests a Standing Offer on behalf of the Identified Users herein.

Le Canada, représenté par le ministre des Travaux Publics et Services Gouvernementaux Canada, autorise par la présente, une offre à commandes au nom des utilisateurs identifiés énumérés ci-après.

## Comments - Commentaires

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

**Issuing Office - Bureau de distribution**  
Public Works and Government Services Canada/Réception  
des soumissions Travaux publics et Services  
gouvernementaux Canada  
#910, 410 - 22nd Street East  
Saskatoon  
Sask.  
S7K 5T6

<b>Title - Sujet</b> Laundry Services - Suffield	
<b>Solicitation No. - N° de l'invitation</b> W0142-12C158/A	<b>Date</b> 2012-09-12
<b>Client Reference No. - N° de référence du client</b> W0142-12C158	<b>GETS Ref. No. - N° de réf. de SEAG</b> PW-\$STN-197-4544
<b>File No. - N° de dossier</b> STN-1-34215 (197)	<b>CCC No./N° CCC - FMS No./N° VME</b>
<b>Solicitation Closes - L'invitation prend fin</b> <b>at - à 02:00 PM</b> <b>on - le 2012-10-23</b>	<b>Time Zone</b> <b>Fuseau horaire</b> Central Standard Time CST
<b>Delivery Required - Livraison exigée</b>	
<b>Address Enquiries to: - Adresser toutes questions à:</b> Holt, Judy	<b>Buyer Id - Id de l'acheteur</b> stn197
<b>Telephone No. - N° de téléphone</b> (306)975-4051 ( )	<b>FAX No. - N° de FAX</b> (306)975-5397
<b>Destination - of Goods, Services, and Construction:</b> <b>Destination - des biens, services et construction:</b> DEPARTMENT OF NATIONAL DEFENCE RALSTON AB P.O.BOX 6000 MEDICINE HAT Alberta T1A8K8 Canada	
<b>Security - Sécurité</b> This request for a Standing Offer does not include provisions for security. Cette Demande d'offre à commandes ne comprend pas des dispositions en matière de sécurité.	

**Instructions: See Herein**

**Instructions: Voir aux présentes**

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

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## **PART 1 - GENERAL INFORMATION**

### **1. Introduction**

The Request for Standing Offers (RFSO) is divided into seven parts plus attachments and annexes, as follows:

- |        |   |
|--------|---|
| Part 1 | General Information: provides a general description of the requirement;   |
| Part 2 | Offeror Instructions: provides the instructions applicable to the clauses and conditions of the RFSO;   |
| Part 3 | Offer Preparation Instructions: provides offerors with instructions on how to prepare their offer to address the evaluation criteria specified;   |
| Part 4 | Evaluation Procedures and Basis of Selection: indicates how the evaluation will be conducted, the evaluation criteria which must be addressed in the offer, if applicable, and the basis of selection;  |
| Part 5 | Certifications: includes the certifications to be provided;   |
| Part 6 | Security, Financial and Insurance Requirements: includes specific requirements that must be addressed by offerors; and  |
| Part 7 | 7A, Standing Offer, and 7B, Resulting Contract Clauses:<br><br>7A, includes the Standing Offer containing the offer from the Offeror and the applicable clauses and conditions;<br><br>7B, includes the clauses and conditions which will apply to any contract resulting from a call-up made pursuant to the Standing Offer. |

The Annexes include the Statement of Work, the Basis of Payment and any other annexes.

### **2. Summary**

The Department of National Defence, CFB Suffield, Ralston, AB, has a requirement for the supply of all labor, materials, tools, equipment, transportation, and supervision necessary to provide regular laundry services, including pick up and delivery of items for a period from 1 November 2012 - 31 December 2014 with two additional one year option periods.

### **3. Debriefings**

After issuance of a standing offer, offerors may request a debriefing on the results of the request for standing offers process. Offerors should make the request to the Standing Offer Authority within 15 working days of receipt of the results of the request for standing offers process. The debriefing may be in writing, by telephone or in person.

## **PART 2 - OFFEROR INSTRUCTIONS**

### **1. Standard Instructions, Clauses and Conditions**

All instructions, clauses and conditions identified in the Request for Standing Offers (RFSO) by number, date and title are set out in the *Standard Acquisition Clauses and Conditions* (<http://ccua-sacc.tpsgc-pwgsc.gc.ca/pub/acho-eng.jsp>) Manual issued by Public Works and Government Services Canada.

Offerors who submit an offer agree to be bound by the instructions, clauses and conditions of the RFSO and accept the clauses and conditions of the Standing Offer and resulting contract(s).

The 2006 (2012-07-11) Standard Instructions - Request for Standing Offers - Goods or Services - Competitive Requirements, are incorporated by reference into and form part of the RFSO.

**Subsection 5.4 of 2006, Standard Instructions - Request for Standing Offers - Goods or Services - Competitive Requirements, is amended as follows:**

Delete: sixty (60) days

Insert: ninety (90) days

**The text under Subsection 4 of Section 01 – Code of Conduct and Certifications of 2006 referenced above is replaced by:**

Offerors should provide, with their bid or promptly thereafter, a complete list of names of all individuals who are currently directors of the Offeror. If such a list has not been received by the time the evaluation of bids is completed, Canada will inform the Offeror of a time frame within which to provide the information. Failure to provide such a list within the required time frame will render the bid non-responsive. Offerors must always submit the list of directors before contract award.

Canada may, at any time, request that an Offeror provide properly completed and Signed Consent Forms (*Consent to a Criminal Record Verification form - PWGSC-TPSGC 229*) for any or all individuals named in the aforementioned list within a specified delay. Failure to provide such Consent Forms within the delay will result in the bid being declared non-responsive.

**The text under Subsection 5 of Section 01 – Code of Conduct and Certifications of 2006 referenced above is replaced by:**

The Offeror must diligently maintain the list up-to-date by informing Canada in writing of any change occurring during the validity period of the bid, and must also provide Canada, when requested, with the corresponding Consent Forms. The Offeror will also be required to diligently maintain the list and when requested, provide Consent Forms during the period of any contract arising from this bid solicitation.

### 1.1 SACC Manual Clauses

M0222T Evaluation of Price

2010-01-11

M0019T Firm Price and/or Rates

2007-05-25

## 2. Submission of Offers

Offers must be submitted only to Public Works and Government Services Canada (PWGSC) Bid Receiving Unit by the date, time and place indicated on page 1 of the Request for Standing Offers.

## 3. Enquiries - Request for Standing Offers

All enquiries must be submitted in writing to the Standing Offer Authority no later than fifteen (15) calendar days before the Request for Standing Offers (RFSO) closing date. Enquiries received after that time may not be answered.

Offerors should reference as accurately as possible the numbered item of the RFSO to which the enquiry relates. Care should be taken by offerors 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 offerors do so, so that the proprietary nature of the question is eliminated, and the enquiry can be answered with copies to all offerors. Enquiries not submitted in a form that can be distributed to all offerors may not be answered by Canada.

## 4. Applicable Laws

The Standing Offer and any contract resulting from the Standing Offer must be interpreted and governed, and the relations between the parties determined, by the laws in force in Alberta.

Offerors may, at their discretion, substitute the applicable laws of a Canadian province or territory of their choice without affecting the validity of their offer, 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 offerors.

## PART 3 - OFFER PREPARATION INSTRUCTIONS

## 1. Offer Preparation Instructions

Canada requests that offerors follow the format instructions described below in the preparation of their offer.

- (a) use 8.5 x 11 inch (216 mm x 279 mm) paper;
- (b) use a numbering system that corresponds to that of the Request for Standing Offers.

In April 2006, Canada issued a policy directing federal departments and agencies to take the necessary steps to incorporate environmental considerations into the procurement process Policy on Green Procurement

(<http://www.tpsgc-pwgsc.gc.ca/ecologisation-greening/achats-procurement/politique-policy-eng.html>). To assist Canada in reaching its objectives, offerors are encouraged to:

- 1) use paper containing fibre certified as originating from a sustainably-managed forest and/or containing minimum 30% recycled content; and
- 2) use an environmentally-preferable format including black and white printing instead of colour printing, printing double sided/duplex, using staples or clips instead of cerlox, duotangs or binders.

### Section I: Technical Offer

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

### Section II: Financial Offer

Offerors must submit their financial offer in accordance with Annex A, Basis of Payment. The total amount of Goods and Services Tax or Harmonized Sales Tax must be shown separately, if applicable.

### Payment by Credit Card

Canada requests that offerors complete one of the following:

- (a) ( ) Government of Canada Acquisition Cards (credit cards) will be accepted for payment of call-ups against the standing offer.

The following credit card(s) are accepted:

VISA \_\_\_\_\_

Master Card \_\_\_\_\_

- (b) ( ) Government of Canada Acquisition Cards (credit cards) will not be accepted for payment of call-ups against the standing offer.

The Offeror is not obligated to accept payment by credit card.

Acceptance of credit cards for payment of call-ups will not be considered as an evaluation criterion.

### Section III: Certifications

Offerors must submit the certifications required under Part 5.

## PART 4 - EVALUATION PROCEDURES AND BASIS OF SELECTION

### 1. Evaluation Procedures

- (a) Offers will be assessed in accordance with the entire requirement of the Request for Standing Offers including the technical and financial evaluation criteria.
- (b) An evaluation team composed of representatives of Canada will evaluate the offers.

### 2. Basis of Selection

An offer must comply with the requirements of the Request for Standing Offers to be declared responsive. The responsive offer with the lowest evaluated price will be recommended for issuance of a standing offer.

Lowest evaluated price will be calculated according to the following method:

$$(Item\ 1.1 \times 1,150) + Item\ 1.2 + (Item\ 2.1 \times 1,150) + Item\ 2.2 + (Item\ 3.1 \times 1,150) + Item\ 3.2 = Lowest\ evaluated\ price.$$

## PART 5 - CERTIFICATIONS

Offerors must provide the required certifications to be issued a standing offer. Canada will declare an offer non-responsive if the required certifications are not completed and submitted as requested.

Compliance with the certifications offerors provide to Canada is subject to verification by Canada during the offer evaluation period (before issuance of a standing offer) and after issuance of a standing offer. The Standing Offer Authority will have the right to ask for additional information to verify offerors' compliance with the certifications before issuance of a standing offer. The offer will be declared non-responsive if any certification made by the Offeror is untrue, whether made knowingly or unknowingly. Failure to comply with the certifications or to comply with the request of the Standing Offer Authority for additional information will also render the offer non-responsive.



## **1. Code of Conduct Certifications – Certifications Required Precedent to Contract Award**

**1.1** Offerors should provide, with their bids or promptly thereafter, a complete list of names of all individuals who are currently directors of the Offeror. If such a list has not been received by the time the evaluation of bids is completed, the Standing Offer Authority will inform the Offeror of a time frame within which to provide the information. Offerors must submit the list of directors before contract award, failure to provide such a list within the required time frame will render the bid non-responsive.

The Contracting Authority may, at any time, request that an Offeror provide properly completed and Signed Consent Forms (*Consent to a Criminal Record Verification form* - PWGSC-TPSGC 229) for any or all individuals named in the aforementioned list within a specified delay. Failure to provide such Consent Forms within the delay will result in the bid being declared non-responsive.

## **2. Certifications Precedent to Issuance of Standing Offer**

The certifications listed below should be completed and submitted with the offer but may be submitted afterwards. If any of these required certifications is not completed and submitted as requested, the Standing Offer Authority will so inform the Offeror and provide the Offeror with a time frame within which to meet the requirement. Failure to comply with the request of the Standing Offer Authority and meet the requirements within that time period will render the offer non-responsive.

### **2.1 Federal Contractors Program - \$200,000 or more**

1. The Federal Contractors Program (FCP) requires that some suppliers, including a supplier who is a member of a joint venture, bidding for federal government contracts, valued at \$200,000 or more (including all applicable taxes), make a formal commitment to implement employment equity. This is a condition precedent to the issuance of a standing offer. If the Offeror, or, if the Offeror is a joint venture and if any member of the joint venture, is subject to the FCP, evidence of its commitment must be provided before the issuance of a standing offer.

Suppliers who have been declared ineligible contractors by Human Resources and Skills Development Canada (HRSDC) are no longer eligible to receive government contracts over the threshold for solicitation of bids as set out in the Government Contracts Regulations. Suppliers may be declared ineligible contractors either as a result of a finding of non-compliance by HRSDC, or following their voluntary withdrawal from the FCP for a reason other than the reduction of their workforce to less than 100 employees. Any offers from ineligible contractors, including an offer from a joint venture that has a member who is an ineligible contractor, will be declared non-responsive.

2. If the Offeror does not fall within the exceptions enumerated in 3.(a) or (b) below, or does not have a valid certificate number confirming its adherence to the FCP, the Offeror must fax (819-953-8768) a copy of the signed form LAB 1168, Certificate of Commitment to Implement Employment Equity, to the Labour Branch of HRSDC.

3. The Offeror, or, if the Offeror is a joint venture the member of the joint venture, certifies its status with the FCP, as follows:

The Offeror or the member of the joint venture

- a. ( ) is not subject to the FCP, having a workforce of less than 100 full-time or part-time permanent employees, and/or temporary employees having worked 12 weeks or more in Canada;
- b. ( ) is not subject to the FCP, being a regulated employer under the Employment Equity Act, S.C. 1995, c. 44;
- c. ( ) is subject to the requirements of the FCP, having a workforce of 100 or more full-time or part-time permanent employees, and/or temporary employees having worked 12 weeks or more in Canada, but has not previously obtained a certificate number from HRSDC (having not bid on requirements of \$200,000 or more), in which case a duly signed certificate of commitment is attached;
- d. ( ) is subject to FCP, and has a valid certificate number as follows: \_\_\_\_\_ (e.g. has not been declared an ineligible contractor by HRSDC).

Further information on the FCP is available on the HRSDC Web site.

## 2.2 Former Public Servant Certification

Contracts with 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 with FPS, offerors must provide the information required below.

### Definitions

For the purposes of this clause,

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

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

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

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

### **Former Public Servant in Receipt of a Pension**

Is the Offeror a FPS in receipt of a pension as defined above? YES ( ) NO ( )

If so, the Offeror must provide the following information:

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

### **Work Force Reduction Program**

Is the Offeror a FPS who received a lump sum payment pursuant to the terms of a work force reduction program? YES ( ) NO ( )

If so, the Offeror must provide the following information:

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

For all contracts awarded during the lump sum payment period, the total amount of fees that may be paid to a FPS who received a lump sum payment is \$5,000, including the Goods and Services Tax or Harmonized Sales Tax.

## **PART 6 - STANDING OFFER AND RESULTING CONTRACT CLAUSES**

### **A. STANDING OFFER**

#### **1. Offer**

**1.1** The Offeror offers to perform the Work in accordance with the Statement of Work at Annex A.

#### **2. Standard Clauses and Conditions**

All clauses and conditions identified in the Standing Offer and resulting contract(s) by number, date and title are set out in the *Standard Acquisition Clauses and Conditions* (<http://ccua-sacc.tpsgc-pwgsc.gc.ca/pub/acho-eng.jsp>) Manual issued by Public Works and Government Services Canada.

##### **2.1 General Conditions**

2005 (2012-07-16) General Conditions - Standing Offers - Goods or Services, apply to and form part of the Standing Offer.

**The text under Subsection 4 of Section 11 – Code of Conduct and Certifications of 2005 General Conditions - Standing Offers - Goods or Services, referenced above is replaced by:**

During the entire period of the Standing Offer, the Contractor must diligently update, by written notice to the Standing Offer Authority, the list of names of all individuals who are directors of the Offeror whenever there is a change. As well, whenever requested by Canada, the Offeror must provide the corresponding Consent Forms.

##### **2.2 Standing Offers Reporting**

The Offeror must compile and maintain records on its provision of goods, services or both to the federal government under contracts resulting from the Standing Offer. This data must include all purchases paid for by a Government of Canada Acquisition Card.

The Offeror must provide this data in accordance with the reporting requirements detailed in Annex "C". If some data is not available, the reason must be indicated. If no goods or services are provided during a given period, the Offeror must still provide a "NIL" report.

The data must be submitted on a quarterly basis to: **wst-pa-sk@pwgsc-tpsgc.gc.ca**

The quarterly reporting periods are defined as follows:

1st quarter: April 1 to June 30;  
2nd quarter: July 1 to September 30;  
3rd quarter: October 1 to December 31;  
4th quarter: January 1 to March 31.

The data must be submitted to the Standing Offer Authority no later than 15 calendar days after the end of the reporting period.

### **3. Term of Standing Offer**

#### **3.1 Period of the Standing Offer**

The period for making call-ups and providing services against the Standing Offer is from 1 November 2012 to 31 December 2014 inclusive.

#### **3.2 Extension of Standing Offer**

If the Standing Offer is authorized for use beyond the initial period, the Offeror offers to extend its offer for two (2) additional one year periods, from 1 January 2015 to 31 December 2015 and 1 January 2016 to 31 December 2016 under the same conditions and at the rates or prices specified in the Standing Offer, or at the rates or prices calculated in accordance with the formula specified in the Standing Offer.

The Offeror will be advised of the decision to authorize the use of the Standing Offer for an extended period by the Standing Offer Authority fifteen (15) days before the expiry date of the Standing Offer. A revision to the Standing Offer will be issued by the Standing Offer Authority

### **4. Authorities**

#### **4.1 Standing Offer Authority**

The Standing Offer Authority is:

Judy Holt  
Supply Specialist  
Public Works and Government Services Canada  
910 - 410, 22nd Street East  
Saskatoon, SK  
S7K 5T6  
Telephone: (306) 975-4051  
Facsimile: (306) 975-5397  
E-mail address: *judy.holt@pwgsc-tpsgc.gc.ca*

The Standing Offer Authority is responsible for the establishment of the Standing Offer, its administration and its revision, if applicable. Upon the making of a call-up, as Contracting Authority, he is responsible for any contractual issues relating to individual call-ups made against the Standing Offer by any Identified User.

#### 4.2 Project Authority

The Project Authority for the Standing Offer is: *To be determined*

The Project Authority is the representative of the department or agency for whom the Work will be carried out pursuant to a call-up under the Standing Offer and is responsible for all the technical content of the Work under the resulting Contract.

#### 4.3 Offeror's Representative

Name: \_\_\_\_\_

Title: \_\_\_\_\_

Organization: \_\_\_\_\_

Address: \_\_\_\_\_

Telephone: \_\_\_\_-\_\_\_\_-\_\_\_\_\_

Facsimile: \_\_\_\_-\_\_\_\_-\_\_\_\_\_

E-mail address: \_\_\_\_\_

#### 5. Identified Users

The Identified User authorized to make call-ups against the Standing Offer is: To be determined

#### 6. Call-up Instrument

The Work will be authorized or confirmed by the Identified User(s) using form PWGSC-TPSGC 942, Call-up Against a Standing Offer or electronic document.

#### 7. Limitation of Call-ups

Individual call-ups against the Standing Offer must not exceed \$25,000 (Goods and Services Tax or Harmonized Sales Tax included).

#### 8. Priority of Documents

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

- a) the call up against the Standing Offer, including any annexes;
- b) the articles of the Standing Offer;

- 
- c) the general conditions 2005 (2012-07-16), General Conditions - Standing Offers - Goods or Services
  - d) the general conditions 2010C (2012-07-16), General Conditions - Services (Medium Complexity);
  - e) Annex A, Statement of Work;
  - f) Annex B, Basis of Payment;
  - g) Annex C, Standing Offer Checklist;
  - h) the Offeror's offer \_\_\_\_\_

## 9. Certifications

### 9.1 Compliance

Compliance with the certifications provided by the Offeror is a condition of authorization of the Standing Offer and subject to verification by Canada during the term of the Standing Offer and of any resulting contract that would continue beyond the period of the Standing Offer. In the event that the Offeror does not comply with any certification or it is determined that any certification made by the Offeror in its offer is untrue, whether made knowingly or unknowingly, Canada has the right to terminate any resulting contract for default and set aside the Standing Offer.

## 10. Applicable Laws

The Standing Offer and any contract resulting from the Standing Offer must be interpreted and governed, and the relations between the parties determined, by the laws in force in Alberta..

## B. RESULTING CONTRACT CLAUSES

The following clauses and conditions apply to and form part of any contract resulting from a call-up against the Standing Offer.

### 1. Statement of Work

The Contractor must perform the Work described in the call-up against the Standing Offer.

### 2. Standard Clauses and Conditions

#### 2.1 General Conditions

2010C (2012-07-16), General Conditions - Services (Medium Complexity) apply to and form part of the Contract.

Section 13, Interest on Overdue Accounts, of 2010C (2012-07-16), General Conditions - Services (Medium Complexity) will not apply to payments made by credit cards.

**The text under Subsection 4 of Section 27 – Code of Conduct and Certifications of 2010C General Conditions - Service (Medium Complexity), referenced above is replaced by:**

During the entire period of the Standing Offer, the Contractor must diligently update, by written notice to the Standing Offer Authority, the list of names of all individuals who are directors of the Offeror whenever there is a change. As well, whenever requested by Canada, the Offeror must provide the corresponding Consent Forms.

### **3. Term of Contract**

#### **3.1 Period of the Contract**

The Work must be completed in accordance with the call-up against the Standing Offer.

### **4. Payment**

#### **4.1 Basis of Payment**

See Annex B - Basis of Payment

#### **4.2 Limitation of Price**

SACC Manual clause C6000C (2011-05-16) Limitation of Price

#### **4.3 Method of Payment**

SACC Manual clause H1000C (2008-05-12) Single Payment

#### **4.4 SACC Manual Clauses**

SACC Manual clause A9117C (2007-11-30), T1204 - Direct Request by Customer Department

#### **4.5 Payment by Credit Card**

To be determined

### **5. Invoicing Instructions**

1. The Contractor must submit invoices in accordance with the section entitled "Invoice Submission" of the general conditions. Invoices cannot be submitted until all work identified in the invoice is completed.
2. Invoices must be distributed as follows:
  - a. The original and one (1) copy must be forwarded to the address shown on page 1 of the Contract for certification and payment.
  - b. One (1) copy must be forwarded to the Contracting Authority identified under the section entitled "Authorities" of the Contract.

### **6. Insurance**

SACC Manual clause G1005C (2008-05-12) Insurance



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stn197

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**7. SACC Manual Clauses**

A9006C Defence Contract

2012-07-16

A9062C Canadian Forces Site Regulations

2011-05-16

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## ANNEX A STATEMENT OF WORK

For the supply of all labor, materials, tools, equipment, transportation, and supervision necessary to provide regular laundry services, including pick up and delivery of items to the Department of National Defence, CFB Suffield, AB on an as and when requested basis. Two year contract from date of award with additional two one year options to extend.

**Weekly services are to be provided as detailed in Annex A, without the use of any forms. Additional services, when required, will be processed by use of form PWGSC-TPSGC 942 Call-up against a Standing Offer or other electronic document issued by the Department of National Defence**

### **Requirement**

#### **A) Pick Up / Drop Off Instructions:**

1. Delivery and Pick up shall be on Wednesday of each week (unless otherwise specified by the Site Authority) with a one-week turnaround time for processing. This date remains Static unless approved by the Site Authority.
2. Weekly Pick Up and Delivery Points will be:
  1. Quartermaster Dept ASD bldg 407
  2. Camp Crowfoot bldg 527, door No. 1
  3. Rutherford Block Bldg 90
  4. Gibson Block Bldg 435
  5. Officer's Accommodation Bldg 434
  6. REME Workshop B Veh Bldg 163
  7. REME Workshop A Veh Bldg 229
  8. Medical Centre
  9. Combined Mess Bldg 436
  10. Base Supply Bldg 370 back door
3. All deliveries are to be completed in full, no partial deliveries will be accepted.

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4. All deliveries will be made to the same address as the original pickup.
  5. Laundry shall be properly identified, parceled and returned on specified day. Identification to include building number and unit identification.
  6. Contractor to supply containers for collection and delivery. This should be in the form of portable cages on wheels/casters, or laundry bags.
  7. Packaging used shall be of the type to keep items clean and dry. Packaging to be to industry standards, and meet all Municipal, Provincial and Federal health standards in regards to care and cleaning of laundry.
  8. All pickups / deliveries must be made between 07:30 – 03:00 PM on Wednesday, excluding Holidays. Alternate delivery should be discussed during holidays, should they occur.
  9. Any and all schedule changes are to be approved by Site Authority.
  10. Contractor shall provide one main point of contact for this requirement.

#### **B) Division of Responsibilities**

1. The Contractor's delivery agent shall accept the Department of National Defence's (hereafter referred to as the "client") count of soiled garments, towels, and sheets, which he may check, sign a delivery slip to be kept by the Client.
2. After delivery to the Contractor's facility and prior to laundry services being performed, the Contractor will confirm the number and type of items delivered against the Client's count.
  - a. Any errors or discrepancies will be reported immediately to the Client, prior to the service commencement. Written notification of errors or discrepancies can be delivered in writing by fax or e-mail to the Site Authority.
3. The Contractor's delivery slips for cleaned items will be signed by the Client, at the location of pickup and delivery by the OPI for the area. OPI list will be provided after contract award.
4. Any discrepancies found by the Client, upon return that were not reported as per 2.a, will be deemed the Contractor's responsibility and will be investigated by the Contractor to the satisfaction of the client. Discrepancies include, but are not limited to:
  - a. **Missing Items:** Items deemed to be missing based on a comparison of the quantity shown by the delivery slip or amended notification but not received upon call-up delivery.

If it is determined that the contractor is responsible for the missing items, the contractor will replace the items or provide compensation based on industry standard rates for missing items.

**b. Damaged Items:** Damage to items that can be linked to the laundry or dry cleaning processes.

If it is determined that the damage is derived through improper or faulty mechanical or procedural processes, the contractor will repair or replace the damaged item, or provide compensation based on industry standard rates for missing items. The Contractor will not be held responsible for damages relating to missing buttons or damaged zippers.

**c. Items improperly cleaned / missed during call-up process:** Items that are returned to the client that do not meet the cleaning standards outlined in Section C – Cleaning Standards.

Any improperly cleaned or missed items will be picked up immediately by the Contractor for cleaning at no additional charge to the client.

5. The contractor will provide the client the necessary forms or procedure to submit their complaints.
6. The Department of National Defence has seven (7) business days upon delivery to submit a complaint.
7. The Contractor has forty eight (48) hours to respond to a clients' complaint and five (5) business days to formally address the issue.
8. The Contracting Authority will be included in all correspondence regarding complaints.

**C) Cleaning Standards:**

1. All items will be laundered in accordance with the processing requirements stated herein and in conjunction with Industry and Department of National Defence standards.
2. No substitution of items will be made – actual item received to be returned to DND.
3. All coloured items are to be sorted by contractor prior to laundry services being performed.
4. Cook's clothing and aprons to be wrapped after cleaning, as per industry standards.

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5. To reduce wrinkles, tablecloths to be folded when cold. Contractor to consult with Mess's Laundry Co-ordinator on proper method of folding tablecloths and napkins.
  6. Other packaging requirements are as follows:
    - .1 Sleeping bags and sleeping bag hoods to be returned rolled, tied, and wrapped in plastic.
    - .2 Tent liners, mitts, parkas, mukluks, utility sheets, balaclavas, socks, coats, and trousers to be wrapped in plastic.
    - .3 Sheets, shirts, etc. are to be wrapped in plastic.
    - .4 Dress uniforms (shirts) to be individually wrapped in plastic.
  7. All coveralls to be treated with degreaser. Other articles to be treated with a degreaser when requested. Coveralls and other articles requiring this treatment shall be laundered separately to reduce the possibility of transfer of grease.
  8. Please be aware that some clothing articles may contain traces of diesel fuel.
  9. Blood stains from food are common on Cook's whites. Articles are to be pre-treated as necessary and as per Industry Standards. Yellow stains are not acceptable.
  10. Green towels sent from the Medical Center must be laundered and packed separately from other lint bearing material. These towels are used in surgery and must be lint free in order to prevent infection. Instructions to handling these towels can be found in the Health Canada report, "Canada Communicable Disease Report – Infection Control Guidelines" found at: [www.phac-aspc.gc.ca/publicat/ccdr-rmtc/98pdf/cdr24s8e.pdf](http://www.phac-aspc.gc.ca/publicat/ccdr-rmtc/98pdf/cdr24s8e.pdf)
  11. Some bedding, garments and clothes requiring laundering may be contaminated with blood, bodily fluids, etc. These items will be marked "Contaminated", require special handling and are not to be cleaned with other items.

**D) Additional Requirements:**

1. Please note that items made of Gortex require - Improved Environmental Clothing System. Machine Wash temperature warm to cold, and tumble dry on low-(activates the water repellent on the outer wear) except for Gortex Gloves that need to be hung to dry.
2. Estimated weights are provided for evaluation purposes only. Actual quantities may vary from these amounts.

3. Laundry instructions: dust, dirt sweat and oil can best be removed by adding 0.1% sodium metasilicate, tetrasodium pyrophosphate, sodium hexametaphosphate or sodium tripolyphosphate to warm wash water, using normal machine wash, rinse and spin dry cycles. Conventional soaps and detergents derived from fat and oils must NOT BE USED.

4. Minor repairs to be done by the Contractor automatically such as mending rips, patching, sewing on buttons, Contractor to supply buttons and patching materials.

**LAUNDRY LEGEND - Applicable to all items indicated below**

- |                       |            |                        |
|-----------------------|------------|------------------------|
| 1. Clothing           | 1. Cotton  | 7. Canvas              |
| 2. Bedding and towels | 2. Wool    | 8. Miscellaneous       |
| 3. Camping equipment  | 3. Nylon   | 9. Rubber              |
| 4. Kitchen equipment  | 4. Leather | P/C - Polyester-Cotton |
| 5. Hospital equipment | 5. Linen   |                        |
| 6. Miscellaneous      | 6. Rayon   |                        |

**Types of Processes Required**

1. Washed and tumbled dried
2. Washed and air dried
3. Washed and pressed
4. Washed, starched and pressed
- 4a) Washed, starched and hand pressed
5. Washed, starched, dried on stretcher and fingers hand pressed
6. Rough washed
7. Hand sponged and air dried
8. Washed and low temp tumble dried
9. Warm Washed and hang to dry

Item	Description	Class	Material	Process
1	Bedspread Cotton	2	1	3
2	Blankets Grey	2	2	1
3	Cloths, table Large	4	2	4
4	Covers Mattress	2	1	1
5	Coveralls, QM	1	1	1
6	Coveralls (mechanics)	1	1	1

7	Coveralls (aircraft techs)	1	1	1
8	Coveralls QM Tech	1	1	1
9	Dressing Gown	1	1	1
10	Jacket Tropical	1	1	1
11	Trousers Tropical	1	1	1
12	Liner Sleeping Bag	3	3	1
13	Pillow, Bed	2	1	1
14	Pillow Case	2	1	3
15	Pyjama tops and bottoms	2	1	3
16	Sheets Bed	2	1	3
17	Sleeping Bag Arctic	3	3	1
18	Sleeping Bag , General Purpose	3	3	1
19	Smock. Man	1	1	3
20	Surgical Drape	5	5	3
21	Towels	2	1	1
22	Wiping Rags	2	1	1
23	Personal Bundles- Bagged Laundry to be laundered and dried while remaining in the bag	1	1	3
24	Parka, white camouflage	2	1	1
25	Trouser, white camouflage	2	1	1
26	Shirt or trousers, cook white	2	1	3
27	Towel, dish	2	1	3
28	Towel, hand	2	1	3

29	Trouser, cadpat combat	2	1	4
30	Shirt, cadpat combat	2	1	4
31	Parka, Gortex, Cadpat	1	1	2
32	Parka, Gortex Outer Garment	1	1	2
33	Trouser, Gortex, Cadpat	1	1	2
34	Trouser, Gortex, Outer Garment	1	1	2
35	Overall, Gortex, Outer Garment	1	1	2
36	Overall, Gortex Cadpat	1	1	2
37	Jacket W/W OG	1	1	2
38	Trouser W/W Outer Garment	1	1	2
39	Jacket W/W Yellow	1	1	2
40	Trouser W/W Yellow	1	1	2
41	Coat Firefighter, Bunker	1	1	2
42	Trouser Firefighter, Bunker	1	1	2
43	Coveralls, Fireman NOMEX	1	1	2
44	Boots, Extreme Cold Weather	3	3	1
45	Sock, Wool Freeze	1	1	1
46	Bag Duffle-cotton duck	1	1	1
47	Sleeping Bag Outer/Inner	3	3	1
48	Sleeping Bag Valise	3	3	1
49	Sleeping Bag- Hood	3	3	1
50	Sleeping Bag - Bivy	3	3	1



## ANNEX B BASIS OF PAYMENT

*(All prices/rates are GST extra, FOB destination)*

### **1. Year one – 01 November 2012 to 31 December 2014**

		Est weekly quantity	
.1	Firm flat rate for Laundering of items indicated in Annex A	1,150 kgs	\$_____/kg
.2	Hourly Rate for Minor Repairs	N/A	\$_____/hr

### **2. Option Year one – 01 January 2015 to 31 December 2015**

.1	Firm flat rate for Laundering of items indicated in Annex A	1,150 kgs	\$_____/kg
.2	Hourly Rate for Minor Repairs	N/A	\$_____/hr

### **3. Option Year Two - 01 January 2016 to 31 December 2016**

.1	Firm flat rate for Laundering of items indicated in Annex A	1,150 kgs	\$_____/kg
.2	Hourly Rate for Minor Repairs	N/A	\$_____/hr

Solicitation No. - N° de l'invitation

W0142-12C158/A

Amd. No. - N° de la modif.

Buyer ID - Id de l'acheteur

stn197

Client Ref. No. - N° de réf. du client

W0142-12C158

File No. - N° du dossier

STN-1-34215

CCC No./N° CCC - FMS No/ N° VME

## Annex C Standing Offer Usage Report

Return to:

Public Works and Government Services Canada

Facsimile: (306) 780-5601

Email: PA-SK@pwgsc-tpsgc.gc.ca

**Quarterly Usage Report Schedule:**

1st quarter: April 1 to June 30;

2nd quarter: July 1 to September 30;

3rd quarter: October 1 to December 31;

4th quarter: January 1 to March 31.

### REPORT ON THE VOLUME OF BUSINESS WITH FEDERAL GOVERNMENT DEPARTMENTS AND AGENCIES

SUPPLIER:

STANDING OFFER NO:

DEPARTMENT OR AGENCY:

REPORTING PERIOD:

Item No.	Call-Up/contract No. 1 Description	Value of the Call-Up/Contract	GST/HST
(A) Total Dollar Value Call-ups for this reporting period:			
(B) Accumulated Call-Up totals to date:			
(A+B) Total Accumulated Call-Ups:			

**NIL REPORT:** We have not done any business with the federal government for this period [    ]

PREPARED BY:

NAME:

TELEPHONE NO.:

SIGNATURE:

DATE: