

TABLE OF CONTENTS

PART 1 - GENERAL INFORMATION

1. Introduction
2. Summary
3. Debriefings

PART 2 - OFFEROR INSTRUCTIONS

1. Standard Instructions, Clauses and Conditions
2. Submission of Offers
3. Enquiries - Request for Standing Offers
4. Applicable Laws

PART 3 - OFFER PREPARATION INSTRUCTIONS

1. Offer Preparation Instructions

PART 4 - EVALUATION PROCEDURES AND BASIS OF SELECTION

1. Evaluation Procedures
2. Basis of Selection

PART 5 - CERTIFICATIONS

1. Mandatory Certifications Required Precedent to Issuance of a Standing Offer
2. Additional Certifications Precedent to Issuance of a Standing Offer

PART 6 - STANDING OFFER AND RESULTING CONTRACT CLAUSES

A. STANDING OFFER

1. Offer
2. Standard Clauses and Conditions
3. Term of Standing Offer
4. Authorities
5. Identified Users
6. Call-up Instrument
7. Limitation of Call-ups
8. Financial Limitation
9. Priority of Documents
10. Certifications
11. Applicable Laws
12. SACC Manual Clauses

Solicitation No. - N° de l'invitation

21532-130009/A

Amd. No. - N° de la modif.

Buyer ID - Id de l'acheteur

edm023

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

21532-130009

File No. - N° du dossier

EDM-2-35253

CCC No./N° CCC - FMS No/ N° VME

B. RESULTING CONTRACT CLAUSES

1. Requirement
2. Standard Clauses and Conditions
3. Term of Contract
4. Payment
5. Invoicing Instructions
6. Insurance
7. *SACC Manual* Clauses

List of Annexes:

- Annex A - Requirement
- Annex B - Basis of Payment
- Annex C - Standing Offer Usage Report

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, and the basis of selection;
- Part 5 Certifications: includes the certifications to be provided;
- Part 6 6A, Standing Offer, and 6B, Resulting Contract Clauses:
- 6A, includes the Standing Offer containing the offer from the Offeror and the applicable clauses and conditions;
- 6B, 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 Requirement, the Basis of Payment and the Standing Offer Usage Report.

2. Summary

Regional Individual Standing Offer (RISO) for the supply, delivery and off-loading of retail and institutional cleaning Products to Correctional Services of Canada, Grande Cache, Alberta if required.

The period of the Standing Offer will be for three (3) years from date of issue.

The requirement is subject to the provisions of North American Free Trade Agreement (NAFTA), and the Agreement on Internal Trade (AIT).

This PWGSC office provides procurement services to the public in English.

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 Manual* (<https://buyandsell.gc.ca/policy-and-guidelines/standard-acquisition-clauses-and-conditions-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 (2012-11-19) Standard Instructions - Request for Standing Offers - Goods or Services - Competitive Requirements, are incorporated by reference into and form part of the RFSO.

1.1 SACC Manual Clauses

B3000T (2006-06-16), Equivalent Products
M0019T (2007-05-25), Firm Price and/or Rates

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 ten (10) 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 provide their offer in separately bound sections as follows:

Section I: Technical Offer (1 hard copy)
 Section II: Financial Offer (1 hard copy)
 Section III: Certifications (1 hard copy)

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

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 should:

- 1) use 8.5 x 11 inch (216 mm x 279 mm) paper containing fibre certified as originating from a sustainably-managed forest and 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 B, 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 _____

Solicitation No. - N° de l'invitation

21532-130009/A

Amd. No. - N° de la modif.

File No. - N° du dossier

EDM-2-35253

Buyer ID - Id de l'acheteur

edm023

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

21532-130009

CCC No./N° CCC - FMS No/ N° VME

-
- (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.

1.1. Technical Evaluation

Failure to meet any of the following mandatory criteria at solicitation closing will render your submission non-compliant and given no further consideration.

- 1.1.1 The offeror must provide supporting documentation for all products listed in Annex B.1.
- 1.1.2 Offerors must provide pricing in accordance with the unit requested (ex. Litres). Should the offer format differ from the requested format, the Offeror should provide conversions to the approximate quantities requested. The offered format is to be within 10% of the requested format.

1.2 Financial Evaluation

- 1.2.1 The offeror must complete Annex B as per the instructions
- 1.2.2 Items that are offered in a different format from what is requested will have the estimated usage adjusted to result in an equivalent required volume. The adjusted number of units required will be rounded up so there will be no partial units.
- 1.2.3 For all items that have a dilution ratio:
 - The Offer Format will be multiplied by the least favorable dilution ratio to determine the post-diluted amount.
 - The Estimated Post-Diluted volume will be divided by the Post-diluted amount to determine an estimated number units required.
 - The cost per unit will be multiplied by the number of units required to determine an extended cost for that item.
- 1.2.4 For all items that do not have a dilution ratio:
 - The estimated usage will be multiplied by the unit price to determine the items extended price.
- 1.2.5 The extended price for each item will be added to determine a total evaluated price.

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.

PART 5 - CERTIFICATIONS

Offerors must provide the required certifications and related documentation to be issued a standing offer. Canada will declare an offer non-responsive if the required certifications and related documentation 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, to provide the related documentation or to comply with the request of the Standing Offer Authority for additional information will also render the offer non-responsive.

1. Mandatory Certifications Required Precedent to Issuance of a Standing Offer

1.1 Code of Conduct and Certifications - Related documentation

1.1.1 By submitting an offer, the Offeror certifies, for himself and his affiliates, to be in compliance with the Code of Conduct and Certifications clause of the Standard instructions. The related documentation hereinafter mentioned will help Canada in confirming that the certifications are true. By submitting an offer, the Offeror certifies that it is aware, and that its affiliates are aware, that Canada may request additional information, certifications, consent forms and other evidentiary elements proving identity or eligibility. Canada may also verify the information provided by the Offeror, including the information relating to the acts or convictions specified herein, through independent research, use of any government resources or by contacting third parties. Canada will declare non-responsive any offer in respect of which the information requested is missing or inaccurate, or in respect of which the information contained in the certifications is found to be untrue, in any respect, by Canada. The Offeror and any of the Offeror's affiliates, will also be required to remain free and clear of any acts or convictions specified herein during the entire period of the Standing Offer and any call-ups made against the Standing Offer.

Offerors who are incorporated, including those submitting offers as a joint venture, must provide with their offer or promptly thereafter a complete list of names of all individuals who are currently directors of the Offeror. Offerors submitting offers as sole proprietorship, including those submitting offers as a joint venture, must provide the name of the owner with their offer or promptly thereafter. Offerors submitting offers as societies, firms, partnerships or associations of persons do not need to provide lists of names. If the required names have not been received by the time the evaluation of offers is completed, Canada will inform the Offeror of a time frame within which to provide the information. Failure to comply will render the offer non-responsive. Providing the required names is a mandatory requirement for issuance of a standing offer and award of a contract.

Canada may, at any time, request that an Offeror provide properly completed and Signed Consent Forms ([Consent to a Criminal Record Verification](http://www.tpsgc-pwgsc.gc.ca/app-acq/forms/formulaires-forms-eng.html) form- PWGSC-TPSGC 229) (<http://www.tpsgc-pwgsc.gc.ca/app-acq/forms/formulaires-forms-eng.html>) for any or all individuals aforementioned within the time specified. Failure to provide such Consent Forms within the time period provided will result in the offer being declared non-responsive.

2. Additional Certifications Precedent to Issuance of a 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 requirement within that time period will render the offer non-responsive.

2.1 Federal Contractors Program - Certification - over \$25,000 and below \$200,000

Suppliers who are subject to the Federal Contractors Program (FCP) and have been declared ineligible contractors by Human Resources and Skills Development Canada (HRSDC) are no longer eligible to receive federal 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 a 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.

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 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;
- d. () has not been declared an ineligible contractor by HRSDC, and has a valid certificate number as follows: _____ .

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

[Http://www.hrsdc.gc.ca/eng/labour/equality/fcp/index.shtml](http://www.hrsdc.gc.ca/eng/labour/equality/fcp/index.shtml)

PART 6 - STANDING OFFER AND RESULTING CONTRACT CLAUSES

A. STANDING OFFER

1. Offer

1.1 The Offeror offers to fulfill the requirement in accordance with the Requirement 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 Manual* (<https://buyandsell.gc.ca/policy-and-guidelines/standard-acquisition-clauses-and-conditions-manual>) issued by Public Works and Government Services Canada.

2.1 General Conditions

2005 (2012-11-19) General Conditions - Standing Offers - Goods or Services, apply to and form part of the Standing Offer.

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, including those 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 the Standing Offer Authority.

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 against the Standing Offer is from *(date of issue of standing offer)* to _____ *(for a period of 3 years)*

Solicitation No. - N° de l'invitation

21532-130009/A

Amd. No. - N° de la modif.

Buyer ID - Id de l'acheteur

edm023

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

21532-130009

File No. - N° du dossier

EDM-2-35253

CCC No./N° CCC - FMS No/ N° VME

4. Authorities

4.1 Standing Offer Authority

The Standing Offer Authority is:

Name: Ian Taylor
 Title: Supply Specialist
 Public Works and Government Services Canada
 Acquisitions Branch
 Directorate: Western Region
 Address: 5th Floor, Telus Plaza North, 10025 Jasper Avenue, Edmonton, AB T5J 1S6
 Telephone: 780-497-3621
 Facsimile: 780-497-3510
 E-mail address: Ian.Taylor@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

(Will be disclosed upon issuance of standing offer)

The Project Authority for the Standing Offer is:

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

 Telephone : _____ - _____ - _____
 Facsimile : _____ - _____ - _____
 E-mail: _____

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

(To be filled in by Offeror)

Name: _____
 Organization: _____
 Address: _____

 Telephone : _____ - _____ - _____
 Facsimile : _____ - _____ - _____
 E-mail: _____

5. Identified Users

The Identified User authorized to make call-ups against the Standing Offer is: Authorized Personnel of Correctional Services Canada, Grande Cache Institution.

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 an electronic version.

7. Limitation of Call-ups

Individual call-ups against the Standing Offer must not exceed \$25,000.00 (Goods and Services Tax or Harmonized Sales Tax included).

8. Financial Limitation

The total cost to Canada resulting from call ups against the Standing Offer must not exceed the sum of \$_____ (to be inserted at issuance of offer) (Goods and Services Tax or Harmonized Sales Tax excluded) unless otherwise authorized in writing by the Standing Offer Authority. The Offeror must not perform any work or services or supply any articles in response to call ups which would cause the total cost to Canada to exceed the said sum, unless an increase is so authorized.

The Offeror must notify the Standing Offer Authority as to the adequacy of this sum when 75 percent of this amount has been committed, or three (3) months before the expiry date of the Standing Offer, whichever comes first. However, if at any time, the Offeror considers that the said sum may be exceeded, the Offeror must promptly notify the Standing Offer Authority.

9. 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 (2012-11-19), General Conditions - Standing Offers - Goods or Services;
- d) the general conditions 2010A (2012-11-19) General Conditions - Goods (Medium Complexity);
- e) Annex A, Requirement ;
- f) Annex B, Basis of Payment ;
- g) Annex C, Standing Offer Usage Report;
- h) the Offeror's offer dated _____ (*insert date of offer*).

10. Certifications

10.1 Compliance

Compliance with the certifications and related documentation 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, provide the related documentation or if it is

Solicitation No. - N° de l'invitation

21532-130009/A

Amd. No. - N° de la modif.

File No. - N° du dossier

EDM-2-35253

Buyer ID - Id de l'acheteur

edm023

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

21532-130009

CCC No./N° CCC - FMS No/ N° VME

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.

11. 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.

12. SACC Manual Clauses

M3000C (2006-08-15), Price List

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. Requirement

The Contractor must provide the items detailed in the call-up against the Standing Offer.

2. Standard Clauses and Conditions

2.1 General Conditions

2010A (2012-11-19) General Conditions - Goods (Medium Complexity) apply to and form part of the Contract.

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

3. Term of Contract

3.1 Delivery Date

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

4. Payment

4.1 Basis of Payment

In consideration of the Contractor satisfactorily completing all of its obligations under the Contract, the Contractor will be paid firm unit prices as specified in Annex B for a cost of \$ _____ (*insert the amount at contract award*). Customs duties are included and Goods and Services Tax or Harmonized Sales Tax is extra, if applicable.

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.

4.2 Limitation of Price

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

4.3 Single Payment

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

4.4 **SACC Manual Clauses** (*if applicable*)

C2000C (2007-11-30), Taxes - Foreign-based Contractor

C2605C (2008-05-12), Canadian Customs Duty and Sales Tax - Foreign-Based Contractor

4.5 Payment by Credit Card

The following credit card is accepted: _____.

OR

The following credit cards are accepted: _____ and _____.

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.

6. Insurance

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

7. SACC Manual Clauses

A9006C (2012-07-16), Defence Contract
A9062C (2011-05-16), Canadian Forces Site Regulations
A9068C (2010-01-11), Government Site Regulations
B7500C (2006-06-16), Excess Goods

ANNEX A - REQUIREMENT

A.1 Requirement

Regional Individual Standing Offer (RISO) for the supply, delivery and off-loading of retail and institutional cleaning Products to Correctional Services of Canada, Grande Cache, Alberta if required for a three year period.

The item required are outlined in Annex B.

In addition to the items listed in Annex B, other miscellaneous catalogue items that are acceptable to order are:

- Cleaning chemicals

All other products are to be excluded for purchase under this standing offer.

A.2 Background

Correctional Service of Canada currently utilizes a Hobart commercial high temperature dishwasher with a track feed. It is connected to a chemical dispenser that controls the commercial grade liquid dish detergent and the commercial grade liquid rinse agent. The dispenser is set by the concentration level in the wash tank for the detergent, and the rinse agent is dispensed through the rinse cycle at the end of the machine.

A.3 Deliveries

Orders will be placed by the Identified User by phone, fax, e-mail or hard copy. The Offeror must provide regularly scheduled deliveries within two working days of an order being placed. Deliveries are to arrive between the hours of 8:00 a.m. to 15:30 p.m. each delivery day. Emergency orders will be delivered as mutually arranged between the Identified User and the Offeror.

Unless otherwise specified in the call-up document, deliveries are to be made to:

1 Mile South Hoppe Avenue
Grande Cache, Alberta
T0E 0Y0

Deliveries must be made within 48 hours of call-up as per specified delivery date with the exception of special orders and/or detailed order status items.

A.4 Order Confirmation of Availability

Potential shortfalls or cancellations in providing any products shall be immediately brought to the attention of the Identified User who is the only authority who can approve any substitutions.

No substitute on products or grades ordered will be accepted unless authorized by the Identified User.

The availability of all items and confirmed receipt of the order must be made by 14:00 hours (2:00 p.m.) of the following day of the order being place with the Offeror.

A.5 Delivery of Products Not Meeting Quality Standards:

Any products not meeting the Quality Standard Requirement delivered to Correctional Services of Canada, Grande Cache, Alberta will be returned (opened or unopened) at the supplier's expense. The Offeror shall bear all the risks of loss or damage to the goods until such time as the goods have been inspected and accepted by the Identified User.

Off the shelf products, no restocking fees will apply regardless of Standing Offer Holder's policies. Special ordered products, returns, credits, refunds, replacements and restocking fees will be subject to Standing Offer Holder's policies.

Three shipments of products that fail to meet the Quality Standard Requirements may result in no further orders being placed with the Offeror and the Standing Offer may be set aside.

A.6 Discrepancies and Substitutions

Substitutions will be rejected unless prior authorization of the requesting Correctional Services Representative has been received by the Offeror. Standing Offer Holder's equivalent item must have the same specification or better at the same or lower price than the item on back order or not Available.

All discrepancies in the delivery of products that are different from those ordered must be clearly recorded on the bill of lading and invoice. Items that are not readily available for delivery from the Offeror at the time of original delivery will not be back ordered by the Offeror unless prior verbal or written approval from the Identified User has been received.

A.7 Reject or Shortfalls

Upon notification of rejected items and shortages in quantity, the Offeror will replace all shorted or rejected items within twenty-four (24) hours.

Delivery costs to replace all rejected and shorted items will be at the Offeror's expense. Replacement items must be in the same quantity or greater and priced the same as the original order. Discounting for substandard goods will not be accepted.

If the rejected or shorted items are not replaced, the Offeror will provide a credit note for these items. The Offeror will provide the Identified User with the credit note within five (5) working days from the date of the original order and accompanying invoice so that the credit note can be matched with the order in question and the original invoice.

A.8 Packing Slips

In addition to the requirements of 2010A - General Conditions - Goods, Article 13, each packing slip must indicate the shipping date(s), and Unit(s). Approved back orders only to be noted on packing slips.

A.9 Catalogues and Price lists

The Offerors hard copy catalogues will be used by the Identified User for product clarification, product reference and made available in English or French versions to the Identified User upon request.

Solicitation No. - N° de l'invitation

21532-130009/A

Amd. No. - N° de la modif.

Buyer ID - Id de l'acheteur

edm023

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

21532-130009

File No. - N° du dossier

EDM-2-35253

CCC No./N° CCC - FMS No/ N° VME

It is the Offeror's responsibility to supply and update price lists and/or catalogues as Canada may require. The Offeror must provide one (1) copy of its catalogue and price list and updates thereto to each Identified User requesting a copy.

A.10 Responsibility of Offeror

The Offeror is responsible for, but not limited, to the following:

- the provision of all periodic usage reports to PWGSC;
- resolution, in a timely fashion, of any problems or issues that arise;
- sell only the allowed items against any resulting offer;
- adhere to the call-up limitations;
- adhere to all terms and conditions in RISO.

Solicitation No. - N° de l'invitation
21532-130009/A
Client Ref. No. - N° de réf. du client
21532-130009

Amd. No. - N° de la modif.
File No. - N° du dossier
EDM-2-35253

Buyer ID - Id de l'acheteur
edm023
CCC No./N° CCC - FMS No/ N° VME

ANNEX B - BASIS OF PAYMENT

B.1 Regular Items

- Prices are to be in Canadian dollars
- GST/HST is not included in prices shown, but will be added to invoices as a separate item.
- Prices are to include all delivery, offloading and fuel charges.
- Delivery is to be FOB Destination.

*Instructions to the Offeror:

1. Bidders must address any concerns with the Requirement in written detail to the Standing Offer Authority before bid closing as outlined in the Request for Standing Offer.
2. Complete the table below by marking the Firm Unit Price for each item. Offeror must be able to supply all items listed below
3. Estimated usages are for evaluation purposes only, actual usages may vary.

ITEM	DESCRIPTION	REQUESTED FORMAT (SIZE)	UNIT OF ISSUE	APPROXIMATE QUANTITIES PER YEAR (Volume)	Dilution Ratio used	Estimated Post-Dilution Volume per year	OFFER FORMAT (SIZE) (Pre-diluted Liters of Product)	Dilution Ratio	UNIT PRICE
1	Rinse Agent	20 L	pail	16 (320 L)	1:2500	800,000 L			\$
2	Dishwashing Detergent	20 L	pail	32 (640 L)	1:333	213,120 L			\$
3	Pot and Pan Soap	4 x 4 L	case	15 (240 L)	1:256	61,440 L			\$
4	Pre Soak	4 x 4 L	case	15 (240 L)	1:320	76,800 L			\$
5	Heavy duty oven cleaner, Alkaline liquid (Oven Brite or equivalent product)	4 x 4 L	case	15 (240 L)	1:10	2,400 L			\$
6	Stainless Steel Sponge	12 x 50 g	box	24 (288 sponges)	N/A	N/A		N/A	\$
7	Scouring powder (Comet, Old Dutch or equivalent product)	12 x 400 g	case	6 (28.8 Kg)	N/A	N/A		N/A	\$
8	Liquid Cream Cleanser (Comet Liquid or equivalent product)	8 x 950 ml	case	10 (76 L)	1:1	76 L			\$
9	General purpose disinfectant cleaner (Mr. Clean or equivalent product)	10 x 1.5 L	case	10 (150 L)	1:64	9,600 L			\$

Solicitation No. - N° de l'invitation

21532-130009/A

Amd. No. - N° de la modif.

Buyer ID - Id de l'acheteur

edm023

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

21532-130009

File No. - N° du dossier

EDM-2-35253

CCC No./N° CCC - FMS No/ N° VME

B.2 Catalogue Items

For other miscellaneous items not listed above and subject to Annex A, A.1, a maximum of 15% of the total contract value can be used to purchase these items. Products will be made available from the Offeror's current published price list.

Any requested items will be priced in accordance with the offeror's current published price list:

A. Less a discount of _____%, for all items not listed in B.1 above.

The discount will remain firm for the period of the Standing Offer.

B.3 Special Offerings

In addition to the pricing offered, any special price offerings due to year end or surplus manufacturing runs, special job lots or special sales must be made available to the Identified User as they occur, if the prices are less than Standing Offer prices.

Solicitation No. - N° de l'invitation
21532-130009/A

Amd. No. - N° de la modif.

Buyer ID - Id de l'acheteur
edm023

Client Ref. No. - N° de réf. du client
21532-130009

File No. - N° du dossier
EDM-2-35253

CCC No./N° CCC - FMS No/ N° VME

ANNEX C - STANDING OFFER USAGE REPORT

Quarterly Usage Report Schedule:

Period of:	Report Due no later than:
January 1 to March 31	April 15
April 1 to June 30	July 15
July 1 to September 30	October 15
October 1 to December 31	January 15

The Offeror hereby offers to provide information on completed Call-ups as per the format below;

Supplier Name		Standing Offer Name:	
Standing Offer Number:		Period Covered	
Standing Offer Authority Name:	Ian Taylor		

Department	Call-up Number	Dollar Value (GST Included)

(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:

Send Report to: **WST.PA-EDM@pwgsc-tpsgc.gc.ca** or Fax to: (780) 497-3510.