

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

**Bid Receiving Public Works and Government  
Services Canada/Réception des soumissions  
Travaux publics et Services gouvernementaux  
Canada**

## Pacific Region

**401 - 1230 Government Street**

**Victoria, B.C.**

**V8W 3X4**

**Bid Fax: (250) 363-3344**

## 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 - Pacific Region

401 - 1230 Government Street

Victoria, B. C.

V8W 3X4

<b>Title - Sujet</b> RISO Laundry and Dry Cleaning	
<b>Solicitation No. - N° de l'invitation</b> W0103-126550/A	<b>Date</b> 2012-05-02
<b>Client Reference No. - N° de référence du client</b> W0103-126550	<b>GETS Ref. No. - N° de réf. de SEAG</b> PW-\$VIC-211-5903
<b>File No. - N° de dossier</b> VIC-1-34762 (211)	<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 2012-06-12</b>	<b>Time Zone</b> <b>Fuseau horaire</b> Pacific Daylight Saving Time PDT
<b>Delivery Required - Livraison exigée</b> See Herein	
<b>Address Enquiries to: - Adresser toutes questions à:</b> Park, Isabell	<b>Buyer Id - Id de l'acheteur</b> vic211
<b>Telephone No. - N° de téléphone</b> (250)363-3981 ( )	<b>FAX No. - N° de FAX</b> (250)363-3344
<b>Destination - of Goods, Services, and Construction:</b> <b>Destination - des biens, services et construction:</b> DEPARTMENT OF NATIONAL DEFENCE CFB ESQUIMALT BLDG 66 COLWOOD STN FORCES P.O.BOX 17000 VICTORIA British Columbia V9A7N2 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**

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

## **TABLE OF CONTENTS**

### **PART 1 - GENERAL INFORMATION**

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. Certifications Precedent to Issuance of a Standing Offer

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

#### **A. STANDING OFFER**

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

#### **B. RESULTING CONTRACT CLAUSES**

1. Statement of Work
2. Standard Clauses and Conditions
3. Term of Contract
4. Payment
5. Invoicing Instructions

Solicitation No. - N° de l'invitation

W0103-126550/A

Amd. No. - N° de la modif.

Buyer ID - Id de l'acheteur

vic211

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

File No. - N° du dossier

CCC No./N° CCC - FMS No/ N° VME

W0103-126550

VIC-1-34762

---

- 6. SACC Manual Clauses
- 7. Insurance

List of Annexes:

- Annex A - Statement of Work, including:
  - Appendix 1 - Laundry & Dry Cleaning Services - Pickup and Drop-off Locations
  - Appendix 2 - Laundry and Dry Cleaning Price List
- Annex B - Basis of Payment
- Annex C - Reporting Requirements

## PART 1 - GENERAL INFORMATION

### 1. Introduction

The Request for Standing Offers (RFSO) is divided into six 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 | 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 Statement of Work, the Basis of Payment and the Reporting Requirements.

### 2. Summary

For the issuance of a Regional Individual Standing Offer for the supply of Laundry and Dry-cleaning services to the Department of National Defence, in the region of Victoria, B.C., in accordance with the Statement of Work in Annex A and Basis of Payment in Annex B on an as and when requested basis for a 3 year period from 2012/08/01 to 2015/07/31.

### 3. Debriefings

After issuance of a standing offer, offerors may request a debriefing on the results of the request for standing offers. Offerors should make the request to the Standing Offer Authority within 15 working days of receipt of notification that their offer was unsuccessful. The debriefing may be provided 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 (2012-03-02) 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

A7035T(2007-05-25 ) List of Proposed Subcontractors

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 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 British Columbia.

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 ( 2 hard copies)

Section II: Financial Offer ( 1 hard copies)

**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 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 the 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 \_\_\_\_\_

- (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

##### 1.1.1 Mandatory Technical Criteria

The Offeror must provide the following documents with its offer:

The Bid must include:	Included	Ref. Proposal page #
Written & detailed statement of: <ul style="list-style-type: none"> <li>organization structure including reporting structure</li> <li>health and safety procedures</li> <li>Customer complaint and corrective action procedures</li> </ul>	5 YES	
Written staffing plan to accommodate additional work, including number of full, part-time and relief staff available	5 YES	
Description, method or procedures to: <ul style="list-style-type: none"> <li>keep government owned garments separate from other customer garments</li> <li>maintain accurate inventory controls over government owned laundry</li> </ul>	5 YES	
Description of up to 3 projects similar in size, scope and dollar value within last 10 years	5 YES	

#### 1.2. Financial Evaluation

The price of the offer will be evaluated in Canadian dollars, the Goods and Services Tax or the Harmonized Sales Tax excluded, FOB destination, Canadian customs duties and excise taxes included.

Items not priced will be given the highest price proposed for that item by another Offeror for evaluation purposes only.

### 2. Basis of Selection - Mandatory Technical Criteria Only

An offer must comply with the requirements of the Request for Standing Offers and meet all mandatory technical evaluation criteria to be declared responsive. The responsive offer with the lowest evaluated aggregate price will be recommended for issuance of a standing offer.

## 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. 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.

### **1.1 Federal Contractors Program**

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 contract award. If the Bidder, or, if the Bidder 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 award of the Contract.

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 bids from ineligible contractors, including a bid from a joint venture that has a member who is an ineligible contractor, will be declared non-responsive.

2. If the Bidder 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 Bidder 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 Bidder, or, if the Bidder is a joint venture the member of the joint venture, certifies its status with the FCP, as follows:

The Bidder 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 the 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.

## 1.2 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.

### **Certification**

By submitting an offer, the Offeror certifies that the information submitted by the Offeror in response to the above requirements is accurate and complete.

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

### **A. STANDING OFFER**

#### **1. Offer**

The Offeror offers to fulfill the requirement in accordance with the Statement of Work at Annex A.

#### **2. Security Requirement**

There is no security requirement associated with this requirement.

#### **3. 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.

### **3.1 General Conditions**

2005 (2011-05-16) General Conditions - Standing Offers - Goods or Services, apply to and form part of the Standing Offer.

### **3.2 Periodic Usage Reports - Standing Offers**

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 the Standing Offer Authority.

Quarterly periods are defined as follows:

1st quarter: June 1 to August 31;

2nd quarter: September 1 to November 30;

3rd quarter: December 1 to February 28/29;

4th quarter: March 1 to May 31.

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

## **4. Term of Standing Offer**

### **4.1 Period of the Standing Offer**

The period for making call-ups and providing services against the Standing Offer is from 01 April 2012 to 31 July 2015, inclusive.

## **5. Authorities**

### **5.1 Standing Offer Authority**

The Standing Offer Authority is:

**Ji-Yon Isabell Park**

Supply Specialist

Public Works and Government Services Canada

Pacific Region Acquisitions - Victoria

Telephone: 250-363-3981

E-mail address: [ji-yonisabell.park@pwgsc.gc.ca](mailto:ji-yonisabell.park@pwgsc.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.

## 5.2 Technical Authority

The Technical Authority for the Standing Offer is: **TBA**

The Technical 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.

## 5.3 Project Authority

The Project Authority for the Standing Offer is identified in the call-up against the Standing Offer.

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

## 5.3 Offeror's Representative

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

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

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

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

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

## 6. Identified Users

The Identified User authorized to make call-ups against the Standing Offer is: Department of National Defence.

## 7. 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 other document agreed upon between DND and the Contractor.

## 8. Limitation of Call-ups

Individual call-ups against the Standing Offer must not exceed \$20,000.00 (Goods and Services Tax or Harmonized Sales Tax included).

## 9. Financial Limitation

The total cost to Canada resulting from all call-ups against the Standing Offer must not exceed the sum of \$(to be inserted at time of the Standing Offer issuance)(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.

Solicitation No. - N° de l'invitation

W0103-126550/A

Amd. No. - N° de la modif.

Buyer ID - Id de l'acheteur

vic211

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

W0103-126550

File No. - N° du dossier

VIC-1-34762

CCC No./N° CCC - FMS No/ N° VME

---

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 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.

## 10. 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 (2012-03-02) General Conditions - Standing Offers - Goods or Services
- d) the general conditions 2010C (2012-03-02), General Conditions - Services (Medium Complexity
- e) Annex A, Statement of Work;
- f) Annex B, Basis of Payment
- g) the Offeror's offer (*insert date of offer*)

## 11. Certifications

### 11.1 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.

## 12. 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 (*Insert the name of the province or territory as specified by the offeror in its offer, if applicable*).

## 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

2010C (2012-03-02) General Conditions - Services (Medium Complexity) apply to and form part of the Contract.

Section 13 Interest on Overdue Accounts, of 2010C General Conditions - Services (Medium Complexity) (2012-03-02) will not apply to payments made by credit cards at point of sale.

### **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**

In consideration of the Contractor satisfactorily completing all of its obligations under the Contract, the Contractor will be paid firm unit price(s) as specified in Annex B. 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 SACC Manual Clauses**

A9117C(2007-11-30) T1204 - Direct Request by Customer Department  
H1001C(2008-05-12) Multiple Payments

#### **4.3 Payment by Credit Card**

The following credit cards are accepted: \_\_\_\_\_ and \_\_\_\_\_.

### **5. Invoicing Instructions**

1. The Contractor must submit invoices in accordance with 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. SACC Manual Clauses**

A9062C(2011-05-16) Canadian Forces Site Regulations  
D0018C(2007-11-30) Delivery and Unloading

### **7. Insurance**

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.

## **7.1 Automobile Liability Insurance**

1. The Contractor must obtain Automobile Liability Insurance, and maintain it in force throughout the duration of the Contract, in an amount usual for a contract of this nature, but for not less than \$2,000,000 per accident or occurrence.
2. The policy must include the following:
  - a. Third Party Liability - \$2,000,000 Minimum Limit per Accident or Occurrence
  - b. Accident Benefits - all jurisdictional statutes
  - c. Uninsured Motorist Protection
  - d. Notice of Cancellation: The Insurer will endeavour to provide the Contracting Authority thirty (30) days written notice of cancellation.
  - e. Liability for Physical Damage to Non-owned Automobiles: Ontario OPCF 27 or 27B / Quebec: QEF #27 / Other Provinces: SEF#27.



## ANNEX A

### STATEMENT OF WORK

#### STATEMENT OF PURPOSE

To provide laundry and dry-cleaning services to the Department of National Defence, in the region of Victoria, British Columbia on an as and when requested basis from 01 August 2012 to 31 July 2015, inclusive.

#### SCHEDULE OF SERVICES

It is necessary to have appropriate management, technicians, personnel, vehicles & communication equipment, machinery, business & staffing plans, facility & operating procedures and applicable experience to handle the large volumes of materials referenced herein. The successful Contractor must have an applicable background of experience handling volumes and clients of this nature and possess the financial stability to minimize the risk of default.

1. Suppliers must adhere to the cleaning process required in Appendix 2, as well as best practices in the laundering and dry-cleaning industries.
2. Each pickup point's laundry and dry-cleaning must be identified when picked up, kept separate in the vehicle, laundered separately, clearly identified after laundering and must be returned to the correct pickup point. Each delivery point must only get its own clean laundry returned. Supplier must also ensure that sufficient laundry bags are left behind at each pickup point (if applicable).
3. All laundry and dry cleaning must be subject to a count, both at the time of pickup and delivery.
4. Count Verification:  
At time of laundry pick-up, the Department of National Defence must provide a count sheet with the number of garments to be laundered. Contractor must verify the count no later than the following morning after pickup. Contractor must only charge for the number of garments that they recorded as receiving. Billing must reflect these numbers. Any discrepancies that contractor identifies at count time must be faxed within no later than the following morning after pickup to the Service Site Authority noted above.
5. The Service Site Authority at the Department of National Defence (DND) must verify laundry count of any laundered garments returned on drop of day. DND staff must advise the Service Site Authority of any discrepancies. He will in turn advise the Contractor. The Contractor must respond back to the Service Site Authority, within one (1) day of being advised of discrepancies and advise the Service Site Authority of the corrective action.
6. Contractor must cull damaged items and return separated from serviceable item to the consignee (pickup point) annotated on the call-up requisition.
7. Contractor is required to maintain a level of service and be able to perform requirements as outlined herein. Contractor must have the facilities to accommodate the volumes as stated.
8. Contractor will provide and update contact list to resolve performance issues. Quarterly meetings may be required.
9. Response & Delivery Time:  
The successful contractor must be capable of providing laundry and dry cleaning services five (5) working days per week (Monday through Friday).

**Normal Requirements:**

Within seven (7) calendar days between the hours of 0700 and 1330, Monday through Friday.

**Urgent/Emergency Requirements:**

Within two (2) calendar days.

10. A calendar day is defined as the twenty-four (24) hour period immediately following the time of pickup and/or call-up order.
11. Delivery window for ships and small crafts only:  
Delivery times must be advised at time of ordering. **Delivery window must be plus or minus thirty (30) minutes on either side of the agreed delivery time** This is a critical requirement due to personnel and equipment scheduling.
12. Proposed Pickup & Delivery Sites:  
The actual geographical area for pickup and delivery will be advised at time of call-up. Pickup and delivery time windows is to be arranged between contractor and consignee.
13. Pickup points are in Dockyard, Naden, Workpoint and Outlying geographical areas.
14. All dry cleaned items will be protected in plastic bags.
15. Canada encourages companies aim to minimize waste and environmental damage and strive for social responsibility in the way of improving working conditions and improving their community.

**APPENDIX 1****LAUNDRY & DRY-CLEANING SERVICES - PICKUP & DROP-OFF LOCATIONS**

<b>DOCKYARD GEOGRAPHICAL AREA</b>
Bldg. 211, Dockyard, Base Laundry Exch. & Clothing MSA
Chief & Petty Officers (PO) Mess, 1575 Lyall St.
Other individual accounts within Dockyard geographical area
<b>NADEN GEOGRAPHICAL AREA</b>
CF Hospital, Colville St. A.M. ONLY
Bldg. 34 Naden, Base Commissary
Wardroom Accommodations
Wardroom Galley
Bldg. 92 Naden, Fleet School Tool Crib
Bldg. 34 Naden, Block Stores & Galley
Bldg. 123 Naden, Bernays Block
Other individual accounts within Naden geographical area
<b>WORKPOINT GEOGRAPHICAL AREA</b>
BLDG. 1033 Workpoint, Room 212, Cdn Rangers
BLDG 1092, 1093 & 1091 Workpoint, Barracks Blocks
Building 1090 Workpoint, NOTC Galley
Other individual accounts within Workpoint geographical area
<b>OUTLYING GEOGRAPHICAL AREA PICKUP POINT</b>
Bay Street Armouries 17 Bay Street Canadian Scottish Regiment
HMCS Malahat, 20 Huron Street
Vanalman Armoury 724 Vanalman Street
11 Medical Company & 11 Service Battalion
Air Cadet Camp, BLDG 1029 Albert Head
Pat Bay Airport, HS443 Sqn., Hangar 17
All individual accounts outside of Dockyard, Naden and Workpoint geographical areas.

## APPENDIX 2

### LAUNDRY AND DRY CLEANING PRICE LIST

#### PART 1 - LEGEND

##### Class

- 1 Clothing
- 2 Bedding and towels
- 3 Camping equipment
- 4 Kitchen equipment
- 5 Hospital equipment
- 6 Miscellaneous

##### Material

- 1 Cotton
- 2 Wool
- 3 Nylon
- 4 Leather
- 5 Linen
- 6 Rayon
- 7 Canvas
- 8 Miscellaneous
- 9 Rubber
- 10 Aramid (FG, Nomex, Conex/FR Rayon)
- 11 GORTEX

#### Type of Process Required

##### Laundry

- 1 Washed and tumbler dried
- 1a Washed, tumbler dried, sterilized (see items 96, 112 to 114)
- 2 Washed and air-dried
- 3 Washed and pressed
- 3a Washed, pressed and lightly starched (See items 72, 116a and 128a)
- 3b Washed, pressed and sterilized (see items 90, 92 to 95, 105, 109, 110)
- 4 Washed, starched and pressed
- 4a Washed, starched and hand pressed
- 5 Washed, starched, dried on stretcher and fringes hand pressed
- 6 Rough washed
- 7 Hand sponged and air-dried
- 8 Hand sponged at soiled areas only & hang-dried away from heat and flame

##### Dry Cleaning and Some Laundry

- 20 Dry cleaned and tumbler dried
- 21 Dry cleaned and pressed
- 22 Dry cleaned re-waterproofed and re-blocked
- 23 Dry cleaned, re-blocked and pressed
- 24 Dry cleaned, re-waterproofed and pressed
- 25 Shampooed
- 26 Dry cleaned, re-fireproofed and pressed
- 27 Hand cleaned and re-blocked
- 28 Call-up appropriate method from "Technical Guide for Cleaning Service Carpets and Rugs"

**ANNEX B****BASIS OF PAYMENT**

Prices, firm all-inclusive per individual item for each annual period (year 1, 2 & 3). GST/HST extra.

Year 1 = August 1, 2012 - July 31, 2013

Year 2 = August 1, 2013 - July 31, 2014

Year 3 = August 1, 2014 - July 31, 2015

Total Estimated Expenditure per year: \$200,000.00

**LAUNDRY LIST****Table 1 – General Items**

Item No.	General Items	Class	Material	Type Of Process	Price per item, year 1	Price per item, year 2	Price per item, year 3
1	Aprons, Food Handling, cotton	4	1	3			
2	Bags, Cotton Laundry	1	1	1			
3	Bags, duffel, Kit, cotton duck	1	7	1			
4	Bags, Kit, large	6	7	1			
5	Bedspreads, cotton (blue counterpane, single)	2, 5	1, 8	3			
5a	Blankets, fleece	2	8, 10	1			
5b	Blankets, wool or wool mix	2	2, 8	1			
6	Caps, (Bakers & Cooks) Food Handler	4	1	4			
7	Caps, Camouflage	1	1	2			
7a	Cooks Trousers (poly cotton with button and zipper front closure)	1	1, 8	3			
7b	Cook Coat/Jacket (poly cotton front button and closure quarter length)	1	1, 8	3			
7c	Chef Coat/Jacket (poly cotton double breasted)	1	1, 8	3			
8	Cloth, dishwashing	4, 5	1	1			
9	Cloth, table large, linen	6	5	3			
10	Cloth, table medium, cotton	6	1	3			
11	Cloth, table small, linen	6	5	4			
12	Cloth, table, cotton, large	4	1	4			
13	Cloths, Face	2, 5	1	1			
14	Coat, combat lightweight	1	1, 3	1			
15	Coat, man's combat OG#107	1	1, 3	1			
16	Coats or Jackets, Pyjama or Broadcloth	1, 5	1	3			
16a	Comforter, quilted poly	2	1, 8	1			
17	Coveralls (except Chemical Warfare)	1	1, 2, 3, 8	1			
18	Coveralls, FF Nomex, Blue	1	10	1			
19	Coveralls, Flying, light, combat-type cloth, plain polyester, fiber, wool	1	2-8	1			

W0103-126550/A

vic211

W0103-126550

VIC-1-34762

20	Covers, sleeping bag	3	3	1			
21	Flags, nylon	6	3	7			
21a	Food Handler Smock Coat/Jacket (poly cotton smock general purpose, long sleeve quarter length with two pockets/ or no pockets, worn in conjunction with Cook Coat/Jacket)	1	1, 8	3			
22	Gloves inserts, wool	1	2	1			
23	Gloves, cloth, coated anti-flash	1	8	7			
24	Gloves, leather Black/CADPAT	1	4	7			
25	Hood, Sleeping Bag Fibre Filled	3	1, 3	1			
26	Hoods, anti-flash, knitted Borax-trtd	6	1, 2	6			
27	Jackets, cold weather AFV	1	1, 2	1			
28	Jackets, flying, lightweight	1	1	1			
29	Jackets, working, (NCD)	1	6, 10	6			
30	Liners, coat, Man's combat OG #107	1	1, 3, 6	1			
31	Liners, sleeping bag	3	1	1			
32	Liners, tent, 5-man,arctic	3	3	1			
33	Liners, tent,10-man,arctic	3	3	1			
34	Mats, bath	2, 5	1	1			
35	Mitts, winter, arctic liner	1	2-8	1			
36	Mitts, woolen	1	2	1			
37	Mops, cloth, cotton	4	1	1			
38	Napkins, table, linen or cotton	4	1	4			
39	Pad, Mattress, foam	2	8	2			
40	Pants, white, cotton/poly blend	4		1			
41	Parka, Man's Black, Blue Green/CADPAT	1	1-11	2			
42	Parkas, mans CFOG No. 108 General Purpose	1	1-2	2			
43	Parka, wet weather	1	3-9	1			
43a	Parka, wet weather CADPAT	1	11	1			
44	Pillowcases	2	1	3			
44a	Pillow	2	1, 8	1			
45	Pot holders	4	1	1			
46	Rags, wiping	6	1	1			
47	Rucksacks	6	1, 3, 4	1			
48	Sheets, bed	2, 4	1	3			
49	Sheets, cotton, fitted, single/dbl/queen	2, 4, 5	1	3			
50	Shirts, short sleeve poly/cotton w/buttons	1, 4	1, 8	3			
51	Shirts, white w/black trim cotton/poly blend	4		1			
52	Shorts, Athletic	1, 5	1	1			
53	Shorts, Tropical, Black or Tan	1	1	3			
55	Shower curtain	4, 5	3	1			

56	Smocks, general purpose	1	1, 8	1			
57	Smocks, utility, Laboratory, white	1	1	4			
58	Tents, 10-man Arctic	3	1, 3	7			
59	Tents, 5-man Arctic	3	1, 3	7			
60	Towels, bath	2, 4	1	1			
61	Towels, dish & glass	2, 4	1, 5	3			
62	Towels, hand	2, 4	1	1			
63	Trousers, combat, lightweight	1	1, 3	1			
64	Trousers, man's combat OG #107/CADPAT	1	1	1			
65	Trousers, man's white	1	1	3			
66	Trousers, NCD	1	6, 10	1			
67	Trousers, Pyjama, broadcloth	1	1	1			
68	Trousers, wet weather	1	3, 9	1			
68a	Trousers, wet weather CADPAT	1	11	1			

**Table 2 – Ecclesiastical**

Item No.	Ecclesiastical, Base Chaplain Items	Class	Material	Type Of Process	Price per item, year 1	Price per item, year 2	Price per item, year 3
69	Altar Cloths, laced Medium, 30"x123"	6	1	3			
70	Altar Cloths, laced small, 21"x56"	6	1	3			
71	Altar Cloths, laced, large, 30"x143"	6	1	3			
72	Altar Cloths, plain large, 21"x56"	6	1	3			
73	Altar Cloths, plain, 30"x123"	6	1	3			
74	Altar Cloths, plain, 30"x143"	6	1	3			
75	Amices	1	1	3			
76	Cinctures (washing only)	2	8	3			
77	Corporals	1	1	3			
78	Covers (statutes)	6	3	8			
79	Finger Towels	2	1	3			
80	Laundry Bags	6	3	1			
81	Palls	1	3	1			
82	Purificators	6	1	3			
83	Surplices, laced	1	8	3			
84	Surplices, plain	1	8	3			

Note: Serial Numbers 69-73 must be rolled, not folded.

**Table 3 – Medical Dental**

Item No.	Medical and Dental Items	Class	Material	Type Of Process	Price per item, year 1	Price per item, year 2	Price per item, year 3
85	Bed screen 72" x 144" Around bed curtain	5	1	3			
86	Blankets, cotton	5	1	1			

W0103-126550/A

vic211

W0103-126550

VIC-1-34762

90	Covers, Mayo surgical instrument stand	5	1	3b			
91	Covers, pillow, nylon, tricot	5	3	7			
92	Covers, sterile, table 100" x 36"	5	1	3b			
93	Covers, sterile, table 72" x 36"	5	1	3b			
94	Scrubs, bottoms	5	1	3b			
95	Scrubs, tops	5	1	3b			
96	Drapes, surgical, circumcision	5	3	1a			
97	Dust mops*	5	1	1			
98	Gowns, bed patient	5	1	3			
99	Lab coats	5	1	3			
100	Laundry bags	5	1	1			
104	Sheets, flannelette	5	1	3			
105	Sheets, operating single	5	1	3b			
109	Towels, Huck 36" x 18"	5	1	3b			
110	Towels, operating huck 27" x 20"	5	1	3b			
111	Wet mops*	5	1	1			
112	Wrappers sterilization w/o tapes 24" x 24"	5	1	1a			
113	Wrappers sterilization w/o tapes 36" x 36"	5	1	1a			
114	Wrappers sterilization w/o tapes 54" x 54"	5	1	1a			

\*Items to be washed separately from other items.

**Table 4 - Special**

Item No.	Special Items	Class	Material	Type Of Process	Price per item, year 1	Price per item, year 2	Price per item, year 3
115	Parkas, buoyancy aid	N/K	N/K	Special			
116	Coveralls, anti-exposure	N/K	N/K	Special			
117	Coats and liners, Firefighters	1	1-2	Special			
118	Trousers, Firefighters	1	1-2	Special			

Special - Parkas can not be dry cleaned

Method of Cleaning - Special Process: Water temperature must not to exceed 40 degrees Celsius and mild detergent must be used. Items must be hung for air drying.

## DRY CLEANING LIST

**Table 5 – General Dry Cleaning**

Item No.	DRY CLEANING - GENERAL	Class	Material	Type of Process	Price per item, year 1	Price per item, year 2	Price per item, year 3
1	Bags, inner, sleeping bag	3	1, 8	20			
1a	Bag, Sleeping Inner, Down Filled	3	3, 8	Special			
2	Bags, outer, sleeping bag	3	1, 8	20			
2a	Bag, Sleeping Outer, Down Filled	3	3, 8	Special			
3	Blankets, bed	2-5	2	21			
4	Caps, Balmoral	1	2	20			



5	Coats and liners, Firefighters	1	1, 2	22			
6	Coats, Duffel or sheepskin	1	2	21			
7	Coats/Jackets, Service dress CF	1	2, 3	21			
8	Comforter dbl/queen	2	1, 8	20			
9	Kilts, coloured	1	2	21			
10	Neckties	1	4, 8	21			
11	Overalls, mans AFV	1	1, 2	20			
12	Overcoats, service dress, CF	1	2	20			
13	Sashes, shoulder silks	1	8	21			
14	Scarves	1	2	20			
15	Skirts, womans service dress, heavy weight, all elements	1	2	21			
16	Slacks, womans service dress, lightweight,	1	2	21			
17	Sock, duffel	1	8	20			
19	Topcoats, service, dress standard CF	1	2	20			
20	Trousers, firefighters	1	1, 2	22			
21	Trousers, flying, type 4	1	1, 2, 3	20			
22	Trousers, service CF	1	2, 3	21			

Note: SPECIAL CLEANING METHODS DOWN FILLED SLEEPING BAGS: #1A & 2A.

Down filled sleeping bags need a longer drying time than regular garments, as down dries very slowly. To disperse feathers evenly and eliminate dry cleaning solvent, dry cleaning experts recommend a three-minute tumbling at low heat, after the last extraction and before the drying period.

**Table 6 – Dry Cleaning, Ecclesiastical**

Item No.	Dry Cleaning, Ecclesiastical Items	Class	Material	Type of Process	Price per item, year 1	Price per item, year 2	Price per item, year 3
23	Albs, laced, large	1	1	21			
24	Albs, laced, medium	1	1	21			
25	Albs, laced, small	1	1	21			
26	Albs, plain, large	1	1	21			
27	Albs, plain, medium	1	1	21			
28	Albs, plain, small	1	1	21			
29	Chasuble	1	2	21			
30	Stole (silk)(special handling)	6		21			

**Table 7 – Dry Cleaning, Miscellaneous**

Item No.	Dry Cleaning, Miscellaneous Items	Class	Material	Type of Process	Price per item, year 1	Price per item, year 2	Price per item, year 3
31	Armchair Covers, small			SF			
32	Armchairs Covers, large			SF			
33	Back Covers			SF			
34	Cushion Cover			SF			

Solicitation No. - N° de l'invitation

W0103-126550/A

Amd. No. - N° de la modif.

Buyer ID - Id de l'acheteur

vic211

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

File No. - N° du dossier

CCC No./N° CCC - FMS No/ N° VME

W0103-126550

VIC-1-34762

---

35	Drapes			SF			
36	Drapes, doubled lined			SF			
37	Flame Proofing (all items)			SF			
38	Seat Covers			SF			
39	Slip Covers Chair			SF			
41	Slip Covers, Arm Chair			SF			
42	Slip Covers, Settee			SF			
43	Tarps			SF			
44	Tie Back			SF			

