

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

**Travaux publics et Services gouvernementaux  
Canada**

**Place Bonaventure, portail Sud-Est  
800, rue de La Gauchetière Ouest  
7<sup>e</sup> étage**

## Montréal

Québec

**H5A 1L6**

**FAX pour soumissions: (514) 496-3822**

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

National Master Standing Offer (NMSO)

Offre à commandes principale et nationale (OCPN)

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**

Travaux publics et Services gouvernementaux Canada  
Place Bonaventure, portail Sud-Est  
800, rue de La Gauchetière Ouest  
7<sup>e</sup> étage  
Montréal  
Québec  
H5A 1L6

<b>Title - Sujet</b> OCIR - Personnel de soutien en Alim	
<b>Solicitation No. - N° de l'invitation</b> W0130-12A025/A	<b>Date</b> 2013-03-19
<b>Client Reference No. - N° de référence du client</b> W0130-12-A025	<b>GETS Ref. No. - N° de réf. de SEAG</b> PW-\$MTA-207-12293
<b>File No. - N° de dossier</b> MTA-2-35352 (207)	<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 2013-04-11</b>	<b>Time Zone</b> <b>Fuseau horaire</b> Heure Avancée de l'Est HAE
<b>Delivery Required - Livraison exigée</b> .	
<b>Address Enquiries to: - Adresser toutes questions à:</b> Duthoy, Martin	<b>Buyer Id - Id de l'acheteur</b> mta207
<b>Telephone No. - N° de téléphone</b> (514)496-3885 ( )	<b>FAX No. - N° de FAX</b> (514)496-3822
<b>Destination - of Goods, Services, and Construction:</b> <b>Destination - des biens, services et construction:</b> MINISTERE DE LA DEFENSE NATIONALE Voir Énoncé des besoins et des exigences. Partie 1 point 1.5 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

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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, 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:
  - 7A, includes the Standing Offer containing the offer from the Offeror and the applicable clauses and conditions;
  - 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

#### (i) *Description of goods or services*

Request for a standing Offer, on an as and when required basis of the Department of National Defence, a food operation support, and in particular support personnel such as: cooks, assistant cooks, general helpers and cashiers ( this personnel will need to be under the supervision of one or more representatives of the supplier) at USS Montreal, St Jean-sur-Richelieu, Farnham, Valcartier and Quebec.

#### ii) Department of National Defence, Land Force Quebec Area;

#### (iii) Period from June 1st 2013 to April 30th 2013 inclusively.

**(iv) Estimated requirements of position for 2013 /2014**

Position	Hours per year (2013-14)	Farnham	Valcartier	CISQ	RES NAV	34 GBC	35GBC
	St-Jean						
Cook	6617	3520	6318	9600	9250	1200	800
Assistant Cook	19720	7040	10955	7200	600	0	0
Cook Supervisor	0	3520	0	0	0	0	0
General Helper	45742	14080	17534	24000	11395	1200	250
Supervisor - General Helper	0	3520	0	1200	1440	0	0
Cashier	0	2640	0	0	0	0	0
Warehouse - Attendant	0	0	0	600	0	0	0

- (v) There is a security requirement associated with this requirement. For additional information, consult Part 6 - Security, Financial and Insurance Requirements, and Part 7A - Standing Offer. Offerors should consult the "[Security Requirements for PWGSC Bid Solicitations - Instructions for Bidders](http://www.tpsgc-pwgsc.gc.ca/app-acq/lc-pl/lc-pl-eng.html#a31)" (<http://www.tpsgc-pwgsc.gc.ca/app-acq/lc-pl/lc-pl-eng.html#a31>) document on the [Departmental Standard Procurement Documents](#) Web site.
- (vi) offerors must submit a list of names , or other related information as needed, pursuant to section 01 of Standard Instructions 2006.
- (vii) The requirement is subject to a preference for Canadian goods and/or services.

**3. Security Requirement**

There is a security requirement associated with the requirement of the Standing Offer. For additional information, see Part 6 - Security, Financial and Insurance Requirements, and Part 7 - Standing Offer and Resulting Contract Clauses.

**4. 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 (2013-01-28) 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: 60 days

Insert: 120 days

### **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.

Due to the nature of the Request for Standing Offers, transmission of offers by facsimile to PWGSC will not be accepted.

### **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.

Solicitation No. - N° de l'invitation

W0130-12A025/A

Amd. No. - N° de la modif.

Buyer ID - Id de l'acheteur

mta207

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

W0130-12-A025

File No. - N° du dossier

MTA-2-35352

CCC No./N° CCC - FMS No/ N° VME

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#### **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 Québec.

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: Written confirmation for the **Mandatory Criteria** (one copy)
- Section II: Financial Offer (one copy)
- Section III: Certifications (one copy)
- Section IV: Additional Information (one copy)  
offerors must submit a list of names, or other related information as needed, pursuant to section 01 of Standard Instructions 2006.

Former Public Servants

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: Written confirmation for the Mandatory Criteria

The offer, offerors should confirm by written conformity to Mandatory requirements.

#### Section II: Financial Offer

Offerors must submit their financial offer in accordance with the Annex D, 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.

## Section IV: Additional Information

A) Offerors must submit a list of names , or other related information as needed, pursuant to section 01 of Standard Instructions 2006.

B) Former Public Servant - Competitive Requirements

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

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

As per the above definitions, is the Bidder a FPS in receipt of a pension? Yes ( ) No ( )

If so, the Bidder must provide the following information, for all FPS in receipt of a pension, as applicable:

**a.name of former public servant;**

**b.date of termination of employment or retirement from the Public Service.**

By providing this information, Bidders agree that the successful Bidder's status, with respect to being a former public servant in receipt of a pension, will be reported on departmental websites as part of the published proactive disclosure reports in accordance with Contracting Policy Notice: 2012-2 and the Guidelines on the Proactive Disclosure of Contracts.

### **Work Force Reduction Program**

Is the Bidder a FPS who received a lump sum payment pursuant to the terms of a work force reduction program? Yes ( ) No ( )

If so, the Bidder must provide the following information:

a.name of former public servant;

b.conditions of the lump sum payment incentive;

c.date of termination of employment;

d.amount of lump sum payment;

e.rate of pay on which lump sum payment is based;

f.period of lump sum payment including start date, end date and number of weeks;

g.number and amount (professional fees) of other contracts subject to the restrictions of a work force 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 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.
- (c) The evaluation team will determine first if there are three (3) or more offers with a valid Canadian Content certification. In that event, the evaluation process will be limited to the offers with the certification; otherwise, all offers will be evaluated. If some of the offers with a valid certification are declared non-responsive, or are withdrawn, and less than three responsive offers with a valid certification remain, the evaluation will continue among those offers with a valid certification. If all offers with a valid certification are subsequently declared non-responsive, or are withdrawn, then all the other offers received will be evaluated.

#### 1.1. Technical Evaluation

##### 1.1.1 Mandatory Criteria

- a) Offeror must have a minimum experience of two (2) years in food department operational management (including the personnel);
- b) Offeror must demonstrate that he will be able to supply the number of personnel as stated in Annex "C" at the time of award of any Standing Offer, resulting from this request;
- c) Offeror must submit individual hourly rates on Annex D for the two (2) periods of the Standing Offer.

#### 1.2 Financial Evaluation

The hourly rates for each position will be multiply by the estimated quantities for each correspondent location and groups of locations identified in Annex "D"

### 2. Basis of Selection

An offer must comply with the requirements of the Request for Standing Offers and the Annexes attached with the Statement of needs and requirements and meet all mandatory criteria to be declared responsive. The responsive offer with the lowest evaluated price per group of location for a 2 years period will be recommended for issuance of a standing offer. More than one group of location can be awarded to an offerer. More than one Standing Offers can be issued following this evaluation process.

## 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

By submitting an offer, the Offeror certifies as per section 01 of Standard Instructions 2006 for himself and his affiliates, to be in compliance with the Code of Conduct and Certifications clause of the Standard instructions. The related documentation therein required will help Canada in confirming that the certifications are true.

### 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

##### 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 Canadian Content Certification

This procurement is conditionally limited to Canadian services.

Subject to the evaluation procedures contained in the request for standing offer, offerors acknowledge that only offers with a certification that the services offered are Canadian services, as defined in clause A3050T, may be considered.

Failure to provide this certification completed with the offer will result in the services offered being treated as non-Canadian services.

### The Offeror certifies that:

( ) the services offered are Canadian services as defined in paragraph 4 of clause A3050T.

For more information on how to determine the Canadian content for a mix of goods, a mix of services or a mix of goods and services, consult Annex 3.6.(9), Example 2, of the Supply Manual.

### 2.2.1 SACC Manual clause A3050T (2010-01-11) Canadian Content Definition

## **PART 6 - SECURITY, FINANCIAL AND INSURANCE REQUIREMENTS**

### **1. Security Requirement**

#### **OPTION 1:**

1. Before issuance of a standing offer, the following conditions must be met:
  - (a) the Offeror must hold a valid organization security clearance as indicated in Part 7A - Standing Offer;
  - (b) the Offeror's proposed individuals requiring access to classified or protected information, assets or sensitive work site(s) must meet the security requirement as indicated in Part 7A - Standing Offer;
  - (c) the Offeror must provide the name of all individuals who will require access to classified or protected information, assets or sensitive work sites;
2. Offerors are reminded to obtain the required security clearance promptly. Any delay in the issuance of a standing offer to allow the successful offeror to obtain the required clearance will be at the entire discretion of the Standing Offer Authority.
3. For additional information on security requirements, offerors should consult the "Security Requirements for PWGSC Bid Solicitations - Instructions for Bidders" (<http://www.tpsgc-pwgsc.gc.ca/app-acq/lc-pl/lc-pl-eng.html#a31>) document on the Departmental Standard Procurement Documents Web site.

### **2. Insurance Requirements**

The Offeror must provide a letter from an insurance broker or an insurance company licensed to operate in Canada stating that the Offeror, if issued a standing offer as a result of the request for standing offer, can be insured in accordance with the Insurance Requirements specified in Part 7

If the information is not provided in the offer, 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.

## PART 7 - STANDING OFFER AND RESULTING CONTRACT CLAUSES

### A. STANDING OFFER

#### 1. Offer

- 1.1 The Offeror offers to fulfill the requirement in accordance with the Statement of Needs and requirements including all related Annexes

#### 2. Security Requirement

##### SECURITY REQUIREMENT FOR CANADIAN SUPPLIER: PWGSC FILE # W0130-12-A025

1. The Contractor must, at all times during the performance of the Contract, hold a valid Designated Organization Screening (DOS), issued by the Canadian Industrial Security Directorate (CISD), Public Works and Government Services Canada (PWGSC).
2. The Contractor personnel requiring access to sensitive work site(s) must EACH hold a valid RELIABILITY STATUS, granted or approved by CISD/PWGSC. Until the security screening of the Contractor personnel required by this Contract has been completed satisfactorily by the CISD, PWGSC, the Contractor personnel MAY NOT ENTER sites without an escort.
3. Subcontracts which contain security requirements are NOT to be awarded without the prior written permission of CISD/PWGSC.
4. The Contractor must comply with the provisions of the:
  - (a) Security Requirements Check List and security guide (if applicable), attached at Annex G
  - (b) Industrial Security Manual (Latest Edition).

#### 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 Manual](https://buyandsell.gc.ca/policy-and-guidelines/standard-acquisition-clauses-and-conditions-manual) (<https://buyandsell.gc.ca/policy-and-guidelines/standard-acquisition-clauses-and-conditions-manual>) issued by Public Works and Government Services Canada.

##### 3.1 General Conditions

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

### **3.2 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 herein;

- A. the standing offer/supply arrangement number;
- B. the supplier name;
- C. the reporting period;
- D. the call-up/contract number for each call-up/contract, including amendments;
- E. the client department;
- F. the contracting authority;
- G. the date of the call-up/contract;
- H. the call-up/contract period;
- I. the line items acquired/services provided;
- J. the value of the call-up/contract, Goods or Services Tax/Harmonized Sales Tax included, as applicable

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 30 days 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 June 1st 2013 up to April 30<sup>th</sup> 2015 inclusive.



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## 5. Authorities

### 5.1 Standing Offer Authority

The Standing Offer Authority is:

Martin Duthoy  
Supply Specialist  
Supply and Compensation Directorate  
Quebec Region  
Public Works and Government Services Canada  
800 rue de la Gauchetière Ouest, Room 7300  
Montréal, Qc  
H5A 1L6

Telephone: (514) 496-3885

Facsimile: (514) 496-3822

E-Mail: [martin.duthoy@tpsgc-pwgsc.gc.ca](mailto:martin.duthoy@tpsgc-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 Project Authority

The Project Authority for the Standing Offer is: ( the Project Authority will be identified in the Standing Offer)

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

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

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

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

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

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

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

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.

**5.3 Offeror's Representative** (to be completed by the Offeror's)

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

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

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

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

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

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

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

**6. Proactive Disclosure of Contracts with Former Public Servants**

SACC Manual Clause A3025C (2012-11-19) - Proactive Disclosure of Contracts with Former Public Servants

**7. Identified Users**

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

**8. 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.

**9. Limitation of Call-ups**

Individual call-ups against the Standing Offer must not exceed \$ 100,000.00 (Goods and Services Tax or Harmonized Sales Tax included).

**10. Financial Limitation - Total** ( to be completed at Standing Offer award)

The total cost to Canada resulting from call ups against the Standing Offer must not exceed the sum of \$\_\_\_\_\_ (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 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.

## 11. 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 2010C (2012-11-19) General Conditions - Services (Medium Complexity)
- e) Statement of Needs and Requirements

ANNEX A - Orientation checklist

ANNEX B - Employment of persons under the age of 18

ANNEX C - Approximate number of persons required

ANNEX D - Submission of rates - Hourly rates

ANNEX E - Notice of non-compliance

ANNEX F - Qualifications, experience, and knowledge required

ANNEX G- Security Requirements Checklist

- f) the Offeror's offer dated \_\_\_\_\_.

## 12. Certifications

### 12.1 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 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.

### 12.2 SACC Manual Clauses

SACC Manual Clauses M3060C (2008-05-12) Canadian Content Certification

## 13. 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 Quebec.

## **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 (2012-11-19) General Conditions - Services (Medium Complexity) apply to and form part of the Contract.

Section 13 Interest on Overdue Accounts, of 2010C (2012-11-19) General Conditions - Services (Medium Complexity) will not apply to payments made by credit cards.

### **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. Proactive Disclosure of Contracts with Former Public Servants**

SACC Manual Clauses A3025C (2012-11-19) Proactive Disclosure of Contracts with Former Public Servants

### **5. Payment**

#### **5.1 Basis of Payment - Limitation of Expenditure**

The Contractor will be reimbursed for the costs reasonably and properly incurred in the performance of the Work as determined in accordance with the Basis of Payment in Annex D , to a limitation of expenditure of \$\_\_\_\_\_ ( To be insert at contract award). Customs duties are included and Goods and Services Tax or Harmonized Sales Tax is extra, if applicable

## 5.2 Limitation of Expenditure (To be insert at contract award)

1. Canada's total liability to the Contractor under the Contract must not exceed \$ \_\_\_\_\_. Customs duties are \_\_\_\_\_ (insert "included", "excluded" or "subject to exemption") and Goods and Services Tax or Harmonized Sales Tax is extra, if applicable.

2. No increase in the total liability of Canada or in the price of the Work resulting from any design changes, modifications or interpretations of the Work, will be authorized or paid to the Contractor unless these design changes, modifications or interpretations have been approved, in writing, by the Contracting Authority before their incorporation into the Work. The Contractor must not perform any work or provide any service that would result in Canada's total liability being exceeded before obtaining the written approval of the Contracting Authority. The Contractor must notify the Contracting Authority in writing as to the adequacy of this sum:

a. when it is 75 percent committed, or

b. four (4) months before the contract expiry date, or

c. as soon as the Contractor considers that the contract funds provided are inadequate for the completion of the Work, whichever comes first.

3. If the notification is for inadequate contract funds, the Contractor must provide to the Contracting Authority a written estimate for the additional funds required. Provision of such information by the Contractor does not increase Canada's liability.

## 5.3 Multiple Payments

*SACC Manual* clause H1001C(2008-05-12) Multiple Payments

## 5.4 SACC Manual Clauses

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

*SACC Manual* clause C0711C (2008-05-12) Time Verification

*SACC Manual* clause A9062C (2011-05-16) Canadian Forces Site Regulations

## 5.5 Payment by Credit Card

The following credit card is accepted: \_\_\_\_\_.

**OR**

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

## 6. 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.

### Each invoice must be supported by:

- A a copy of time sheets to support the time claimed;
- B. a copy of the release document and any other documents as specified in the Contract;

## 2. Invoices must be distributed as follows:

- A. The original and one (1) copy must be forwarded to the address shown article 4.24 of the Statement of Needs and Requirements of the Contract for certification and payment.

## 7. Insurance Requirements

The Contractor must comply with the insurance requirements specified herein. The Contractor must maintain the required insurance coverage for the duration of the Contract. Compliance with the insurance requirements does not release the Contractor from or reduce its liability under the Contract.

The Contractor is responsible for deciding if additional insurance coverage is necessary to fulfill its obligation under the Contract and to ensure compliance with any applicable law. Any additional insurance coverage is at the Contractor's expense, and for its own benefit and protection.

The Contractor must forward to the Contracting Authority within ten (10) days after the date of award of the Contract, a Certificate of Insurance evidencing the insurance coverage and confirming that the insurance policy complying with the requirements is in force. Coverage must be placed with an Insurer licensed to carry out business in Canada. The Contractor must, if requested by the Contracting Authority, forward to Canada a certified true copy of all applicable insurance policies.

## 7.1. Commercial General Liability Insurance

1.The Contractor must obtain Commercial General 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 and in the annual aggregate.

2.The Commercial General Liability policy must include the following:

a.Additional Insured: Canada is added as an additional insured, but only with respect to liability arising out of the Contractor's performance of the Contract. The interest of Canada should read as follows: Canada, as represented by Public Works and Government Services Canada.

b.Bodily Injury and Property Damage to third parties arising out of the operations of the Contractor.

c.Products and Completed Operations: Coverage for bodily injury or property damage arising out of goods or products manufactured, sold, handled, or distributed by the Contractor and/or arising out of operations that have been completed by the Contractor.

d.Personal Injury: While not limited to, the coverage must include Violation of Privacy, Libel and Slander, False Arrest, Detention or Imprisonment and Defamation of Character.

e.Cross Liability/Separation of Insureds: Without increasing the limit of liability, the policy must protect all insured parties to the full extent of coverage provided. Further, the policy must apply to each Insured in the same manner and to the same extent as if a separate policy had been issued to each.

f.Blanket Contractual Liability: The policy must, on a blanket basis or by specific reference to the Contract, extend to assumed liabilities with respect to contractual provisions.

g.Employees and, if applicable, Volunteers must be included as Additional Insured.

h.Employers' Liability (or confirmation that all employees are covered by Worker's compensation (WSIB) or similar program)

i.Broad Form Property Damage including Completed Operations: Expands the Property Damage coverage to include certain losses that would otherwise be excluded by the standard care, custody or control exclusion found in a standard policy.

j.Notice of Cancellation: The Insurer will endeavour to provide the Contracting Authority thirty (30) days written notice of policy cancellation.

k.If the policy is written on a claims-made basis, coverage must be in place for a period of at least 12 months after the completion or termination of the Contract.

l.Owners' or Contractors' Protective Liability: Covers the damages that the Contractor becomes legally obligated to pay arising out of the operations of a subcontractor.

m.Non-Owned Automobile Liability - Coverage for suits against the Contractor resulting from the use of hired or non-owned vehicles.

N.Litigation Rights: Pursuant to subsection 5(d) of the Department of Justice Act, S.C. 1993, c. J-2, s.1, if a suit is instituted for or against Canada which the Insurer would, but for this clause, have the right to pursue or defend on behalf of Canada as an Additional Named Insured under the insurance policy, the

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Insurer must promptly contact the Attorney General of Canada to agree on the legal strategies by sending a letter, by registered mail or by courier, with an acknowledgement of receipt.

For the province of Quebec, send to:

Director Business Law Directorate,  
Quebec Regional Office (Ottawa),  
Department of Justice,  
284 Wellington Street, Room SAT-6042,  
Ottawa, Ontario, K1A 0H8

For other provinces and territories, send to:

Senior General Counsel,  
Civil Litigation Section,  
Department of Justice  
234 Wellington Street, East Tower  
Ottawa, Ontario K1A 0H8

A copy of the letter must be sent to the Contracting Authority. Canada reserves the right to co-defend any action brought against Canada. All expenses incurred by Canada to co-defend such actions will be at Canada's expense. If Canada decides to co-defend any action brought against it, and Canada does not agree to a proposed settlement agreed to by the Contractor's insurer and the plaintiff(s) that would result in the settlement or dismissal of the action against Canada, then Canada will be responsible to the Contractor's insurer for any difference between the proposed settlement amount and the amount finally awarded or paid to the plaintiffs (inclusive of costs and interest) on behalf of Canada.

## **7.2 Automobile Liability Insurance ( Applicable to the contractor automobile only)**

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.



# **STATEMENT OF NEEDS AND REQUIREMENTS**

**W0130-12-A025**

## **FOOD SERVICES SUPPORT PERSONNEL (2013/14 – 2014/15)**



**DEPARTMENT OF NATIONAL DEFENCE  
(DND)  
LAND FORCE QUEBEC AREA  
(LFQA)**

**18 January 2013**

**STATEMENT OF NEEDS AND REQUIREMENTS**  
**FOOD SERVICES SUPPORT PERSONNEL**  
DEPARTMENT OF NATIONAL DEFENCE  
LAND FORCE QUEBEC AREA

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**Note:** Throughout this document, use of the masculine gender is intended to include the feminine.

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**PART 1 - GENERAL INSTRUCTIONS****OBJECTIVE**

1.1 This section describes the general and particular requirements for providing food services, namely, the provision of qualified cooks, assistant cooks, general helpers and cashiers for the preparation and serving of meals, the handling of food and products that are received or are to be shipped, the registration and monitoring of revenues and of ration card holders, and the performance of other related duties identified below, solely as required and on request, with the goal of assisting Department of National Defence (DND) authorities and kitchen personnel within Land Force Quebec Area at the locations set out below.

**BACKGROUND**

1.2 The services described herein will be performed jointly with DND personnel, including military members of the Canadian Forces (CF) and civilian employees of the department, of various ranks, statuses, and backgrounds.

1.3 Local, regional, or national directives outlined herein or posted at the work sites apply and must be followed by all personnel working in DND facilities, including contract employees and personnel supplied by the Bidder. The Bidder must adequately inform his personnel of these requirements before they report to the work site.

**WORK SITE**

1.4 The services under this agreement shall be provided in kitchens located on the work sites specified below, as per each work site (kitchen) group.

1.5 Each work site group described below comprises one or more kitchens that are inseparable from that group. Therefore, each group of kitchens must be serviced by the same Bidder.

**Group 1 - Kitchens of 5 Area Support Group (5 ASG) - Montreal region****St-Jean Garrison (St-Jean-sur-Richelieu)**

(Chemin Grand-Bernier South, St-Jean-sur-Richelieu, QC, Jean-Victor Allard Building (Megaplex))

**Farnham Ranges and Training Areas (RTA)**

(1111 Principale Street West, Farnham QC, Building E10)

**Group 2 - Kitchens of 5 Area Support Group (5 ASG) - Quebec City region****Valcartier Garrison (Canadian Forces Base (CFB) Valcartier)**

(1) Senior Non-Commissioned Officers' (NCOs) Kitchen, Building 510

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- (2) Other Ranks' Kitchen, Building 505
- (3) Officers' Kitchen, Building 511

**The Citadel – Quebec City**

3 Côte de la Citadelle, Quebec City, QC

- (1) Other Ranks' Kitchen, C-14
- (2) Officers' Kitchen, C-18

**Group 3 - Kitchen of the Land Force Quebec Area Training Centre (LFQA TC)**

Camp Vimy, Valcartier Garrison (Canadian Forces Base (CFB) Valcartier), QC

**Group 4 - Kitchen of the Naval Reserve, Pointe-à-Carcy, Quebec City**

144 Dalhousie Street, Quebec City, QC

**Group 5 – Kitchen of 34 Service Battalion (34 Svc Bn) – St-Hubert, QC**

St-Hubert Complex, Chemin de la Savane, Hangar 2, St-Hubert, QC

**Group 6 – Kitchen of 35 Service Battalion (35 Svc Bns) – St-Malo Armoury, QC**

1020 Vincent-Massey, Industrial Centre, St-Malo, QC

**PART 2 - GENERAL REQUIREMENTS**

**DND-SUPPLIED MATERIEL**

2.1 DND agrees to provide the Bidder with the following items free of charge:

2.1.1 One (1) closed office space for the coordinator required at St-Jean and at Valcartier (Building 505), including the following:

- a. One work table or standard desk;
- b. One office chair;
- c. One visitor's chair;
- d. One metal filing cabinet with drawers;
- e. A telephone linked to a network (free local calls only);
- f. A complete, stand-alone computer; and
- g. Internet access (user fees not included);

2.1.2 Access to a photocopier (Bidder will be charged for paper);

2.1.3 Lockers in which employees supplied by the Bidder may store their clothes or personal effects;

2.1.4 Outdoor parking in designated areas, subject to availability;

2.1.5 Personal protective equipment (PPE); and

**STATEMENT OF NEEDS AND REQUIREMENTS**  
**FOOD SERVICES SUPPORT PERSONNEL**  
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- 2.1.6 Paring knives provided and upkeep by DND and inventoried by the Bidder. Any loss and damage to bidder responsibility.

### **WORK SCHEDULE**

2.2 The services covered under this agreement may be provided between 0:00 hours and 24:00 hours, every day, depending on the request and based on requirements.

2.3 The schedule for each work shift may vary depending on the location of work or on the season. The Bidder shall be notified at the appropriate time of any changes to the schedule.

### **IDENTIFICATION OF NEEDS**

#### **Number of persons and number of hours of work**

2.4 The number of persons required and the approximate number of hours of work expected annually at each location are specified in the tables provided at Annex C-2 of this document.

#### **Notice of request for services**

2.5 For routine personnel requirements, whenever possible, the designated DND representative shall notify the Bidder at least five (5) days in advance, with the understanding that changes can occur up to the date for which services are requested. Confirmation of routine requirements will be sent to the Bidder within the twenty-four (24) hours prior to the beginning of each request for service.

2.6 For weekend activities, whenever possible, the designated DND representative will notify the Bidder at least forty-eight (48) hours in advance.

2.7 **Emergency services (response time).** An “emergency” is defined as a situation or event that is outside the ordinary and that DN can not foresee that requires immediate support to operations, or that requires the Bidder to take immediate action. Emergency status shall be determined solely by the designated DND representative. He will notify the Bidder as the situation progresses and as soon as possible before the date and time that the requested or required services must be provided.

#### **Minimum guaranteed hours**

2.8 The Bidder may be called upon to provide the services of a person to work for only a few hours per day. DND guarantees payment to the Bidder for a minimum of four (4) hours of work for each person requested and provided on site. The minimum work period guaranteed by DND does not apply to the cashier’s position.

**STATEMENT OF NEEDS AND REQUIREMENTS  
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**AVAILABILITY OF THE BIDDER AND HIS PERSONNEL**

**Bidder contact information**

2.9 The Bidder shall provide the DND representative with all telephone, cell phone, pager, fax, and/or other relevant numbers, so that the representative can contact either the Bidder or his representative twenty-four (24) hours per day, every day, throughout the duration of the agreement.

2.10 The Bidder shall provide the personnel requested for an emergency on site within twenty-four (24) hours of an oral or written request from the designated DND representative.

2.11 Emergency requests may be submitted orally to the Bidder, but such requests shall be confirmed in writing within the following twenty-four (24) hours or on the next working day.

**Availability of personnel on site**

2.12 The Bidder shall ensure that the personnel supplied are on site and ready to work on time, in accordance with the request sent by the designated DND representative and each planned work shift.

**New employees**

2.13 Any new employee hired by the Bidder shall first be introduced to the designated on-site DND representative. The employee must first complete a training period (trial period), at the Bidder's expense, on a week day, during the employee's first full eight-hour shift.

2.14 Following the trial period, the designated DND representative will notify the Bidder as to whether or not the person in question meets the minimum standards and requirements set out in this statement of needs and requirements, including the annexes.

**Assignment and replacement of personnel**

2.15 The Bidder must recruit, select and provide employees and decide which of them shall be assigned to each of the positions described in a request or call-up from the designated DND representative.

2.16 In the 5 ASG kitchens at St-Jean and Valcartier (Building 505), the Bidder agrees to provide a "coordinator" on site during regular working hours, Monday to Friday inclusively and on weekends, who will act as the Bidder's designated representative.

2.17 Pointe-à-Carcy Naval Reserve Kitchen: The offeror agrees to provide a "Coordinator" for at least ten (10) hours per week to carry out a variety of general administrative tasks related to operations.

**STATEMENT OF NEEDS AND REQUIREMENTS**  
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2.18 The salary and other costs associated with the person who has been designated as the Bidder's coordinator are the Bidder's responsibility and will be included in the hourly rates of the personnel to be provided. Moreover, DND shall not consent to pay any salary bonus or other compensation for the time during which the person shall work as the Bidder's on-site coordinator or designated representative.

2.19 The individual designated as the Bidder's on-site coordinator shall be the point of contact for the DND "shift leader" to receive instructions and administrative directives, to summarize and retransmit that information to those concerned, or to take the required action depending on the stated requirements.

2.20 For each of the kitchens in question, during each of the shifts, the Bidder agrees to designate one person from among his personnel on site to act in his name as his designated representative and/or coordinator and/or kitchen supervisor and/or general-help supervisor for all personnel.

Note: The duties of the designated Bidder's representative or on-site coordinator may be performed by a cook or an assistant cook or a general helper, at the Bidder's discretion.

2.21 The individual designated as the Bidder's cook supervisor and/or general-help supervisor or coordinator shall be responsible for evaluating and assigning the right individuals to the tasks and activities, promoting teamwork, maximizing performance and customer service, ensuring discipline, ensuring that deadlines are met, and ensuring smooth operations in DND's kitchens, in accordance with the terms and conditions of this document and the directives of the DND representative on site.

2.22 Within two (2) hours of receiving a notice from the designated DND representative, the Bidder shall replace the personnel who cannot be on site as requested or who do not meet the requirements stated herein, or who disobeys any local directives and orders currently in effect.

### **PART 3 - PARTICULAR REQUIREMENTS**

#### **QUALIFICATIONS AND COMPLIANCE OF PERSONNEL SUPPLIED BY BIDDER**

##### **Working language**

3.1 The Bidder must ensure beforehand that all employees assigned to a subsequent call-up are capable of expressing themselves fluently and correctly in French. All cashiers shall be bilingual.

##### **Training, general knowledge, and experience**

3.2 The Bidder must, at all times, provide personnel who meet the minimum requirements stated herein in terms of training, qualifications, and experience gained in an institutional work environment comparable to the one described herein. The qualifications, experience and knowledge required and specific to each position can be found in Annex F.



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3.3 The Bidder shall provide proof on request and ensure beforehand that each employee assigned to a request or call-up satisfies the following minimum requirements, in particular:

- 3.3.1 has completed a general training course on cleanliness and hygiene in food service areas (kitchens) provided by the Bidder or one of his qualified employees, or subcontracted to an individual who is qualified by the Canadian Restaurant and Foodservices Association, or other provincial agency recognized by the association;
- 3.3.2 knows and applies the most recent provisions of the **Food Safety Code of Practice** published by the Canadian Restaurant and Foodservices Association;
- 3.3.3 has completed basic WHMIS (Workplace Hazardous Materials Information System) training, as prescribed under the *Hazardous Materials Information Review Act* before being employed, and the Bidder shall be able to provide proof of such;
- 3.3.4 has been informed of and is familiar with each of the elements comprising the “Orientation checklist” (See Annex A) associated with the duties and responsibilities that he shall be assigned;
- 3.3.5 knows and complies with the provisions in Part II of the Canada Labour Code in order to ensure that work is performed safely at all times;
- 3.3.6 has been informed of the federal government and DND policy regarding harassment in the workplace and has read the following paragraph:

*Harassment is defined as: any improper conduct by an individual that is directed at and offensive to another person or persons in the workplace and which the individual knew or ought reasonably to have known would cause offence or harm. It comprises any objectionable act, comment or display that demeans, belittles or causes personal humiliation or embarrassment, or any act of intimidation or threat. It includes harassment within the meaning of the Canadian Human Rights Act.”*

3.4 Before the beginning of each work shift, the Bidder’s on-site coordinator or his representative must ensure that all the personnel supplied have the required qualifications, training and experience, and that they meet all the requirements listed in the call-up and herein.

**Certification of compliance**

3.5 At the request of the designated DND representative, the Bidder agrees to keep on site, and to provide within twenty-four (24) hours, proof of qualifications and/or experience required of the personnel provided, in accordance with the call-up and the requirements listed herein.

**STATEMENT OF NEEDS AND REQUIREMENTS**  
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3.6 The person designated by the Bidder to be assigned to one or another of the requested work stations will be responsible for completing the tasks specified in Annexes F-1 to F-8, depending on the intended position, without being strictly limited thereto.

3.7 The Bidder shall ensure that each employee supplied has no criminal record.

**Physical abilities**

3.8 Before employment, the Bidder shall ensure that each employee supplied has the required physical abilities and is healthy enough to perform the tasks expected.

3.9 A duly completed medical certificate signed by a doctor and certifying that the individual is able to work in an institutional kitchen, particularly in a DND kitchen, could be required at Bidder's expenses.

**Dress code**

3.10 The Bidder must ensure that the personnel it supplies are properly dressed in a uniform bearing the Bidder's name, in accordance with the strictest requirements of the Food Safety Code of Practice and the Canada Labour Code, Part II, as well as the following local directives:

3.10.1 Undergarments must be discreet;

3.10.2 No T-shirts may be worn, except for plain white T-shirts worn under the uniform.

3.10.3 Personnel assigned to prepare and serve meals must

- a. wear a white cotton/polyester uniform with the Bidder's logo, as is normally used in institutional food services, namely white pants and shirts with no motifs or designs on them (other than the Bidder's logo, if applicable);
- b. wear a hairnet or hat; and
- c. wear a white apron.

3.10.4 Personnel assigned to work in the dining rooms must

- a. wear black pants or a black skirt (classic style and knee-length) and a white shirt; and
- b. wear socks or hosiery at all times.
- c. The wearing of jeans, of any colour, is forbidden.

3.11 The Bidder must ensure that every employee supplied is aware of, and meets, the requirements concerning workplace footwear, in accordance with the provisions of the Canada Labour Code, Part II, and the following local provisions:

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- 3.11.1 Each employee shall wear a pair of closed-toe shoes equipped with a non-slip sole, sufficient eyelets for lacing, and a low, full-width heel. The shoes must be approved by the **Canadian Standards Association (CSA)** and meet the following requirements:
- a. Material: Leather or pleather (vinyl).
  - b. Toe: Steel toe or equivalent.
  - c. Clip: Laces or Velcro. Loafers shall only be accepted if there is an elastic band under the tongue that covers the top of the foot.
  - d. Aeration holes: shoes may not be perforated (have holes) with the exception of aeration holes under the arch.
  - e. Sole: A textured, anti-slip sole in good condition (not smooth). Crepe soles are not acceptable.
  - f. Heel: The heel must be no higher than 3 cm (1.5 inches).
  - g. Running shoes, sandals, and canvas shoes are not allowed.

3.12 The designated DND representative shall notify the Bidder at least twenty-four (24) hours in advance of the time periods and number of personnel requested to report on-site with the appropriate safety footwear for handling rations and other kitchen items.

3.13 With the exception of the disposable hat provided by DND, the Bidder is responsible for providing hairnets, white cotton aprons, shoes, boots, clothing and any other item or component of the work uniform, as well as for the compliance of such items and personnel with the standards and requirements.

#### **PART 4 - ADMINISTRATION**

##### **Call-ups (requests for service)**

4.1 Routine call-ups will be initiated in writing using form PWGSC 942, "Call-up Against a Standing Offer," for a specific time period or date.

4.2 The designated DND representative, in cooperation with the Bidder's designated representative, will establish an appropriate call-up processing and monitoring system.

##### **Management of operations**

4.3 The Bidder agrees to designate an individual who will be responsible for managing operations for all the locations covered by this agreement. In addition to other duties, the designated individual shall ensure that operations proceed smoothly and that services meet requirements, and thus will be called upon for overall management of the services provided by the Bidder; receipt of any notices of non-compliance from one, or another, designated DND representative; acting as the main point of contact; and periodically visiting each kitchen.

##### **Record of attendance**

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4.4 If requested, the Bidder agrees to provide at his cost an effective monitoring system to track the number of hours worked by the personnel he supplies. This system, whether or not it is computerized, at the Bidder's discretion, shall allow for the issuing of complete and detailed reports on the actual hours worked on a daily, weekly, and monthly basis for each staff member supplied by the Bidder.

4.5 At all times, the Bidder shall be able to supply the on-site DND representative with a report allowing him to check the hours of work performed by each of the Bidder's employees, at any of the locations described herein.

**Supporting documentation**

4.6 A copy of the signed time sheets shall be provided along with the Bidder's request for payment (invoice) to DND and/or at the request of the designated representative, for the purposes of verifying and certifying the hours worked.

4.7 The Bidder shall take every available measure to maintain current registers that include the names of all employees hired, the duration of each work period, the location, the position, and the cumulative number of hours worked.

4.8 Only those hours that were actually worked and certified by the designated DND representative, or the guaranteed minimum specified herein, shall be paid to the Bidder.

**Cost recovery of meals**

4.9 Subject to operational requirements, no employee will be required to work for more than five (5) hours without taking an unpaid meal break of at least thirty (30) minutes.

4.10 With the exception of employees assigned to LFQA TC, the amount attached to each meal consumed by staff must be paid immediately by them as recovery rates in force established by DND Food Services Directorate; if employee does not wish to consume meals prepared on site, he may bring his own food as long as it is kept in the area(s) designated by the DND representative. The offeror's staff assigned to LFQA TC do not have the opportunity to bring their own food; the employee assigned to LFQA TC can only consume food prepared on site. The offerer will deduct the cost of meals consumed on his invoice for services, charged to each period.

**Price of meals**

4.11 With the exception of employees assigned to LFQA TC, prices of meals in the kitchen of DND will be at the same price for all employees, whether for staff provided by the offerer or for DND, the price of meal ticket or item sale of the kitchen. The cost for employees assigned to LFOATC shall be established according to

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the “food portion” of Basic Food Cost (BFC). For each meal consumed, employees staff assigned to LFQA TC shall sign a check sheet, this check sheet shall determine the amount that offerer must deduct from the invoice.

4.12 The prices are established and reviewed annually by DND’s central directorate of food services. The applicable rates are usually published on National Defence’s internal network after 31 July of each year.

### **Overtime**

4.13 Except under special or particular circumstances, no overtime shall be approved for the Bidder’s personnel without prior approval from the on-site DND representative.

4.14 Should the Bidder have to be paid overtime, payment shall be made in compliance with the multiplication factor/rate specified by the Bidder in Annex D.

### **Disciplinary measures**

4.15 Depending on the seriousness of the situation, the DND representative may refuse that the individual at fault be included in any future call-ups.

Note: a) DND representative who completes a disciplinary report shall forward a copy to the contract authority of DND.  
b) The application of an assignment refusal will be determined by the contracting authority (PWGSC) and confirmed by that authority to the Bidder, if applicable.

4.16 Any employee supplied by the Bidder who receives three (3) reports of unsatisfactory conduct, combined for all groups and locations and positions, will no longer be eligible to work in DND kitchens without prior approval from the designated DND representative.

### **Damages**

4.17 Should the Bidder and/or personnel supplied by the Bidder not meet the requirements stated herein, the Food Services Officer or his designated DND representative on site shall issue a “Notice of non-compliance” (see Annex E).

4.18 A copy of each notice of non-compliance will be sent to the Bidder and the contracting authority (PWGSC).

4.19 Depending on the circumstances and PWGSC advice, the Bidder could face administrative measures in addition to being required to reimburse DND for damages incurred.

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4.20 When the Bidder cannot provide or replace personnel required on time in accordance with a verbal or written call-up and the requirements specified herein, the Bidder shall be responsible for reimbursing all costs incurred by DND as may occur, including overtime hours required of other personnel; any resulting time and transport costs; and any other relevant costs incurred by DND, whether those costs are attributable to the services of military personnel or DND civilian employees or to the hiring of contract staff at rates higher than those of the Bidder.

**Invoicing addresses**

4.21 The services provided shall be invoiced on a weekly or monthly basis, in accordance with the requesting authority's call-up instructions to the Bidder.

4.22 Submit an original and a copy of each invoice in accordance with the instructions for each call-up or the instructions of the designated on-site DND representative.

4.23 Any invoicing errors shall be immediately corrected by the Bidder. When required or when necessary, a new invoice shall be issued and forwarded to DND within seven (7) working days and the previous incorrect invoice shall be cancelled.

4.24 Send the original and a copy of each invoice to the attention of the appropriate DND representative, based on the location of work, namely:

**Group 1 - Kitchens of the Montreal and St-Jean Garrisons and the RTA in Farnham, QC**

Department of National Defence  
 5 Area Support Group  
 Personnel Support Services – Food  
 St-Jean Garrison, Jean-Victor Allard Building  
 P.O. Box 100, Station Bureau-chef  
 Richelain, QC J0J 1R0

**Group 2 - Kitchens of Valcartier Garrison and the Citadel in Quebec City, QC**

Department of National Defence  
 5 Area Support Group  
 Personnel Support Services – Food  
 Valcartier Garrison, Building 505  
 P.O. Box 1000, Station Forces  
 Courcellette, QC G0A 4Z0

**Group 3 - Land Force Quebec Area Training Centre (LFQA TC) - Camp Vimy Kitchen - Valcartier Garrison**

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Department of National Defence  
Land Force Quebec Area Training Centre  
Camp Vimy – Services Company  
P.O. Box 1000, Station Forces  
Courcellette, QC G0A 4Z0

**Group 4 – Kitchens of the Naval Reserve, Pointe-à-Carcy – Quebec City**

Department of National Defence  
Naval Reserve Headquarters  
Food Services  
Pointe-à-Carcy  
144 Dalhousie Street  
Quebec City, QC G1X 4C4

**Group 5 – Kitchens of 34 Service Battalion (34 Svc Bn) – St-Hubert**

Department of National Defence  
34 Service Battalion – Food Services  
6769 Notre-Dame Street East  
P.O. Box 4000, Station K  
Montreal, QC H1N 3R9

**Group 6 – Kitchens of 35 Service Battalion (35 Svc Bn) – St-Malo**

Department of National Defence  
35 Service Battalion – Food Services  
St-Malo Armoury  
Industrial Centre  
1020 Vincent Massey  
Quebec City, QC G1N 1M8

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**ORIENTATION CHECKLIST**

The Bidder's designated coordinator shall present and explain the activities described below to each new employee supplied by the Bidder. **Once completed, the duly signed list must be submitted to the DND representative before the new employee begins his first shift.**

ACTIVITY	✓
1. Explain the policy regarding parking, visits, and telephone use.	
2. Explain the background, organization and chain of command to follow (immediate supervisor, etc.).	
3. Visit and familiarize the employee with the area and introduce the employee to the representative and other DND personnel and/or fellow employees.	
4. Point out the location of the bulletin board where local safety directives are posted.	
5. Explain the basic safety rules and the procedure to follow to report a potential accident risk (see Canada Labour Code, Part II).	
6. Explain the procedure to follow in case of accident and the first-aid actions.	
7. Explain the procedures to follow in case of fire and point out the location of alarms, protective equipment and fire extinguishers.	
8. Explain the method used to monitor work time and scheduling.	
9. Provide a general explanation of the tasks to be completed and the employee's assignment.	
10. With the assistance of a qualified person, explain how the kitchen equipment works and the safety precautions to take when using and cleaning this equipment.	
11. Remind the employee of the importance of following hygiene rules and check the employee's knowledge in this area. <b>Training by the Bidder or a qualified individual.</b>	
12. In the presence of a qualified individual, explain the production sheet and how to follow established portion control measures. No changes to a recipe are authorized without prior approval of the Bidder's team leader or the designated DND representative.	
13. Explain the procedure to follow to handle heavy objects and have the employee demonstrate the proper technique.	
14. Explain the DND policy and principles regarding harassment in the workplace.	

**Employee signature**

I declare that I have read and understood the meaning of the items listed above. I formally agree to apply and follow the prescribed instructions and established directives.

\_\_\_\_\_  
Employee's Signature

\_\_\_\_\_  
Date

\_\_\_\_\_  
Coordinator's Signature

\_\_\_\_\_  
Date



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**EMPLOYMENT OF PERSONS UNDER THE AGE OF 18**

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1. The employment of individuals under the age of 18 is regulated by current federal and provincial acts and regulations, namely the Canada Labour Code, the *Canada Labour Standards Regulations*, and the Quebec *Act respecting labour standards*.
2. No one under sixteen (16) years of age is permitted to carry out any tasks connected to this statement of work.
3. Bidder who hires and employs individuals under the age of 18 shall abide by all federal and provincial legislation currently in effect, from which the following conditions have been drawn:
  - 3.1 The Bidder is forbidden to have persons under the age of 18 perform work that is disproportionate to that person's capacity or that is likely to be detrimental to that person's education, health or physical or moral development.
  - 3.2 The Bidder is forbidden to have work performed during school hours by a person under the age of 18 subject to compulsory school attendance.

Compulsory school attendance is defined under Section 14 of the *Education Act* as:

“Every child resident in Québec shall attend school from the first day of the school calendar in the school year following that in which he attains six years of age until the last day of the school calendar in the school year in which he attains 16 years of age or at the end of which he obtains a diploma awarded by the Minister, whichever occurs first.”
  - 3.3 The Bidder is forbidden to have a person under the age of 18 work between 11 p.m. on any given day and 6 a.m. on the following day, unless the person is no longer subject to compulsory school attendance.
  - 3.4 Any misconduct committed by a person under the age of 18 years who is employed by the Bidder shall be subject to the same disciplinary rules that govern other employees of the Bidder.

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**APPROXIMATE NUMBER OF REQUIRED PERSONNEL**

**Legend**

**Week:** From breakfast on Monday to supper on Friday.

**Weekend:** From breakfast on Saturday to supper on Sunday.

The tables below list the approximate number of members on ration strength using the services of each kitchen, along with the approximate number of personnel the Bidder should supply in each position on an annual basis for a given time period. Additional staff (not planned to a site) may be requested.

**Group 1 - Kitchen at St-Jean Garrison– Jean-Victor Allard Building Megaplex**

Position	Approximate number of members on ration strength					
	1,000		1,500		2,000	
	Week	Weekend	Week	Weekend	Week	Weekend
1. Cook	2	4	2	4	3	4
2. Assistant Cook	8	8	10	10	10	10
3. Cook Supervisor	-	-	-	-	-	-
4. General Helper	16	12	18	14	18	14
5. Supervisor – General Help	-	-	-	-	-	-
6. Cashier	-	-	-	-	-	-
7. Warehouse Attendant	-	-	-	-	-	-

**Group 1 - Kitchen for the Farnham Ranges and Training Area (RTA) – Building E10**

Position	Approximate number of members on ration strength					
	200		300		400	
	Week	Weekend	Week	Weekend	Week	Weekend
1. Cook	0	0	0	0	1	1
2. Assistant Cook	0	0	1	1	1	1
3. Cook Supervisor	1	1	1	1	1	1
4. General Helper	3	3	5	5	8	8
5. Supervisor – General Help	1	1	1	1	1	1
6. Cashier	1	1	1	1	1.5	1.5
7. Warehouse Attendant	-	-	-	-	-	-

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**APPROXIMATE NUMBER OF REQUIRED PERSONNEL**

**Group 2 - Kitchen at Valcartier Garrison – Building 505**

Position	Approximate number of members on ration strength					
	500		750		1,000	
	Week	Weekend	Week	Weekend	Week	Weekend
1. Cook	2	2	3	3	4	4
2. Assistant Cook	4	4	4	4	5	5
3. Cook Supervisor	-	-	-	-	-	-
4. General Helper	4	6	7	10	12	14
5. Supervisor – General Help	-	-	-	-	-	-
6. Cashier	-	-	-	-	-	-
7. Warehouse Attendant	-	-	-	-	-	-

**Group 2 - Kitchen at Valcartier Garrison – Building 510**

Position	Approximate number of members on ration strength					
	80					
	Week	Weekend				
1. Cook	1	-	-	-	-	-
2. Assistant Cook	1	-	-	-	-	-
3. Cook Supervisor	-	-	-	-	-	-
4. General Helper	1	-	-	-	-	-
5. Supervisor – General Help	-	-	-	-	-	-
6. Cashier	-	-	-	-	-	-
7. Warehouse Attendant	-	-	-	-	-	-

**Group 2 - Kitchen at Valcartier Garrison – Building 511**

Position	Approximate number of members on ration strength					
	75					
	Week	Weekend				
1. Cook	2	-	-	-	-	-
2. Assistant Cook	-	-	-	-	-	-
3. Cook Supervisor	-	-	-	-	-	-
4. General Helper	3	-	-	-	-	-
5. Supervisor – General Help	-	-	-	-	-	-
6. Cashier	-	-	-	-	-	-
7. Warehouse Attendant	-	-	-	-	-	-

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**APPROXIMATE NUMBER OF REQUIRED PERSONNEL**

**Group 2 - Kitchens C14 and C18 at the Citadel, Quebec City**

Position	Approximate number of members on ration strength					
	250					
	Week	Weekend	-	-	-	-
1. Cook	-	-	-	-	-	-
2. Assistant Cook	-	-	-	-	-	-
3. Cook Supervisor	-	-	-	-	-	-
4. General Helper	3	3	-	-	-	-
5. Supervisor – General Help	-	-	-	-	-	-
6. Cashier	-	-	-	-	-	-
7. Warehouse Attendant	-	-	-	-	-	-

Note: From June to September, there will be increases in personnel requirements not indicated in the table above, namely three (3) general helpers and one (1) cook during the week and on weekends.

**Group 3 - Land Force Quebec Area Training Centre (LFQA TC) – Camp Vimy Kitchen**

Position	Between 300 and 2500 members on ration strength	
	Approx. from May 1 <sup>st</sup> to approx. August 25th	
	Week	
1. Cook	16	
2. Assistant Cook	12	
3. Cook Supervisor	-	
4. General Helper	40	
5. Supervisor – General Help	2	
6. Cashier	-	
7. Warehouse Attendant	1	

**Group 4 - Kitchens of the Naval Reserve at Pointe-à-Carcy in Quebec City**

Position	Approximate number of members on ration strength					
	50 to 100		150		200	
	Week	Weekend	Week	Weekend	Week	Weekend
1. Cook	3	3	4	4	5	5
2. Assistant Cook	1	1	1	1	1	1
3. Cook Supervisor	-	-	-	-	-	-
4. General Helper	5	5	6	6	7	7
5. Supervisor – General Help	1	-	1	-	1	-
6. Cashier	-	-	-	-	-	-
7. Warehouse Attendant	-	-	-	-	-	-

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**APPROXIMATE NUMBER OF REQUIRED PERSONNEL**

Note: The number of individuals listed above (Naval Reserve) is the daily requirement for each shift, i.e., the “early” and “late” shifts.

**Group 5 – Kitchen of 34 Service Battalion (34 Svc Bn) – St-Hubert**

Position	Approximate number of members on ration strength					
	75					
	Week	Weekend	-	-	-	-
1. Cook	-	1	-	-	-	-
2. Assistant Cook	-	-	-	-	-	-
3. Cook Supervisor	-	-	-	-	-	-
4. General Helper	-	1	-	-	-	-
5. Supervisor – General Help	-	-	-	-	-	-
6. Cashier	-	-	-	-	-	-
7. Warehouse Attendant	-	-	-	-	-	-

Note: The number of individuals listed above (34 Svc Bn) is the daily requirement for each shift, i.e., the “early” and “late” shifts.

**Group 6 – Kitchen of 35 Service Battalion (35 Svc Bn) – St-Malo**

Position	Approximate number of members on ration strength					
	75					
	Week	Weekend	-	-	-	-
1. Cook	2	2	-	-	-	-
2. Assistant Cook	2	2	-	-	-	-
3. Cook Supervisor	1	1	-	-	-	-
4. General Helper	4	4	-	-	-	-
5. Supervisor – General Help	1	1	-	-	-	-
6. Cashier	-	-	-	-	-	-
7. Warehouse Attendant	-	-	-	-	-	-

Note: The number of individuals listed above (35 Svc Bn) is the daily requirement for each shift, i.e., the “early” and “late” shifts.

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**APPROXIMATE ANNUAL FORECASTS  
(PERSONNEL REQUIREMENTS IN HOURS BY LOCATION)**

**Group 1 - Kitchen at St-Jean**

Position	PERIOD											
	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
1. Cook	435	544	544	544	544	544	680	680	610	610	610	272
2. Assistant Cook	920	1400	1400	1400	1400	1800	2000	2000	2000	2200	2000	1200
3. Cook Supervisor	-	-	-	-	-	-	-	-	-	-	-	-
4. General Helper	3072	3840	3840	3840	3840	3840	4800	4800	4300	3840	3840	1920
5. Supervisor – General Help	-	-	-	-	-	-	-	-	-	-	-	-
6. Cashier	-	-	-	-	-	-	-	-	-	-	-	-
7. Warehouse Attendant	-	-	-	-	-	-	-	-	-	-	-	-

**Group 1 - Kitchen at RTA Farnham**

Position	PERIOD											
	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
1. Cook	160	320	320	320	320	320	320	320	320	320	160	320
2. Assistant Cook	320	640	640	640	640	640	640	640	640	640	320	640
3. Cook Supervisor	160	320	320	320	320	320	320	320	320	320	160	320
4. General Helper	640	1280	1280	1280	1280	1280	1280	1280	1280	1280	640	1280
5. Supervisor – General Help	160	320	320	320	320	320	320	320	320	320	160	320
6. Cashier	120	240	240	240	240	240	240	240	240	240	120	240
7. Warehouse Attendant	-	-	-	-	-	-	-	-	-	-	-	-

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**APPROXIMATE ANNUAL FORECASTS  
(PERSONNEL REQUIREMENTS IN HOURS BY LOCATION)**

**Group 2 - Kitchens at Valcartier Garrison (505, 510 and 511) and at the Citadel, Quebec City (C14 and C18)**

Position	PERIOD											
	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
1. Cook	303	400	450	640	485	800	536	620	584	700	500	300
2. Assistant Cook	700	437	736	800	1018	916	1100	1356	1103	1402	720	667
3. Cook Supervisor	-	-	-	-	-	-	-	-	-	-	-	-
4. General Helper	1155	935	1684	1000	1166	1908	1895	2100	1967	1130	1594	1000
5. Supervisor – General Help	-	-	-	-	-	-	-	-	-	-	-	-
6. Cashier	-	-	-	-	-	-	-	-	-	-	-	-
7. Warehouse Attendant	-	-	-	-	-	-	-	-	-	-	-	-

Note: June to September is a very busy period that normally requires an increase in personnel that are not indicated in the table above or previously stated (See Annex C-1), namely for kitchens 510 (80) and 511 (75).

**Group 3 - Land Force Quebec Area Training Centre (LFQA TC) - Camp Vimy Kitchen**

Poste de travail	Période			
	May (approx. 15 days)	June	July	August (approx. 17 days)
1. Cook	1 920	2 560	2 944	2 176
2. Assistant Cook	1 440	1 920	2 208	1 632
3. Cook Supervisor	0	0	0	0
4. General Helper	4 800	6 400	7 360	5 440
5. Supervisor – General Help	240	320	368	272
6. Cashier	0	0	0	0
7. Warehouse Attendant	120	160	184	136

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**APPROXIMATE ANNUAL FORECASTS  
(PERSONNEL REQUIREMENTS IN HOURS BY LOCATION)**

**Group 4 - Kitchen of the Naval Reserve at Pointe-à-Carcy in Quebec City**

Position	PERIOD											
	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
1. Cook	620	800	750	700	1100	950	990	890	600	800	750	300
2. Assistant Cook	-	40	40	40	80	120	120	40	40	40	40	-
3. Cook Supervisor	-	-	-	-	-	-	-	-	-	-	-	-
4. General Helper	770	850	825	850	1200	1150	1200	1150	800	1000	1000	600
5. Supervisor – General Help	120	120	120	120	120	120	120	120	120	120	120	120
6. Cashier	-	-	-	-	-	-	-	-	-	-	-	-
7. Warehouse Attendant	-	-	-	-	-	-	-	-	-	-	-	-

**Group 5 – Kitchen of 34 Service Battalion (34 Svc Bn) – St-Hubert**

Position	PERIOD											
	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
1. Cook	100	100	100	100	100	100	100	100	100	100	100	100
2. Assistant Cook	-	-	-	-	-	-	-	-	-	-	-	-
3. Cook Supervisor	-	-	-	-	-	-	-	-	-	-	-	-
4. General Helper	100	100	100	100	100	100	100	100	100	100	100	100
5. Supervisor – General Help	-	-	-	-	-	-	-	-	-	-	-	-
6. Cashier	-	-	-	-	-	-	-	-	-	-	-	-
7. Warehouse Attendant	-	-	-	-	-	-	-	-	-	-	-	-



**STATEMENT OF NEEDS AND REQUIREMENTS  
FOOD SERVICES SUPPORT PERSONNEL  
DEPARTMENT OF NATIONAL DEFENCE  
LAND FORCE QUEBEC AREA**

**APPROXIMATE ANNUAL FORECASTS  
(PERSONNEL REQUIREMENTS IN HOURS BY LOCATION)**

**Group 6 – Kitchen of 35 Service Battalion (35 Svc Bn) – St-Malo**

Position	PERIOD											
	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
1. Cook	-	-	-	-	-	-	-	800	-	-	-	-
2. Assistant Cook	-	-	-	-	-	-	-	-	-	-	-	-
3. Cook Supervisor	-	-	-	-	-	-	-	-	-	-	-	-
4. General Helper	-	-	-	-	-	-	-	250	-	-	-	-
5. Supervisor – General Help	-	-	-	-	-	-	-	-	-	-	-	-
6. Cashier	-	-	-	-	-	-	-	-	-	-	-	-
7. Warehouse Attendant	-	-	-	-	-	-	-	-	-	-	-	-

**STATEMENT OF NEEDS AND REQUIREMENTS**  
**FOOD SERVICES SUPPORT PERSONNEL**  
 DEPARTMENT OF NATIONAL DEFENCE  
 LAND FORCE QUEBEC AREA

**SUBMISSION OF RATES - HOURLY RATES**  
**FROM 1 JUNE 2013 TO 30 APRIL 2014**

For each of the positions listed in the table below, write the hourly rate, before taxes and by worksite, that applies during the period from 1 June 2013 to 30 April 2014.

The Bidder's rates must take into account minimum-wage increases. No price adjustment will be made during the period in question.

A = St-Jean Garrison; B = Farnham ranges and training areas; C = Valcartier Garrison; D = Quebec City Citadel (Quebec); E = Camp Vimy (LFQA TC); F = Naval Reserve (Pointe-à-Carcy); G = 34 Svc Bn (St-Hubert); H = 35 Svc Bn (St-Malo).

Location (Group)	POSITIONS						
	Cook	Cook Supervisor	Assistant Cook	General Helper	Supervisor General Help	Cashier	Warehouse Attendant
<b>A</b> (Group 1)	_____ \$/hour	_____ \$/hour	_____ \$/hour	_____ \$/hour	_____ \$/hour	_____ \$/hour	_____ \$/hour
<b>B</b> (Group 1)	_____ \$/hour	_____ \$/hour	_____ \$/hour	_____ \$/hour	_____ \$/hour	_____ \$/hour	_____ \$/hour
<b>C</b> (Group 2)	_____ \$/hour	_____ \$/hour	_____ \$/hour	_____ \$/hour	_____ \$/hour	_____ \$/hour	_____ \$/hour
<b>D</b> (Group 2)	_____ \$/hour	_____ \$/hour	_____ \$/hour	_____ \$/hour	_____ \$/hour	_____ \$/hour	_____ \$/hour
<b>E</b> (Group 3)	_____ \$/hour	_____ \$/hour	_____ \$/hour	_____ \$/hour	_____ \$/hour	_____ \$/hour	_____ \$/hour
<b>F</b> (Group 4)	_____ \$/hour	_____ \$/hour	_____ \$/hour	_____ \$/hour	_____ \$/hour	_____ \$/hour	_____ \$/hour
<b>G</b> (Group 5)	_____ \$/hour	_____ \$/hour	_____ \$/hour	_____ \$/hour	_____ \$/hour	_____ \$/hour	_____ \$/hour
<b>H</b> (Group 6)	_____ \$/hour	_____ \$/hour	_____ \$/hour	_____ \$/hour	_____ \$/hour	_____ \$/hour	_____ \$/hour

**Note:** DND agrees to pay the Bidder only for hours of productive work on site, all inclusive.

**MULTIPLICATION FACTOR FOR OVERTIME:** \_\_\_\_\_ multiplied by the hourly rate specified for each of the positions concerned.

**STATEMENT OF NEEDS AND REQUIREMENTS**  
**FOOD SERVICES SUPPORT PERSONNEL**  
 DEPARTMENT OF NATIONAL DEFENCE  
 LAND FORCE QUEBEC AREA

**SUBMISSION OF RATES - HOURLY RATES**  
**FROM 1 MAY 2014 TO 30 APRIL 2015**

For each of the positions listed in the table below, write the hourly rate, before taxes and by worksite, that applies during the period from 1 May 2014 to 30 April 2015.

The Bidder's rates must take into account minimum-wage increases. No price adjustment will be made during the period in question.

A = St-Jean Garrison; B = Farnham ranges and training areas; C = Valcartier Garrison; D = Quebec City Citadel (Quebec); E = Camp Vimy (LFQA TC); F = Naval Reserve (Pointe-à-Carcy); G = 34 Svc Bn (St-Hubert); H = 35 Svc Bn (St-Malo).

Location (Group)	POSITIONS						
	Cook	Cook Supervisor	Assistant Cook	General Helper	Supervisor General Help	Cashier	Warehouse Attendant
<b>A</b> (Group 1)	_____ \$/hour	_____ \$/hour	_____ \$/hour	_____ \$/hour	_____ \$/hour	_____ \$/hour	_____ \$/hour
<b>B</b> (Group 1)	_____ \$/hour	_____ \$/hour	_____ \$/hour	_____ \$/hour	_____ \$/hour	_____ \$/hour	_____ \$/hour
<b>C</b> (Group 2)	_____ \$/hour	_____ \$/hour	_____ \$/hour	_____ \$/hour	_____ \$/hour	_____ \$/hour	_____ \$/hour
<b>D</b> (Group 2)	_____ \$/hour	_____ \$/hour	_____ \$/hour	_____ \$/hour	_____ \$/hour	_____ \$/hour	_____ \$/hour
<b>E</b> (Group 3)	_____ \$/hour	_____ \$/hour	_____ \$/hour	_____ \$/hour	_____ \$/hour	_____ \$/hour	_____ \$/hour
<b>F</b> (Group 4)	_____ \$/hour	_____ \$/hour	_____ \$/hour	_____ \$/hour	_____ \$/hour	_____ \$/hour	_____ \$/hour
<b>G</b> (Group 5)	_____ \$/hour	_____ \$/hour	_____ \$/hour	_____ \$/hour	_____ \$/hour	_____ \$/hour	_____ \$/hour
<b>H</b> (Group 6)	_____ \$/hour	_____ \$/hour	_____ \$/hour	_____ \$/hour	_____ \$/hour	_____ \$/hour	_____ \$/hour

Note: DND agrees to pay the Bidder only for hours of productive work on site, all inclusive.

**MULTIPLICATION FACTOR FOR OVERTIME:** \_\_\_\_\_ multiplied by the hourly rate specified for each of the positions concerned.

**STATEMENT OF NEEDS AND REQUIREMENTS  
FOOD SERVICES SUPPORT PERSONNEL  
DEPARTMENT OF NATIONAL DEFENCE  
LAND FORCE QUEBEC AREA**

**NOTICE OF NON-COMPLIANCE**

**Notice of non-compliance:** ☐ Compliance of Bidder personnel ☐ Compliance of Bidder

1. **Reason(s)/motive(s) for notice:** (Check the appropriate statement and provide details below)

- ☐ **The Bidder was unable to provide the personnel requested.**
- ☐ **The Bidder did not supply the required personnel on site on time.**
- ☐ **The Bidder was unable to replace personnel who did not meet the requirements of the agreement, the request, and/or the call-up.**
- ☐ The Bidder does not comply with certain requirements of the agreement or call-up.
- ☐ The invoices do not comply with the terms of the agreement or the call-up.
- ☐ The requested personnel were late.
- ☐ **The requested personnel do not have the requisite training.**
- ☐ The supplied personnel failed to follow the lines of conduct (hygiene rules, etc.).
- ☐ The supplied personnel do not meet the established criteria (dress, behaviour, etc.)
- ☐ **A call-up for service has gone unanswered.**
- ☐ Other (specify): \_\_\_\_\_

**Note:** The non-compliance issues in bold are serious and could lead to the Bidder being subject to administrative sanctions (see section 4.17 and following).

2. **Corrective action(s) taken**

- ☐ Replacement of the requested personnel by permanent staff
- ☐ Acknowledgment of receipt of a complaint sent to the Bidder's coordinator
- ☐ Other: \_\_\_\_\_

3. **Comments:** (Specify the details of the non-compliance and date)

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

4. **Completed by:** \_\_\_\_\_ **Date:** \_\_\_\_\_  
(Name and Rank in print)

Signature: \_\_\_\_\_

**STATEMENT OF NEEDS AND REQUIREMENTS  
FOOD SERVICES SUPPORT PERSONNEL  
DEPARTMENT OF NATIONAL DEFENCE  
LAND FORCE QUEBEC AREA**

**QUALIFICATIONS, EXPERIENCE AND KNOWLEDGE REQUIRED OF A  
COOK**

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**1. Cook**

- 1.1. Each cook supplied by the Bidder must hold a secondary-level professional certificate in cooking, requiring a minimum of one thousand, three hundred and fifty (1,350) hours of training, from a recognized institution and 1 to 2 years' experience as an institutional cook or a minimum of the equivalent of five (5) years' experience in an institutional kitchen and experience in the tasks listed below, without being strictly limited to these.
- 1.2. Knowledge of the proper operation of kitchen equipment, commercial steamer pots and fryers, steam-operated chafing dishes, conventional steaming pots, meat slicers, mixers, grilling ovens, rotisseries, ranges, etc.
- 1.3. Knowledge of the proper operation of meat cutters, vegetable choppers, and food processing equipment;
- 1.4. Knowledge of techniques, methods, and processes used in a kitchen to cook and prepare food;
- 1.5. Knowledge of meat-cutting techniques;
- 1.6. Knowledge of decorating techniques used in food preparation;
- 1.7. Knowledge of practices relating to hygiene and workplace safety;
- 1.8. Ability to read recipes and follow instructions for measuring, mixing or cooking.

**TASKS**

Each cook supplied by the Bidder shall be responsible for, without being strictly limited to, the following tasks:

- 1.9 Greet and serve customers
- 1.10 Cook, roast, grill, and fry various foods;
- 1.11 Prepare soups, sauces, gravies, and casseroles, etc;
- 1.12 Prepare oven-cooked desserts, puddings, jellies, etc;
- 1.13 Carve and slice meats;

**STATEMENT OF NEEDS AND REQUIREMENTS**  
**FOOD SERVICES SUPPORT PERSONNEL**  
DEPARTMENT OF NATIONAL DEFENCE  
LAND FORCE QUEBEC AREA

**QUALIFICATIONS, EXPERIENCE AND KNOWLEDGE REQUIRED OF A  
COOK**

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- 1.14 Clean, cut, and prepare salads and vegetables;
- 1.15 Prepare boxed lunches, sandwiches, and fish;
- 1.16 Correctly use and clean cooking utensils and accessories, and the materials, equipment, and general work area;
- 1.17 Prepare meal portions and provide cafeteria-, food-court-, or buffet-style service;
- 1.18 Receive, transport, and store food and non-food products;
- 1.19 Use and clean kitchen utensils, commercial steamers and fryers, steam-operated chafing dishes, conventional steamers, meat cutters, mixers, grilling ovens, rotisseries, ranges, etc.;
- 1.20 Use, clean, and make minor adjustments to meat-cutter, vegetable-chopper, and food processor blades;
- 1.21 Use a lift to transport large quantities of food from refrigerators to ovens, etc.;
- 1.22 Modify recipes to adapt to changes in the number of customers;
- 1.23 Share information with other kitchen staff (personnel of Bidder and/or of DND);
- 1.24 Promote a dynamic work environment, team spirit, respect for others, and a positive attitude toward change and others;
- 1.25 Ask for further details regarding the food substitutes considered by the DND representative;
- 1.26 Listen to customer suggestions and complaints and forward that information to the Bidder's supervisor or the designated DND representative;
- 1.27 Immediately notify the Bidder's coordinator or the DND representative on site of any irregularities regarding hygiene or safety in order to prevent accidents, injuries, infestations and the spread of disease;
- 1.28 Ensure proper preparation of decorated food items for special occasions;
- 1.29 Use the correct cleaning products or soaps to clean kitchen equipment or accessories (steamers, ovens, microwave ovens, conventional stockpots, refrigerators, and others), and choose the right time to wipe, clean and rinse floor surfaces;

**STATEMENT OF NEEDS AND REQUIREMENTS  
FOOD SERVICES SUPPORT PERSONNEL  
DEPARTMENT OF NATIONAL DEFENCE  
LAND FORCE QUEBEC AREA**

**QUALIFICATIONS, EXPERIENCE AND KNOWLEDGE REQUIRED OF A  
COOK**

---

- 1.30 Complete any other related tasks assigned by the coordinator or supervisor of the Bidder on behalf of the DND representative.

**STATEMENT OF NEEDS AND REQUIREMENTS  
FOOD SERVICES SUPPORT PERSONNEL  
DEPARTMENT OF NATIONAL DEFENCE  
LAND FORCE QUEBEC AREA**

**QUALIFICATIONS, EXPERIENCE AND KNOWLEDGE REQUIRED OF AN  
ASSISTANT COOK**

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**2. Assistant Cook**

- 2.1. Each assistant cook may be currently attending food services training or have a minimum experience equivalent to two years of work experience in the food services industry as a cook or assistant cook.
- 2.2. Be able to quickly learn how to operate various equipment; and
- 2.3. Be able to properly use kitchen material, appliances, equipment, and utensils.

**TASKS**

Each assistant cook supplied by the Bidder shall be responsible for, without being strictly limited to, the following tasks:

- 2.4 Under the supervision of the coordinator or supervisor designated by the Bidder, help prepare and serve meals, specifically, simple cooked dishes, desserts, breakfasts, boxed lunches, and salads, in accordance with DND standards and according to established menus and recipes;
- 2.5 Clean the kitchen, service areas, receiving and storage areas, as well as equipment therein;
- 2.6 Peel and cut fruit and vegetables and prepare sandwiches and drinks;
- 2.7 Take the training and information sessions offered locally on various types of equipment in order to operate them in a correct, safe, and productive manner;
- 2.8 Set up food items needed to prepare a dish;
- 2.9 Under the supervision of the coordinator or supervisor designated by the Bidder, perform basic cooking of items such as potatoes, pasta, vegetables, pancakes, French toast. Sauté food items by cooking them quickly on the grill (e.g., meat, eggs) and fry processed food items (e.g., French fries, chicken wings, chicken fingers) by submerging them in a fryer before serving them to customers;
- 2.10 Carry food and accessories from the storage area to the work area;
- 2.11 Greet and serve customers politely and courteously at all times;
- 2.12 Listen to customer suggestions and complaints and forward those to the Bidder's coordinator or the designated DND representative;



**STATEMENT OF NEEDS AND REQUIREMENTS  
FOOD SERVICES SUPPORT PERSONNEL  
DEPARTMENT OF NATIONAL DEFENCE  
LAND FORCE QUEBEC AREA**

**QUALIFICATIONS, EXPERIENCE AND KNOWLEDGE REQUIRED OF AN  
ASSISTANT COOK**

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- 2.13 Immediately notify the Bidder's coordinator or the DND representative on site of any irregularities regarding hygiene or safety in order to prevent accidents, injuries, infestations and the spread of disease.
- 2.14 React promptly and flexibly when encountering unforeseen or last-minute changes.
- 2.15 Promote a dynamic work environment, team spirit, respect for others, and a positive attitude to change and others;
- 2.16 Use food items in an effective and economic manner to minimize waste;
- 2.17 Comply with all of the instructions of the Bidder's coordinator or supervisor and with the routine and standing orders for the kitchen;
- 2.18 Complete any other related tasks assigned by the coordinator or supervisor of the Bidder on behalf of the DND representative.

**STATEMENT OF NEEDS AND REQUIREMENTS**  
**FOOD SERVICES SUPPORT PERSONNEL**  
DEPARTMENT OF NATIONAL DEFENCE  
LAND FORCE QUEBEC AREA

**QUALIFICATIONS, EXPERIENCE AND KNOWLEDGE REQUIRED OF A  
GENERAL HELPER**

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**3. General Helper**

- 3.1. Be able to quickly learn how to operate various types of equipment;
- 3.2. Be able to properly use kitchen utensils, equipment, and material;
- 3.3. Have experience working in the food services industry or in an institutional kitchen (asset).

**TASKS**

Each general helper supplied by the Bidder shall be responsible for, without being strictly limited to, the following tasks:

- 3.4 Receive and put away food items;
- 3.5 Serve food items to customers in a dining room, providing table service, cafeteria service, or counter service;
- 3.6 Clean the kitchen, dining rooms, receiving and storage areas, as well as the food service equipment, utensils, tableware and glassware, and the floor surfaces;
- 3.7 Peel and cut vegetables and fruits and prepare sandwiches, salads, boxed lunches and drinks;
- 3.8 Take the training and the information sessions given locally on various types of equipment in order to correctly, safely and productively operate them;
- 3.9 Transport food and accessories from the storage areas to the work areas;
- 3.10 Account for, exchange, and put away items to be taken to, or from, the laundry;
- 3.11 Occasionally perform tasks associated with the meal monitoring position (cashier);
- 3.12 Courteously and politely greet and serve customers;
- 3.13 Listen to customer suggestions and complaints in order to forward these to the Bidder's coordinator or the designated DND representative;
- 3.14 Take down orders, forward them, or fill them;

**STATEMENT OF NEEDS AND REQUIREMENTS  
FOOD SERVICES SUPPORT PERSONNEL  
DEPARTMENT OF NATIONAL DEFENCE  
LAND FORCE QUEBEC AREA**

**QUALIFICATIONS, EXPERIENCE AND KNOWLEDGE REQUIRED OF A  
GENERAL HELPER**

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- 3.15 Monitor and record customer orders; and
- 3.16 Immediately notify the Bidder's coordinator or the DND representative on site of any irregularities regarding hygiene or safety in order to prevent accidents, injuries, infestations and the spread of disease.
- 3.17 Promote a dynamic work environment, team spirit, respect for others, and a positive attitude to change and others;
- 3.18 React promptly and flexibly when faced with unforeseen or last-minute changes.
- 3.19 Check laundry items and products when receiving orders;
- 3.20 Use food items in an effective and economic manner in order to minimize waste;
- 3.21 Check the quantity and quality of products received and acknowledge receipt by signing the relevant documents when the stores person is absent;
- 3.22 Use and maintain kitchen and dining room apparatus and equipment to prepare and serve food to customers, and supervise this aspect of the work;
- 3.23 Comply with all of the instructions of the Bidder's coordinator or supervisor and with the routine and standing orders for the kitchen;
- 3.24 Complete any other related tasks assigned by the coordinator or supervisor of the Bidder on behalf of the DND representative.

**STATEMENT OF NEEDS AND REQUIREMENTS  
FOOD SERVICES SUPPORT PERSONNEL  
DEPARTMENT OF NATIONAL DEFENCE  
LAND FORCE QUEBEC AREA**

**QUALIFICATIONS, EXPERIENCE AND KNOWLEDGE REQUIRED OF A  
CASHIER**

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**4. Cashier**

- 4.1. Each cashier must have a basic knowledge of how to operate a computerized cash register and must be bilingual. All cashiers must be courteous and honest, and have integrity; they must also be good with people and be capable of performing the tasks listed below:
- 4.2. Know how to calculate, credit, and debit sales;
- 4.3. Be able to communicate orally with customers in both English and French in a clear and respectful manner;
- 4.4. Be capable of quickly learning how to operate various cash register systems;
- 4.5. Be able to properly use material and equipment;
- 4.6. Follow and apply the existing or relevant procedures in the following situations:
  - a) procedure to follow in case of customer complaint;
  - b) procedure to follow in case of power outage;
  - c) application of internal safety standards relating to computer systems;
  - d) procedure to follow in case of computer system malfunction or breakdown;
  - e) procedure to follow in case of insufficient change.

**TASKS**

Each cashier supplied by the Bidder shall be responsible for, although not strictly limited to, the following tasks:

- 4.7. Correctly operate a computerized cash register;
- 4.8. Calculate, credit, and debit using the cash register;
- 4.9. Charge the correct price;
- 4.10. Adapt to changes in price and menus;
- 4.11. Explain the various menus and meal plans to customers;

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FOOD SERVICES SUPPORT PERSONNEL  
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LAND FORCE QUEBEC AREA**

**QUALIFICATIONS, EXPERIENCE AND KNOWLEDGE REQUIRED OF A  
CASHIER**

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- 4.12 Get to know the customers;
- 4.13 Adapt to changes in the number of customers;
- 4.14 Handle money;
- 4.15 Compile the sales from the cash registers;
- 4.16 Write up the sales report and list errors;
- 4.17 Clean and secure his work area;
- 4.18 Communicate with the Bidder's coordinator or supervisor or his replacement;
- 4.19 Promote a dynamic work environment, team spirit, respect for others, and a positive attitude to change and others;
- 4.20 Adapt and control his reactions and actions when dealing with customers by constantly displaying a positive and respectful attitude and behaviour;
- 4.21 Follow the directives given and operational orders issued by the Bidder's coordinator or supervisor or his representative;
- 4.22 Comply with all of the instructions of the Bidder's coordinator or supervisor and with the routine and standing orders for the kitchen;
- 4.23 Complete any other related tasks assigned by the coordinator or supervisor of the Bidder on behalf of the DND representative.

**STATEMENT OF NEEDS AND REQUIREMENTS  
FOOD SERVICES SUPPORT PERSONNEL  
DEPARTMENT OF NATIONAL DEFENCE  
LAND FORCE QUEBEC AREA**

**QUALIFICATIONS, EXPERIENCE AND KNOWLEDGE REQUIRED OF A  
COORDINATOR**

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**5. Coordinator**

- 5.1 The Bidder is responsible for ensuring that the coordinator has the qualifications, experience and knowledge required to do the work.

**TASKS**

The person designated as the coordinator shall be responsible for, without being strictly limited to, the following tasks:

- 5.2 Represent the Bidder's food services support personnel in the kitchen where the required services are provided;
- 5.3 Receive, understand and apply instructions and directives issued by the DND representative in order to transmit them to the Bidder's personnel;
- 5.4 Apply and forward to whom it may concern the instructions and directives issued by the person in charge of the kitchen or the designated DND representative;
- 5.5 Ensure that the required personnel are hired in time and that those who do not meet requirements are replaced, in accordance with the instructions and directives issued by the person in charge of the kitchen, the Food Services Officer or the designated DND representative;
- 5.6 Update and fill out the attendance register for personnel hired by the Bidder whom he is representing and maintain any other relevant administrative documents that may be required;
- 5.7 Perform any other related necessary tasks determined by the Bidder, including supervision, discipline, coordination, management, administration, and monitoring of personnel;
- 5.8 Submit to the DND representative written proof attesting that the personnel supplied by the Bidder has the training, general knowledge and experience required, as set out in the Statement of Work and Requirements, in Annexes B and F, and PWGSC documents;
- 5.9 Ensure that the personnel supplied is suitably dressed, in accordance with the requirements prescribed in the Statement of Work and Requirements;
- 5.10 Receive personnel requests from the shift leader or the designated DND representative, and follow up on these requests;

**STATEMENT OF NEEDS AND REQUIREMENTS  
FOOD SERVICES SUPPORT PERSONNEL  
DEPARTMENT OF NATIONAL DEFENCE  
LAND FORCE QUEBEC AREA**

**QUALIFICATIONS, EXPERIENCE AND KNOWLEDGE REQUIRED OF A  
COORDINATOR**

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- 5.11 Maintain good communications with local representatives and the DND Food Services Officer;
- 5.12 Promote a dynamic working environment, team spirit, respect for others, and a positive attitude to change and others;
- 5.13 Represent the Bidder and ensure that information (directives and operational orders) are passed on to the personnel on site and to the Bidder's administrative offices;
- 5.14 Preferably have experience in institutional food services.

**STATEMENT OF NEEDS AND REQUIREMENTS**  
**FOOD SERVICES SUPPORT PERSONNEL**  
DEPARTMENT OF NATIONAL DEFENCE  
LAND FORCE QUEBEC AREA

**QUALIFICATIONS, EXPERIENCE AND KNOWLEDGE REQUIRED OF A  
COOK SUPERVISOR**

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**6. Cook Supervisor**

- 6.1. Each cook supervisor must be certified (see Annex F-1) and have a minimum of five (5) years' experience working in an institutional kitchen, including at least six (6) months as a team leader in a food services setting, and have performed the following tasks, without being strictly limited to these.
- 6.2. Each cook must be able to
  - a) prepare decorated dishes for special occasions;
  - b) use kitchen materials, equipment and instruments;
  - c) read recipes and measure, mix and cook;
  - d) choose liquids or soaps to clean various items (stockpots, ovens, microwave ovens, conventional steamers, refrigerators, and others) and choose the right time to wipe, clean and rinse floors;
- 6.3. Have knowledge of the techniques, methods and processes used in cooking, baking and preparing food;
- 6.4. Have knowledge of meat-cutting techniques;
- 6.5. Have knowledge of techniques used to decorate food;
- 6.6. Have knowledge of practices relating to hygiene and safety.

**TASKS**

Each cook supervisor hired shall be responsible for, without being strictly limited to, the following tasks:

- 6.7. Cook, roast, grill and fry meat and meat substitutes, prepared foods, vegetables, pasta and substitutes, carve and slice meat, prepare soups and sauces, and prepare desserts, all in compliance with established recipes and standards.
- 6.8. For the cooks hired by the Bidder, coordinate, supervise and direct the work, including the preparation and serving of meals, preparation of work schedules, and training, and act as liaison between the coordinator and the subordinate personnel supplied by the Bidder;
- 6.9. Prepare transportable meals, such as boxed lunches and hot meals;



**STATEMENT OF NEEDS AND REQUIREMENTS**  
**FOOD SERVICES SUPPORT PERSONNEL**  
DEPARTMENT OF NATIONAL DEFENCE  
LAND FORCE QUEBEC AREA

**QUALIFICATIONS, EXPERIENCE AND KNOWLEDGE REQUIRED OF A  
COOK SUPERVISOR**

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- 6.10 Prepare meals for official functions;
- 6.11 Supervise and prepare portions and ensure buffet service, cafeteria-style service, and table service;
- 6.12 Clean kitchen utensils and carving tools, fryers and steamers, grinders, mixers, grilling ovens, rotisseries, ranges, and other work equipment;
- 6.13 Receive, store, transport, weigh, label, and pack food and non-food items;
- 6.14 Check the quality and quantity of products received and acknowledge receipt by signing relevant documents when the stores person is absent;
- 6.15 Supervise and help train new employees supplied by the Bidder;
- 6.16 Receive customer comments and forward these to the designated DND representative;
- 6.17 Provide the designated DND representative with information on production, menus, leftovers, food consumption and shortages, changes to recipes, and faulty equipment;
- 6.18 Inform colleagues working the upcoming shift of any preparations or modifications that affect production of the upcoming meal;
- 6.19 Inform subordinate employees supplied by the Bidder of menus and schedules to ensure that food is prepared in sufficient quantities for meal service;
- 6.20 Provide the designated DND representative with information on the inventory so that it can be forwarded to DND and purchases can be made as a result;
- 6.21 Gather and compile requests for food service support to produce transportable meals, boxed lunches and dining room meals, and ensure that the production level is adjusted to meet these requirements;
- 6.22 Identify and forward to the designated DND representative any human resource requirements based on the production level and absenteeism of personnel supplied by the Bidder;
- 6.23 Report to the Bidder's coordinator any behaviour by personnel supplied by the Bidder that fails to meet standards and any incident, and ask the shift supervisor and/or coordinator for help if a situation exceeds his abilities/skills;

**STATEMENT OF NEEDS AND REQUIREMENTS**  
**FOOD SERVICES SUPPORT PERSONNEL**  
DEPARTMENT OF NATIONAL DEFENCE  
LAND FORCE QUEBEC AREA

**QUALIFICATIONS, EXPERIENCE AND KNOWLEDGE REQUIRED OF A  
COOK SUPERVISOR**

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- 6.24 Immediately notify the Bidder's coordinator or the DND representative on site of any irregularities regarding hygiene or safety in order to prevent accidents, injuries, infestations and the spread of disease;
- 6.25 Adapt recipes to adjust to changes in the number of customers;
- 6.26 Promote a dynamic work environment, team spirit, respect for others, and a positive attitude to change and others;
- 6.27 Based on the Canada Labour Code, Part II, ensure that personnel supplied by the Bidder comply with the code and work in a safe way, and notify the designated DND representative of any problems;
- 6.28 Ensure that the activities of personnel supplied by the Bidder and that the workplace meet the standards set out in the Food Safety Code of Practice to avoid any injury or the proliferation of bacteria or disease;
- 6.29 Use the Bidder's resources effectively;
- 6.30 Use and maintain all the kitchen and service area equipment to prepare and serve food to customers and supervise this aspect of the work;
- 6.31 When on duty, the incumbent is responsible for safety in the dining room and for the furniture, accessories and equipment found there as the person authorized to sign for the keys. That means that the individual is responsible for opening and closing the premises, performing safety inspections at the beginning and end of activities, and notifying the proper authorities of any maintenance required;
- 6.32 On request, evaluate products, conduct tastings, and ensure that products are of high quality and that recipes are followed;
- 6.33 Ensure that the production control board is used correctly;
- 6.34 Follow the directives and operational orders issued by the designated DND representative, ensuring that those are followed by personnel supplied by the Bidder, and notify the designated DND representative and/or coordinator of any problem situation;
- 6.35 Ensure that subordinate personnel supplied by the Bidder comply with routine and standing orders for the DND kitchen and the unit, and exercise judgment in ensuring policies are followed and corrective measures are taken. If the cashier is absent, the supervisor is authorized to validate meal coupons and cards;

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**QUALIFICATIONS, EXPERIENCE AND KNOWLEDGE REQUIRED OF A  
COOK SUPERVISOR**

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- 6.36 Complete any other related tasks assigned by the coordinator or supervisor of the Bidder on behalf of the DND representative.

**STATEMENT OF NEEDS AND REQUIREMENTS  
FOOD SERVICES SUPPORT PERSONNEL  
DEPARTMENT OF NATIONAL DEFENCE  
LAND FORCE QUEBEC AREA**

**QUALIFICATIONS, EXPERIENCE AND KNOWLEDGE REQUIRED OF A  
SUPERVISOR, GENERAL HELP**

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**7. Supervisor, General Help**

- 7.1. Each supervisor, general help, must have at least one (1) year's experience as a general helper in a food services setting. Experience supervising personnel is an asset.

**TASKS**

Each supervisor, general help, hired by the Bidder shall be responsible for performing, without being strictly limited to, the following tasks:

- 7.2 Prepare, remove, and serve food products to customers in the dining room by providing table service, cafeteria service, or counter service;
- 7.3 For personnel supplied by the Bidder, coordinate, supervise, and direct work performed by general helpers, including serving meals, cleaning, preparing work schedules, training, and acting as a liaison between the coordinator and subordinate personnel supplied by the Bidder;
- 7.4 Peel and cut vegetables and fruits, and prepare and serve boxed lunches, transportable meals, meals to go, and various salads;
- 7.5 Clean the kitchen, dining rooms, receiving and storage areas, and the food services equipment, utensils, tableware and glassware, and clean and polish floor surfaces;
- 7.6 Receive, store, transport, weigh, label and pack various food and non-food items;
- 7.7 Check the quality and quantity of products received and acknowledge receipt by signing relevant documents when the stores person is absent;
- 7.8 Based on the Canada Labour Code, Part II, ensure that personnel supplied by the Bidder comply with this legislation and work in a safe manner, and report any problems to the designated DND representative;
- 7.9 Ensure that the activities of personnel supplied by the Bidder and that the workplace comply with the Food Safety Code of Practice to prevent any injuries or proliferation of bacteria or disease;
- 7.10 Ensure that the attendance register accurately reflects the actual number of hours worked by the employees;

**STATEMENT OF NEEDS AND REQUIREMENTS**  
**FOOD SERVICES SUPPORT PERSONNEL**  
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**QUALIFICATIONS, EXPERIENCE AND KNOWLEDGE REQUIRED OF A  
SUPERVISOR, GENERAL HELP**

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- 7.11 Ensure that personnel supplied by the Bidder comply with the meal times and break periods.
- 7.12 Receive customer comments and forward them to the designated DND representative;
- 7.13 Provide the shift supervisor with information on the inventory so that purchases can be made accordingly;
- 7.14 Based on production levels and absenteeism of personnel supplied by the Bidder, identify and forward human resource requirements to the shift supervisor and to the coordinator;
- 7.15 Notify the designated DND representative and the Bidder's coordinator of any misconduct on the part of any personnel supplied by the Bidder as well as incidents, and request help from the coordinator if the situation is beyond his abilities/skills;
- 7.16 Immediately notify the Bidder's coordinator or the DND representative on site of any irregularities regarding hygiene or safety in order to prevent accidents, injuries, infestations and the spread of disease;
- 7.17 Supervise and contribute to the training of new general-help personnel supplied by the Bidder;
- 7.18 Comply with the directives and operations orders issued by the designated DND representative, and ensure that those are followed by personnel supplied by the Bidder, notifying the shift supervisor and coordinator of any problem situation.
- 7.19 Remain flexible in the face of unforeseen or last-minute changes;
- 7.20 Promote a dynamic work environment, team spirit, respect for others, and a positive attitude to change and others;
- 7.21 Contribute to motivating subordinate personnel and work colleagues, and maintain morale by fostering a constructive and productive work atmosphere, especially given demanding schedules and intense production and service requirements during peak meal hours;
- 7.22 Provide and supervise training of new personnel supplied by the Bidder, and ensure that they fit in and are supported;
- 7.23 Use the Bidder's resources economically and effectively;

**STATEMENT OF NEEDS AND REQUIREMENTS  
FOOD SERVICES SUPPORT PERSONNEL  
DEPARTMENT OF NATIONAL DEFENCE  
LAND FORCE QUEBEC AREA**

**QUALIFICATIONS, EXPERIENCE AND KNOWLEDGE REQUIRED OF A  
SUPERVISOR, GENERAL HELP**

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- 7.24 Use and maintain the kitchen and dining room equipment to prepare and serve food to customers and supervise this aspect of the work; and
- 7.25 When on duty, the incumbent is responsible for safety in the dining room and is responsible for the furniture, supplies and equipment therein as the person authorized to sign for the keys. This means that this person must open and close the premises, perform safety inspections at the beginning and end of activities, and report any maintenance required.
- 7.26 Comply with the directives and operations issued by the designated DND representative, and make sure they are followed by personnel supplied by the Bidder, notifying the shift supervisor and coordinator if any problem situations arise;
- 7.27 Ensure that subordinate personnel supplied by the Bidder comply with the routine and standing orders for the DND kitchen and unit, and exercise judgment to ensure that policies are followed or take corrective actions.
- 7.28 Complete any other related tasks assigned by the coordinator or supervisor of the Bidder on behalf of the DND representative.

**STATEMENT OF NEEDS AND REQUIREMENTS  
FOOD SERVICES SUPPORT PERSONNEL  
DEPARTMENT OF NATIONAL DEFENCE  
LAND FORCE QUEBEC AREA**

**QUALIFICATIONS, EXPERIENCE AND KNOWLEDGE REQUIRED OF A  
WAREHOUSE ATTENDANT**

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**8. Warehouse Attendant**

- 8.1. Have the ability to maintain good communication with the Bidder's designated supervisor;
- 8.2. Be able to quickly learn how to operate various types of material handling equipment, such as hydraulic forklifts and rolling ladders;
- 8.3. Exercise good judgment in using equipment;
- 8.4. Have the ability to perform physical labour all day to lift and put away merchandise. The loads to be lifted may weigh 50 pounds or more. It is important to know how to lift and move heavy loads.

**TASKS**

Each warehouse attendant supplied by the Bidder shall be responsible for, without being strictly limited to, the following tasks:

- 8.5 Receive and put away food and non-food products;
- 8.6 Check rations and all other products against their delivery slips as soon as they are received to ensure that they meet the required specifications. Also make sure that food is fresh and that the quantities received correspond to the quantities ordered;
- 8.7 Quickly store perishable goods in order to avoid any losses;
- 8.8 Notify and refer to the Bidder's designated supervisor when encountering problems with deliveries and food storage, or for all other questions regarding work or information received from shippers, or other irregularities related to receipt of products;
- 8.9 Clean the receiving and storage areas;
- 8.10 Rotate products according to the "first in, first out" principle;
- 8.11 Participate on a monthly basis in stocktaking;
- 8.12 Transport the food and equipment from the storage areas to the work areas;
- 8.13 Account for, exchange, and put away items headed to and from the laundromat;

**STATEMENT OF NEEDS AND REQUIREMENTS  
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**QUALIFICATIONS, EXPERIENCE AND KNOWLEDGE REQUIRED OF A  
WAREHOUSE ATTENDANT**

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- 8.14 Use a forklift to transport large quantities of merchandise from the loading dock to various storage areas;
- 8.15 Notify the designated DND representative and the Bidder's coordinator of any hygiene or safety problems encountered in performing these tasks in order to prevent accidents, injuries, infestations or the spread of disease;
- 8.16 Comply with the kitchen directives and operational orders issued by the designated DND representative;
- 8.17 Comply with routine and standing orders for the kitchen.
- 8.18 React effectively during unforeseen or last-minute changes;
- 8.19 Promote a dynamic work environment, team spirit, respect for others, and a positive attitude to change and others;
- 8.20 Check the laundry items and products when orders are received;
- 8.21 Do not store cleaning products near or with food; use the storage area designated for that purpose.



# Annexe G Annex



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## SECURITY REQUIREMENTS CHECK LIST (SRCL)

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

PART A - CONTRACT INFORMATION / PARTIE A - INFORMATION CONTRACTUELLE		
1. Originating Government Department or Organization / Ministère ou organisme gouvernemental d'origine MDN		2. Branch or Directorate / Direction générale ou Direction ÉMAT / SQFT / 5 GSS
3. a) Subcontract Number / Numéro du contrat de sous-traitance	3. b) Name and Address of Subcontractor / Nom et adresse du sous-traitant	
4. Brief Description of Work / Brève description du travail Demande d'offre à commandes à TPSGC - Personnel de soutien en alimentation (voir énoncé des besoins et des exigences ci-attaché)		
5. a) Will the supplier require access to Controlled Goods? Le fournisseur aura-t-il accès à des marchandises contrôlées?		<input checked="" type="checkbox"/> No <input type="checkbox"/> Yes Non Oui
5. b) Will the supplier require access to unclassified military technical data subject to the provisions of the Technical Data Control Regulations? Le fournisseur aura-t-il accès à des données techniques militaires non classifiées qui sont assujetties aux dispositions du Règlement sur le contrôle des données techniques?		<input checked="" type="checkbox"/> No <input type="checkbox"/> Yes Non Oui
6. Indicate the type of access required / Indiquer le type d'accès requis		
6. a) Will the supplier and its employees require access to PROTECTED and/or CLASSIFIED information or assets? Le fournisseur ainsi que les employés auront-ils accès à des renseignements ou à des biens PROTÉGÉS et/ou CLASSIFIÉS? (Specify the level of access using the chart in Question 7. c) (Préciser le niveau d'accès en utilisant le tableau qui se trouve à la question 7. c)		<input checked="" type="checkbox"/> No <input type="checkbox"/> Yes Non Oui
6. b) Will the supplier and its employees (e.g. cleaners, maintenance personnel) require access to restricted access areas? No access to PROTECTED and/or CLASSIFIED information or assets is permitted. Le fournisseur et ses employés (p. ex. nettoyeurs, personnel d'entretien) auront-ils accès à des zones d'accès restreintes? L'accès à des renseignements ou à des biens PROTÉGÉS et/ou CLASSIFIÉS n'est pas autorisé.		<input type="checkbox"/> No <input checked="" type="checkbox"/> Yes Non Oui
6. c) Is this a commercial courier or delivery requirement with no overnight storage? S'agit-il d'un contrat de messagerie ou de livraison commerciale sans entreposage de nuit?		<input checked="" type="checkbox"/> No <input type="checkbox"/> Yes Non Oui
7. a) Indicate the type of information that the supplier will be required to access / Indiquer le type d'information auquel le fournisseur devra avoir accès		
Canada <input type="checkbox"/>	NATO / OTAN <input type="checkbox"/>	Foreign / Étranger <input type="checkbox"/>
7. b) Release restrictions / Restrictions relatives à la diffusion		
No release restrictions Aucune restriction relative à la diffusion <input type="checkbox"/>	All NATO countries Tous les pays de l'OTAN <input type="checkbox"/>	No release restrictions Aucune restriction relative à la diffusion <input type="checkbox"/>
Not releasable À ne pas diffuser <input type="checkbox"/>		
Restricted to: / Limité à: <input type="checkbox"/>	Restricted to: / Limité à: <input type="checkbox"/>	Restricted to: / Limité à: <input type="checkbox"/>
Specify country(ies): / Préciser le(s) pays:	Specify country(ies): / Préciser le(s) pays:	Specify country(ies): / Préciser le(s) pays:
7. c) Level of information / Niveau d'information		
PROTECTED A PROTÉGÉ A <input type="checkbox"/>	NATO UNCLASSIFIED NATO NON CLASSIFIÉ <input type="checkbox"/>	PROTECTED A PROTÉGÉ A <input type="checkbox"/>
PROTECTED B PROTÉGÉ B <input type="checkbox"/>	NATO RESTRICTED NATO DIFFUSION RESTREINTE <input type="checkbox"/>	PROTECTED B PROTÉGÉ B <input type="checkbox"/>
PROTECTED C PROTÉGÉ C <input type="checkbox"/>	NATO CONFIDENTIAL NATO CONFIDENTIEL <input type="checkbox"/>	PROTECTED C PROTÉGÉ C <input type="checkbox"/>
CONFIDENTIAL CONFIDENTIEL <input type="checkbox"/>	NATO SECRET NATO SECRET <input type="checkbox"/>	CONFIDENTIAL CONFIDENTIEL <input type="checkbox"/>
SECRET SECRET <input type="checkbox"/>	COSMIC TOP SECRET COSMIC TRÈS SECRET <input type="checkbox"/>	SECRET SECRET <input type="checkbox"/>
TOP SECRET TRÈS SECRET <input type="checkbox"/>		TOP SECRET TRÈS SECRET <input type="checkbox"/>
TOP SECRET (SIGINT) TRÈS SECRET (SIGINT) <input type="checkbox"/>		TOP SECRET (SIGINT) TRÈS SECRET (SIGINT) <input type="checkbox"/>

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

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

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

Short Title(s) of material / Titre(s) abrégé(s) du matériel:

Document Number / Numéro du document:

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

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

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

Special comments:

Commentaires spéciaux: Accès aux installations du MDN

NOTE: If multiple levels of screening are identified, a Security Classification Guide must be provided.

REMARQUE: Si plusieurs niveaux de contrôle de sécurité sont requis, un guide de classification de la sécurité doit être fourni.

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

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

### INFORMATION / ASSETS / RENSEIGNEMENTS / BIENS

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

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

### PRODUCTION

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

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

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

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

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

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

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

### SUMMARY CHART / TABLEAU RÉCAPITULATIF

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

12. a) Is the description of the work contained within this SRCL PROTECTED and/or CLASSIFIED?  
La description du travail visé par la présente LVERS est-elle de nature PROTÉGÉE et/ou CLASSIFIÉE?

☒ No  
Non ☐ Yes  
Oui

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

12. b) Will the documentation attached to this SRCL be PROTECTED and/or CLASSIFIED?  
La documentation associée à la présente LVERS sera-t-elle PROTÉGÉE et/ou CLASSIFIÉE?

☒ No  
Non ☐ Yes  
Oui

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