

**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>ème</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**

See details in Annex A / Voir détails en Annexe A

**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>ème</sup> étage  
Montréal  
Québec  
H5A 1L6

<b>Title - Sujet</b> SO - Laundry & laundering services	
<b>Solicitation No. - N° de l'invitation</b> 21T30-130001/B	<b>Date</b> 2012-10-25
<b>Client Reference No. - N° de référence du client</b> 21T30-130001	<b>GETS Ref. No. - N° de réf. de SEAG</b> PW-\$MTA-560-12184
<b>File No. - N° de dossier</b> MTA-2-35038 (560)	<b>CCC No./N° CCC - FMS No./N° VME</b>
<b>Solicitation Closes - L'invitation prend fin</b> <b>at - à 02:00 PM</b> <b>on - le 2012-11-22</b>	
<b>Delivery Required - Livraison exigée</b> .	
<b>Address Enquiries to: - Adresser toutes questions à:</b> Ghali, Camille	<b>Buyer Id - Id de l'acheteur</b> mta560
<b>Telephone No. - N° de téléphone</b> (514)496-3871 ( )	<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> ÉTABLISSEMENT LECLERC 400 MONTEE ST-FRANCOIS LAVAL Québec H7C1S7 Canada	
<b>Security - Sécurité</b> This request for a Standing Offer does not include provisions for security. Cette Demande d'offre à commandes ne comprend pas des dispositions en matière de sécurité.	

**Instructions: See Herein**

**Instructions: Voir aux présentes**

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



Item Article	Description	Dest. Code Dest.	Inv. Code Fact.	Qty Qté	U. of I. U. de D.	Destination	Unit Price/Prix unitaire FOB/FAM	Plant/Usine	Delivery Req. Livraison Req.	Del. Offered Liv. offerte
1	<p>OàC - Services de blanchissage</p> <p>Demande d'OFFRES À COMMANDES pour un an pour fourniture de services du banderie "au fur et à mesure" des besoins tel que stipulé à l'annexe A &amp; B</p> <ul style="list-style-type: none"> <li>• Délai de réponse: en 24 heures obligatoire/ Request STANDING OFFER for one Year for providing services banderie "As in" needs as specified in Annex A &amp; B</li> <li>• Response time: within 24 hours is required</li> </ul>	21T30	21T30	1	LOT	\$	XXXXXXXXXXXX			

Solicitation No. - N° de l'invitation

21T30-130001/B

Amd. No. - N° de la modif.

File No. - N° du dossier

MTA-2-35038

Buyer ID - Id de l'acheteur

mta560

CCC No./N° CCC - FMS No/ N° VME

21T30-130001

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**This solicitation replaces solicitation number 21T30-130001/A, dated August 1st, 2012 which had the closing date on September 11th, 2012 at 2:00 p.m. EST.**

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## PART 1 - GENERAL INFORMATION

### 1.1. Introduction

The Request for Standing Offers (RFSO) template is divided into six parts:

- (i) Part 1, General Information;
- (ii) Part 2, Offeror Instructions;
- (iii) Part 3, Offer Preparation Instructions;
- (iv) Part 4, Evaluation Procedures and Basis of Selection;
- (v) Part 5, Certifications, and
- (vi) Part 6: 6A, Standing Offer, and  
6B, Resulting Contract Clauses; and,

The Annexes.

- Part 1: provides a general description of the requirement;
- Part 2: provides the instructions applicable to the clauses and conditions of the RFSO and states that the Offeror agrees to be bound by the clauses and conditions contained in all parts of the RFSO;
- Part 3: provides offerors with instructions on how to prepare their offer to address the evaluation criteria specified;
- Part 4: indicates how the evaluation will be conducted, the evaluation criteria which must be addressed in the offer, the security requirement, if applicable, and the basis of selection;
- Part 5: 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.

Annex A - Requirement

Annex B - Finishing and preparation procedure for laundry/linen

Annex C - Pricing

Annex D - Evaluation Criteria

## **1.2. Summary**

Request for a Regional Individual Standing Offer (RISO) to supply, on an as-and-when-required basis, laundry and laundering services as part of CORCAN's contingency plan for its two laundries in Laval and Ste-Annes-des-Plaines.

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

## **1.3. Security Requirement**

There is no security requirement associated with the requirement of the Standing Offer.

## **1.4. Debriefings**

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

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## **PART 2 - OFFEROR INSTRUCTIONS**

### **2.1. 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 issued by Public Works and Government Services Canada.

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

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

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

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

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

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

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

### **2.2. 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.

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### 2.3. 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.

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## 2.4 Improvement of Requirement During Solicitation Period

Should bidders consider that the specifications or Statement of Work contained in the bid solicitation could be improved technically or technologically, bidders are invited to make suggestions, in writing, to the Contracting Authority named in the bid solicitation. Bidders must clearly outline the suggested improvement as well as the reason for the suggestion. Suggestions that do not restrict the level of competition nor favour a particular bidder will be given consideration provided they are submitted to the Contracting Authority at least **ten (10) calendar days** before the bid closing date. Canada will have the right to accept or reject any or all

## 2.5 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 the province of Quebec.

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

### 3.1. Offer Preparation Instructions

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

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

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

In April 2006, Canada issued a policy directing federal departments and agencies to take the necessary steps to incorporate environmental considerations into the procurement process Policy on Green Procurement (<http://www.tpsgc-pwgsc.gc.ca/ecologisation-greening/achats-Procurement/politique-policy-eng.html>).

To assist Canada in reaching its objectives, offerors are encouraged to:

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

### 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 \_\_\_\_\_ or 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.

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## PART 4 - EVALUATION PROCEDURES AND BASIS OF SELECTION

### 4.1. 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.

#### 4.1.1 Technical evaluation

See Annex D

#### 4.1.2 Financial Evaluation

The financial offer must comply with Annex C, Pricing.

Pric Evaluation

M0222T

(11/01/2010)

**The Standing offers will be awarded in Canadian dollars.** In the event the offer recommended for Standing offers award was submitted in foreign currency it will be converted using the rate given by the Bank of Canada in effect on the bid solicitation closing date.

**Please note that the offeror is not required to present a bid for the two blocks. Each block will be evaluated separately.**

#### **Block A:**

The price per clean kilo will be multiplied by 8000 KG/week x 52 weeks.

#### **Block B:**

The price per clean kilo will be multiplied by 60 000 KG/week x 52 weeks.

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## **4.2. Basis of Selection - Mandatory Technical Criteria**

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

### **4.2.1 Issuance of multiple standing offers**

#### **Block A**

For block A, only one offer will be issued.

#### **Block B**

Up to three (3) offers could be recommended for issuance of a standing offer for block B given the large volume of business.

The three (3) responsive offers with the lowest evaluated price will be recommended for issuance of a standing offer. The offer with the lowest evaluated price will be ranked first, the second offer with the lowest price will be ranked second and the third offer with the lowest price will be ranked third.

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## **PART 5 - CERTIFICATIONS**

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

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

### **5.1. Code of Conduct Certifications - Certifications Required Precedent to Contract Award**

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

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

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## 5.2. 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.

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

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

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

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

The Offeror or the member of the joint venture

- (a) ( ) is not subject to the FCP, having a workforce of less than 100 full-time or part-time permanent employees, and/or temporary employees having worked 12 weeks or more in Canada;

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

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

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## **PART 6 - INSURANCE REQUIREMENTS**

The Contractor must comply with the insurance requirements specified hereunder . 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.

### **6.1 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.

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- 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. Advertising Injury: While not limited to, the endorsement must include coverage piracy or misappropriation of ideas, or infringement of copyright, trademark, title or slogan.
- O. All Risks Tenants Legal Liability - to protect the Contractor for liabilities arising out of its occupancy of leased premises.

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- P. Sudden and Accidental Pollution Liability (minimum 120 hours): To protect the Contractor for liabilities arising from damages caused by accidental pollution incidents.
- Q. 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 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.

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## 7 - STANDING OFFER AND RESULTING CONTRACT CLAUSES

### A. STANDING OFFER

#### 1. Offer

The Offeror offers to fulfill the requirement in accordance with the Requirement at Annexes A, B, C and D.

#### 2. Security Requirement

There is no security requirement associated with the requirement of the Standing Offer.

#### 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* issued by Public Works and Government Services Canada.

##### 3.1 General Conditions

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

The text under Subsection 4 of Section 11- Code of Conduct and Certifications - Contract of 2005 referenced above is replaced by:

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

#### 4. Term of Standing Offer

##### 4.1 Period of Standing Offer

The period for making Call-ups against the Standing Offer is from **one year after the awarding date.**

**5. Authorities**

**5.1 Standing Offer Authority**

The Standing Offer Authority for the Standing Offer is:

Camille Ghali  
Supply Specialist  
Public Works and Government Services Canada  
Acquisitions Branch  
Quebec Regional Office  
800 de la Gauchetière Ouest, suite 7300, Montréal (Québec), Canada, H5A 1L6  
Telephone: (514) 496-3871  
Facsimile: (514) 496-3822  
E-mail address: camille.ghali@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 Offeror Representative**

*(The Offeror's Representative will be identified in the Standing Offer.)*

Name and telephone number of the person responsible for :

**General enquiries & Delivery follow-up**

Name: \_\_\_\_\_  
Telephone No. \_\_\_\_\_  
Facsimile No. \_\_\_\_\_  
E-mail address: \_\_\_\_\_

**6. Identified Users**

The Identified User authorized to make call-ups against the Standing Offer is : \_\_\_\_\_  
( to be identified at the time of award)

**6.1 Contact at Customer Department**

*(to be completed by Canada at the time of award)*

For all information related to invoicing and/or payments you may communicate with:

CUSTOMER DEPARTMENT: \_\_\_\_\_  
 NAME: \_\_\_\_\_  
 TELEPHONE NUMBER: \_\_\_\_\_

**7. Call-up Procedures**

**Block B**

The call-up procedures require that when a requirement is identified, the authorized call-up authority shall approach the offeror with the lowest evaluated standing offer to determine if the requirement can be satisfied by that offeror. If the offeror with the lowest evaluated price is able to meet the requirement, the call-up is made against its standing offer. If that offeror is unable to meet the requirement, the authorized call-up authority will approach the offeror of the next ranked SO. The authorized call-up authority will continue and proceed as above until one offeror indicates that it can meet the requirement of the call-up. In other words, call-ups are made based on the 'right of first refusal' basis. Where the offeror with the lowest evaluated price is unable to fulfil the need, the authorized call-up authority is required to document his/her file appropriately. The resulting call-ups are nonetheless considered competitive and the competitive call-up authorities can be Used.

**7.1 Offerors' Order of Ranking**

The Offerors' order of ranking is as follows: (To be identified in the Standing Offer)

- 1.
- 2.
- 3.

**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", etc.) or electronic document.

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## 9. Limitation of Call-ups

Individual call-ups against this Standing Offer must not exceed \$ 112 500.00 (Goods and Services Tax or Harmonized Sales Tax included).

## 10. Limitation of Expenditure

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 **three (3) months** before the expiry date of the Standing Offer, whichever comes first. However, if at any time, the Offeror considers that the said sum may be exceeded, the Offeror must promptly notify the Standing Offer Authority.

## 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 (2012-07-16), General Conditions - Standing Offers - Good or Services
- (d) the general conditions 2010C (2012-07-16), General Conditions - Services (Medium Complexity)
- (e) Annex A - Requirement
- (f) Annex B - Finishing and preparation procedure for laundry/linen
- (g) Annex C - Pricing
- (h) the Offeror's offer \_\_\_\_\_, (*insert date of the offer*)

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## **12. Certifications**

### **12.1 Compliance**

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

### **13. Applicable Laws**

The Standing Offer and any contract resulting from the Standing Offer must be interpreted and governed by the laws in force in \_\_\_\_\_.

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## **B. RESULTING CONTRACT CLAUSES**

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

### **1. Requirement**

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

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

#### **2.1 General Conditions**

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

The text under Subsection 4 of Section 27- Code of Conduct and Certifications - Contract of 2010C referenced above is replaced by:

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

#### **Interest on Overdue Accounts**

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

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

#### **3.1 Delivery Date**

The Work must be completed in accordance with the call-up against the Standing Offer and **within 24 hours of receipt** of clothing

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## 4. Payment

### 4.1 SACC Manual Clauses

SACC Reference	Section	Date
A2000C	Foreign Nationals (Canadian Contractor)	16/06/06
A2001C	Foreign Nationals (Foreign Contractor)	16/06/06
C2000C	Taxes - Foreign-based Contractor	30/11/07
C6000C	Limitation of price	25/05/07
H1000C	Single Payment	12/05/08

### 4.2 Payment by Credit Card

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

OR

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

## 5. Invoicing Instructions

The Contractor must submit invoices in accordance with the section entitled "Invoice Submission" of the general conditions. Claims cannot be submitted until all work identified in the claim is completed.

## 6. SACC Manual Clauses

SACC Reference	Section	Date
A9068C	Government Site Regulations	11/01/10
B7500C	Excess Goods	16/06/06

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## Annex A

### Requirement

#### 1. Introduction

Provide, as needed, laundry and laundering services as part of CORCAN's contingency plan for its two laundries in Laval (Leclerc Institution) and Sainte-Anne-des-Plaines (Archambault Institution), Quebec. Washing, sorting and ironing are required-to be completed within 24 hours-according to the terms and specifications described herein. **The Contractor must guaranty the service 7 days / week including holidays.**

These services are to be carried out for the account of the following CORCAN institutions:

CORCAN Archambault Institution  
242 Montée Gagnon  
Sainte-Anne-des-Plaines, Quebec  
J0N 1H0

and

CORCAN Leclerc Institution  
400 Montée Saint-François  
Laval, Quebec  
H7C 1S7

and

CORCAN - Centre fédéral de formation  
6900 boul. Lévesque Est  
St-Vincent-de-Paul  
Laval, Qc  
H7C 1P1

#### 2. Description of the required services

##### 2.1 Sainte-Anne-de-Bellevue Hospital

The following services are expected at this location, and cover approximately 8,000 kilograms of clean laundry per week.

### 2.1.1 Washing and ironing flatwork, pressed and/or folded

All the following laundry items are considered to be flatwork and must be dealt with as such, that is, washed, dried, pressed and/or folded as indicated.

Bath towel	folded
Pyjama top	folded
Pyjama pants	folded
Facecloth	in a packet
Bib	folded
Safety belt	folded
Slipcover	folded
Bootee	in a packet
Winter undershirt (t-shirt)	folded
Thermal underwear	folded
Boxer shorts	folded
White socks	nylon / plastic bag
Patient mitts	in a packet
Colour bedspread	folded
White thermal bedcover	folded
Absorbent cover (piqué)	folded
Urine bag	folded
Bath mat	folded
Washrag (kitchen)	plastic bag
Kitchen holders	in a packet
Cooking mitt	in a packet
Laundry bag	nylon bag
Contour sheet	loose
Green napkin	folded
Green drape	folded
Smoking apron	folded
Large item ironer (pressing and folding)	
White sheet	pressed and folded
Bed curtain	pressed and folded
Flannel drape	pressed and folded
Green drape	pressed and folded
Small item ironer	
Pillow case	pressed
White apron	pressed
Dish towel	pressed

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### 2.1.2. Patients' personal laundry

The amount of patients' personal laundry is expected to be about 110 kg/week.

The laundry items, contained in marked red bags, are as follows:

- Shirt, blouse
- Pants
- Miscellaneous (may include underwear, pyjamas, socks, sweaters/t-shirts and bath robes).

The items must be washed, sorted, dried, pressed if necessary, folded and placed in rolling carts supplied by CORCAN.

Three (3) copies of Form A9S-192, rev. July '83 are to be completed by the hospital, and must include the following information:

- Date
- Client's first and last name
- Room, department or pavilion
- Client's registration number
- Number of articles for each specification
- Descriptions of articles (colour and size, if possible)
- Client's or nurse's signature (both if possible)

The unit (Sainte-Anne-de-Bellevue Hospital (SAB)) keeps copy no. 3 and sends the other two copies to the laundry in the client's laundry bag.

The laundry

- Verifies if the individual quantities correspond to what is shown in the form;
- Identifies each item.

The laundry returns copy no. 2 to the service or the client in the personal laundry bag after finishing the laundry. Copy no. 1 is kept in the laundry's files.

### 2.1.3. Patients' hospital-supplied bulk clothing

- Colour long- and short-sleeved shirts (made of 65/35 polyester/cotton blend fabric). The supplier will provide all required material ( cardboard, fastners etc)

- Colour pants (made of 65/35 polyester/cotton blend fabric).

These items are to be pressed and folded.

### 2.1.4. Employee uniforms:

Employee uniform	pressed and on a hanger
Kitchen apron	pressed and folded
Colour shirt (s/s - l/s)	pressed and folded
Navy blue overall	pressed and folded
Navy blue men's smock	pressed and on a hanger
Surgeon's gown	pressed and on a hanger
Navy blue pants	pressed and folded
Female attendant's pants	pressed and folded
Male attendant's pants	pressed and folded
White polo shirt	pressed and folded

Employee uniforms must be bleached.

All uniforms are made of 65/35 polyester/cotton blend fabric.

The laundry items are to be separated in two (2) different categories for washing: colour and white polyester.

Uniforms will be sent in blue bags to facilitate sorting.

The contractor must provide hangers when required.

## 2.2 Regional laundry service (Block B)

The following services are expected for this laundry, and cover approximately 60,000 kilograms of clean laundry per week.

### 2.2.1 Washing and ironing flatwork, pressed and/or folded

All the following laundry items are considered to be flatwork and must be treated as such, that is, washed, sorted, dried, pressed and/or folded as indicated.

Bath towel	folded
Facecloth	in a packet
Bib	folded
Colour bedspread	folded
White thermal bedcover	folded
Absorbent cover (piqué)	folded
Washrag (kitchen)	plastic bag
Laundry bag	nylon bag
Contour sheet	loose

#### Large item ironer (pressing and folding)

White sheet	pressed
Bed curtain	pressed
Flannel drape	pressed
Green drape	pressed

#### Small item ironer

Pillow case	pressed
White apron	pressed
Dish towel	pressed

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### **2.3 The following supplementary conditions will apply:**

- A) All bedding/linens in circulation and/or in the contractor's possession remain CORCAN property, and the contractor may not dispose of them without authorization from CORCAN.
- B) The contractor will be responsible for loss of and damage to goods, equipment and items of bedding and linen, and will be required to replace them in the event of accident, fire, theft, vandalism, etc. (the contractor is not responsible for normal wear and tear to bedding and clothing).

### **2.4 SORTING**

The contractor shall sort all the previously mentioned laundry items in order to do the laundering.

The full laundry service cycle is as follows:

- Washing and drying;
- Sorting;
- Pressing, if necessary;
- Folding;
- Transportation (CORCAN's responsibility).

### **2.5 LAUNDRY TRANSPORT CARTS**

CORCAN will supply carts for transporting laundry/linen. If there are not enough carts, the contractor shall contact CORCAN.

The carts must be covered with plastic disposable wrapping supplied by supplier.

Washed, returned laundry must be regrouped by category and colour in the carts, and arranged so that items are easily identified and not jumbled.

Carts must be washed and disinfected between being used for soiled and clean laundry items.

## **Annex B**

### **Finishing and preparation procedure for laundry/linen**

#### **Folding**

##### **Sheets, bed pads, flannels and thermal covers:**

1. Fold twice along the width
2. Fold twice along the length

##### **Pillow cases:**

1. Fold twice along the length

##### **Aprons:**

1. Fold once along the length (at the level of the waist strings)
2. Fold over twice along the length
3. Fold twice along the width

##### **Bibs:**

1. Fold in two along the width
2. Fold in three along the length, the first fold with the neck

##### **Gowns:**

1. Fold the sleeves in two together
2. Turn over the lower point to make a rectangle
3. Fold in two along the width
4. Fold in three along the length

##### **Facecloths:**

1. Stack in packs of 50s

##### **T-shirts:**

1. Place the t-shirt flat on a table, front to the table
2. Fold one side in at the neck width and turn over the sleeve
3. Fold the other side the same way
4. Fold over in two along the length

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**Pyjama pants:**

1. Fold in two along the width
2. Fold in two along the length

**Pyjama tops:**

1. Fold in two towards the back with side seams together in line
2. Turn over the sleeves
3. Fold in two along the length

**Contour sheets:**

1. White sheets: place ten contour sheets in a dark blue bag
2. Blue sheets: place ten contour sheets in a pale blue bag

**White Empty bags:**

1. Place 24 white bags in a white bag

**Other colour bags:**

1. Place 24 bags in a transparent bag

**Underwear (boxer shorts):**

1. Pile flat the same-colour underwear
2. Roll

**Socks:**

1. Place in a transparent bag

**Thermal underwear:**

1. Fold in two along the width
2. Fold twice along the length

**Table linen:**

1. 1. Stack in packs of 50

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**Piqués:**

1. Fold in three with the vinyl side out
2. Fold in two in the other direction

**Mats:**

1. Fold twice along the length

**Dishcloths:**

1. Fold twice along the length

**Annex B, suite****Finishing and preparation procedure for laundry/bedding**

Items	Quantity	Cord / F32
Kitchen items	As per instructions	No
Socks	Bag	No
Bibs	20	2 cords
Colour boxers shorts	5	By colour and two cords
White shirts	5	1 cord
White contour sheets	10 loose	Dark blue bag
Blue contour sheets	10 loose	Pale blue bag
Green blankets	5	1 cord
Blue bed covers	10	1 cord
Facecloths	50	1 cord
White sheets	10	2 cords
Flannels	5	1 cord
Gowns	10	1 cord
Dishcloths	25	2 cords
White Pants	5	No
Colour pants	5	No
Cotton interior piqués	5	1 cord
White bags	49 loose	White bag
Colour bags	49 loose	Transparent bag
Pyjama (top)	5	By colour and 1 cord
Pyjama (bottom)	5	By colour and 1 cord
Smocks	On hangers	Special cart
Towels	10	2 cords
Smoking apron	20	1 cord
Pillow cases	20	1 cord
Bath mats	5	No
T-shirts	10	1 cord
White aprons	20	2 cords
Thermal covers	10	1 cord

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Ph of the finished laundry must be between 6.5 and 7

#### Items with strings or ribbons

Strings and knots tied in such items as aprons, booties and shirts for disabled persons must be untied before the items are returned.

#### Soiled laundry

Soiled laundry will be brought in nylon bags, except for piqué covers and contaminated linens, which will be in a plastic bag.

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**Annex C**

**Pricing**

*Note (1): It is not mandatory to submit prices for the two blocks.*

**Block A - Ste-Anne Hospital**

Price per clean kilo: \_\_\_\_\_ \$/kg

**Block B - Regional laundry service**

Price per clean kilo: \_\_\_\_\_ \$/kg

\* It should be noted that CORCAN is requesting a price for laundry services only (transportation provided by Corcan)

## **Annex D**

### **Evaluation Criteria**

1. The offeror must provide two confirmation-of-fulfillment letters from two separate clients to whom the bidder must either have provided - during the last three years - or is currently providing laundry services for hospital and/or long-term care center with a minimum annual production of 3 500 000 kg. The clients may be contacted in order to validate the information given in the confirmation letters.
  
2. The offeror must be located within 60 km from the address below (will be verified using Google map)

Montreal Chinese Hospital  
189 rue Viger est  
Montréal, Québec