

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

**Bid Receiving - PWGSC / Réception des
soumissions - TPSGC**

**11 Laurier St. / 11, rue Laurier
Place du Portage, Phase III
Core 0A1 / Noyau 0A1
Gatineau, Québec K1A 0S5
Bid Fax: (819) 997-9776**

**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

Travel Procurement Services Division/Division des
services d'approvisionnement en voyage
Place du Portage, Phase III, 7B3
Portage III 7B3
11, rue Laurier/11 Laurier St.
Gatineau
Québec
K1A 0S5

Title - Sujet 2014 CAR RENTAL DIRECTORY	
Solicitation No. - N° de l'invitation E60LP-130005/A	Date 2013-07-17
Client Reference No. - N° de référence du client E60LP-130005	GETS Ref. No. - N° de réf. de SEAG PW-\$\$LP-011-63115
File No. - N° de dossier lp011.E60LP-130005	CCC No./N° CCC - FMS No./N° VME
Solicitation Closes - L'invitation prend fin at - à 02:00 PM on - le 2013-09-11	
Time Zone Fuseau horaire Eastern Daylight Saving Time EDT	
Delivery Required - Livraison exigée See Herein	
Address Enquiries to: - Adresser toutes questions à: Dicaire(lp011), François	Buyer Id - Id de l'acheteur lp011
Telephone No. - N° de téléphone (819)956-7764 ()	FAX No. - N° de FAX (819)956-4944
Destination - of Goods, Services, and Construction: Destination - des biens, services et construction: Specified Herein Précisé dans les présentes	
Security - Sécurité 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



Destination Code - Code destinataire	Destination Address - Adresse de la destination	Invoice Code - Code bur.-comptable	Invoice Address - Adresse de facturation
D - I	SEE HEREIN	I - I	SEE HEREIN



Item Article	Description	Dest. Code Dest.	Inv. Code Fact.	Qty Qté	U. of I. U. de D.	Unit Price/Prix unitaire FOB/FAM	Destination	Plant/Usine	Delivery Req. Livraison Req.	Del. Offered Liv. offerte
1	2014 CAR RENTAL DIRECTORY PROVISION OF A SELECTION OF CAR RENTAL COMPANIES FOR PUBLIC SERVANTS TRAVELING ON GOVERNMENT BUSINESS IN CANADA AND THE UNITED STATES .	D - 1	I - 1	1	Each	\$	\$		See Herein	

REQUEST FOR STANDING OFFER

GOVERNMENT OF CANADA CAR RENTAL PROGRAM FOR ALL EMPLOYEES

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Amd. No. - N° de la modif.

Buyer ID - Id de l'acheteur

lp011

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

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PART 1 - GENERAL INFORMATION

1. Introduction

The Request for Standing Offer (RFSO) is divided into seven (7) parts plus attachments and annexes, as follows:

Part 1: General Information: provides a general description of the requirement;

Part 2: Offeror Instructions: provides the instructions applicable to the clauses and conditions of the RFSO;

Part 3: Offer Preparation Instructions: provides Offerors with instructions on how to prepare their offer to address the evaluation criteria specified;

Part 4: Evaluation Procedures and Basis of Selection: indicates how the evaluation will be conducted, the evaluation criteria which must be addressed in the offer and the basis of selection;

Part 5: Certifications: includes the certifications to be provided;

Part 6: 6A, Standing Offer, and 6B, Resulting Contract Clauses

Part 6A: includes the Standing Offer containing the offer from the Offeror and the applicable clauses and conditions;

Part 6B: includes the clauses and conditions which will apply to any contract resulting from a call-up made pursuant to the Standing Offer.

Part 7: The Car Rental Directory: includes information relevant to the Car Rental Directory itself.

The Annexes include: Annex A - Submission Form, Annex B - Acceptance Form, Annex C - Identified Users, Annex D - Company Information and Rates and Annex E - Name(s) of Director(s) or Owner(s).

2. Summary of Requirement

Canada foresees a potential need for passenger vehicle rental services during the period from January 01, 2014 to December 31, 2014; the Offeror is hereby invited to provide Canada with an offer for passenger vehicle rental services as defined herein.

In order to assist Identified Users in renting passenger vehicles in the most economical manner, it is the intention of Canada to:

- (a) Solicit offers from interested car rental agencies or firms, in the form of daily rates for a number of passenger vehicle categories;
- (b) Publish the rates that meet the criteria set out in this document, in the 2014 Car Rental Directory for use by Identified Users on official government business travel authorized by Federal, Provincial or Territorial Governments and paid or reimbursed from public funds in accordance with the Travel Directive.

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"Identified User" or "Identified Users" includes departments, boards or agencies of the Government of Canada or Crown corporations for whom Public Works and Government Services Canada is authorized to provide services under the Department of Public Works and Government Services Act, and that is listed in "Annex D - Identified Users", attached hereto, during the term of any resulting Standing Offer. These Identified Users include organizations listed at Schedules I, I.1, II, and some at Schedule III of the Financial Administration Act, R.S.C. 1985, c.F-11. Where context warrants such an interpretation, the meaning of the term may also include an employee of an Identified User. Where the Offeror has agreed to make the rates submitted in its offer available to cost-reimbursable contractors, consultants or advisors traveling on official government business in performance of their contracts, the term Identified User(s) may also include such persons.

Employees of Identified Users, when traveling on official government business in the performance of their duties, family members of Government of Canada employees when on posting or transfer status, and cost-reimbursable contractors, consultants or advisors traveling on official government business in performance of their contracts with Identified Users, are frequently required to travel by rented passenger vehicles.

Employees of the Provincial and Territorial Governments identified in "Annex C - Identified Users" are also considered as an "Identified User".

The requirement is subject to the provisions of the Agreement on Internal Trade (AIT).

3. Debriefings

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

PART 2 - OFFEROR INSTRUCTIONS

1. Standard Instructions, Clauses and Conditions

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

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

2006 (2013-06-01) Standard Instructions - Request for Standing Offers - Goods or Services - Competitive Requirements are incorporated by reference into and form part of the RFSO.

2006 (2013-06-01) Standards Instructions - Request for Standing Offers - Goods or Services - Competitive Requirements, section 05, paragraph 4 is amended as follows:

Delete: sixty (60) days

Insert: one hundred and twenty (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 or electronic mail to PWGSC **will not be accepted**.

3. Enquiries - Request for Standing Offer

All enquiries must be submitted in writing to the Standing Offer Authority no later than seven (7) calendar days before the Request for Standing Offers (RFSO) closing date. Enquiries received after that time may not be answered.

Offerors should reference as accurately as possible the numbered item of the RFSO to which the enquiry relates. Care should be taken by Offerors to explain each question in sufficient detail in order to enable Canada to provide an accurate answer. Technical enquiries that are of a proprietary nature must be clearly marked "proprietary" at each relevant item. Items identified as "proprietary" will be treated as such except where Canada determines that the enquiry is not of a proprietary nature. Canada may edit the questions or may request that Offerors do so, so that the proprietary nature of the question is eliminated, and the enquiry can be answered with copies to all Offerors. Enquiries not submitted in a form that can be distributed to all Offerors may not be answered by Canada.

4. Applicable Laws

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

1. Offer Preparation Instructions

Section I: Company Information and Rates

(a) The offer will completely and thoroughly address each element of the requirement as enumerated in the RFSO. It is essential that the elements contained in the offer be stated in a clear and concise manner and in the prescribed format (Annex A, B, and E).

Offerors will provide a comprehensive and sufficiently detailed offer, including all requested pricing details, that will permit a complete evaluation in accordance with the criteria set out in this RFSO;

(b) Offerors will return the offer duly completed and signed in accordance with the terms and conditions set out in this RFSO, either on the enclosed submission form (Annex A) or by using the Car Electronic Bidding System (CEBS), returning the data on a removable medium (CD, DVD or USB key) along with a copy of the data printout.

Note: The CEBS CD that was sent to you is read only. Therefore, it cannot be used to return your submission to PWGSC.

(c) Offerors will return the Annex B - Acceptance Form duly completed and signed and the administration and listing fees as indicated in Part 4, section 1.1 - Mandatory Criteria.

(d) Although Offerors submitting late offers will not be listed in the 2014 Government Car Rental Directory, their names will remain on the source list for future bid solicitations.

PART 4 - EVALUATION PROCEDURES AND BASIS OF SELECTION

1. Evaluation Procedures

(a) Offers will be assessed in accordance with the entire requirement of the Request for Standing Offers including the technical and financial evaluation criteria.

(b) An evaluation team composed of representatives of Canada will evaluate the offers.

1.1 Mandatory Evaluation Criteria

To be considered responsive, an offer must meet all of the following mandatory requirements of this RFSO. Offerors that submit offers that are determined to be non-responsive will receive no further consideration but will either have their cheque or money order returned or will receive a refund, by cheque, for any payments on account of administration and listing fees that have been processed. In order to receive a refund, the Offeror must provide its Procurement Business Number (see Annex "D", Section 1, paragraph 1.6)

Offerors that are paying their administration and listing fees by cheque or money order, be advised that Canada will not deposit the cheque or money order until after the final approval has been received from the Treasury Board Secretariat to publish the Directory. This approval is usually received mid to late December. **For this reason, each cheque or money order must have a minimum validity period of one hundred eighty (180) days.**

(a) Offerors must remit administration and listing fees of \$200.00 for each city and \$200 for each airport for which offers are submitted, regardless of the number of vehicle categories that are quoted for either. Payment must be made in the form of cheque or money order, made payable to the "Receiver General for Canada";

(i) Administration and listing fees for rental locations in Canada must be paid in Canadian dollars. The fees include any applicable GST or HST.

(ii) Administration and listing fees for rental locations in the USA must be paid in American dollars.

(iii) Administration and listing fees submitted for a city or airport outlet will be refunded, should rates not qualify.

(b) The Offeror agrees to abide by all the terms and conditions listed in the RFSO.

1.2 Rates

(a) For rental locations in Canada, the Offeror must quote rates in Canadian dollars that will be applicable for the entire period of the offer, from January 01, 2014 to December 31, 2014.

(b) For rental locations in the USA, the Offeror must quote rates in American dollars that will be applicable for the entire period of the offer, from January 01, 2014 to December 31, 2014.

(c) The rates quoted must not include any commission, including the commission normally paid to a travel agency for booking a vehicle reservation.

(d) The rates quoted must not include any amount for fuel costs. The cost of fuel and top up charges used during the period of the rental will be the Identified User's responsibility. The Offeror's policy concerning refueling for government employees must be explained to the Identified User at the time of vehicle pickup.

(e) The rates quoted must not include any amount for accidental death or dismemberment. This type of coverage is provided automatically when the Government of Canada Individual Designated Travel Card (IDTC) or Departmental Travel Expense Card and Account (DTEC) are used to pay for the full charge of vehicle rentals and through other government programs.

(f) The rates quoted for a city location must be available at all rental counters for this city.

(g) The Offeror must quote firm daily rates with unlimited kilometers.

(h) The rate quoted for a vehicle rented in Canada must include a minimum of one million dollars (\$1,000,000.00) insurance coverage for Public Liability and Property Damage (PL/PD), which will be the insurance of first instance.

(i) In Canada, should the Offeror have an option on its rental contract/agreement where the Identified User can accept or decline PL/PD, this option cannot be used by the Offeror during the period of the offer and it will have no effect in regards to the terms and conditions contained herein.

(j) The rate quoted for a vehicle rented in the U.S.A. must include a minimum coverage of: Public Liability of one hundred thousand (\$100,000.00)US per person up to a maximum of three hundred thousand (\$300,000.00)US per accident and; twenty-five thousand (\$25,000.00)US for property damage.

(k) In the U.S.A., should the Identified User elect to accept the basic PL/PD coverage included in the daily rate or decide to purchase extended PL/PD coverage, the PL/PD insurance coverage provided by the rental company (basic or extended) must remain the insurance of first instance.

(l) The Offeror agrees that the daily rates quoted for each vehicle category will apply to the vehicles that are listed under each of the categories as set out in Annex D, 2.2 (a).

(m) The rates quoted must include any applicable municipal taxes, as well as any other fees incurred by the Offeror for the operation of its counters other than the ones mentioned in item (n) below. Snow tire charges should not be included in the rate and must be shown separately.

(n) The rates quoted are to be exclusive of Federal, Provincial and State Sales Taxes, any applicable airport improvement taxes or fees, tire and fuel conservation taxes and charges for Air Conditioning Surcharge Recovery Fee (ACSRF), Vehicle Licensing Fee (VLF) and Airport Concession Recovery Fee (ACRF), all of which will be shown separately in the Directory and on all invoices and paid by the Identified Users. Federal government employees are required to pay the GST and PST or HST for car rentals directly to the suppliers of such services. Provincial sales tax exemption numbers should not be quoted for these purchases.

(o) The Air Conditioning Surcharge Recovery Fee (ACSRF), Vehicle Licensing Fee (VLF) and Airport Concession Recovery Fee (ACRF) must be no greater than what is charged to non-government travellers/accounts.

(p) The Offeror agrees to remit to the Canada Revenue Agency or provincial/territorial government, as applicable, any amounts of GST, HST, PST and other taxes paid or due.

(q) The Offeror may offer rates for all the airports and cities listed (CD Only) and all vehicle categories listed at Annex D, 2.2 (a), or only the airports, cities and vehicle categories for which the Offeror wishes to provide the service.

1.3 Fleet

"Rental Passenger Vehicle" means a four-wheeled, passenger motor vehicle designed for travel on public roads, that is available to be rented from a licensed rental agency, and that falls within at least one of the vehicle categories set out at Annex D, 2.2 (a).

(a) The Offeror must:

(i) Possess a minimum fleet of 10 Rental Passenger Vehicles for each city or airport counter location for which a proposal is submitted.

(ii) Manage or be the owner of the Rental Passenger Vehicles it is renting out, and have exclusive possession of the Rental Passenger Vehicles. Offerors sharing their fleet with another company (dual branding) must only submit rates for one company. The Rental Passenger Vehicles must not be subject to any agreement that would in any way limit the Offeror's ability to make the Rental Passenger Vehicles available to Canada.

(iii) Indicate, in Annex A, the number of Rental Passenger Vehicles in its fleet at each location.

1.4 Collision Damage Waiver (CDW)

(a) The daily rental rates must not include costs for the **nil-deductible** Collision Damage Waiver (CDW). The Offeror must quote a separate rate for CDW for:

(i) all Identified Users, and

(ii) if applicable, indicate if there is an additional charge for Identified Users who are less than 25 years of age.

(b) The CDW rate quoted must provide coverage that fully insures the Identified User with **nil-deductible**, against collision, loss, damage, fire, theft, vandalism, tire and glass damage and loss of use, except in cases in which the Identified User has been charged and convicted of an indictable offense while using the rental vehicle.

(c) The CDW rate must provide coverage when the vehicle is used on unpaved roads, as long as these roads are maintained by some level of government (federal, provincial, municipal or by a band council when on an aboriginal reservation).

(d) The Offeror understands that Identified Users, using the Government of Canada Individual Designated Travel Card (IDTC) or Departmental Travel Expense Card and Account (DTEC), have been advised that the purchase of the CDW is not required since this protection is provided automatically when the IDTC and the DTEC are used to pay for the full charge of vehicle rentals. The CDW coverage provided by the IDTC covers the cost of collision and loss damage to the rental vehicle, without any recourse to a user's personal automobile insurance. Offerors will be responsible to ensure that Identified Users paying the full charge of vehicle rentals with the IDTC or DTEC are not charged for CDW coverage.

(e) It should also be noted that some Identified Users may elect to pay for vehicle rentals using personal premium credit cards that provide CDW coverage. In such instances, they are not required to purchase the CDW separately when renting vehicles.

(f) Identified users not paying for the vehicle rentals using the IDTC, DTEC or with a premium credit card providing CDW coverage must purchase the CDW coverage offered by the Offeror separately when renting vehicles.

(g) The CDW coverage offered on the IDTC and DTEC is for the full value of the Rental Passenger Vehicle. It does not include antique or exotic automobiles, trucks, Off Road Vehicles, motorcycles, mopeds, recreational vehicles, campers, trailers, vans (with the exception of certain mini-vans) and pick-up trucks. Where the Identified User is offered a free upgrade to a vehicle that is not covered by the insurance provided either with IDTC, DTEC or with a personal premium credit card, the Offeror must provide its CDW coverage at no additional cost.

1.5 Location of Outlets

The Offeror must:

(a) Not quote rates for a city where a counter location will not be in actual operation on January 01, 2014.

(b) Not quote rates for an airport where a counter location will not be in actual operation on January 01, 2014.

(c) Not quote rates for an airport where a counter location is not physically located on the airport grounds.

(d) Ensure that each outlet be legally licensed to provide a passenger vehicle rental service.

(e) Indicate in Annex A, the number of outlets at each location.

(f) Indicate in Annex A, all the counter addresses and phone numbers for each city location.

2. Basis of Selection

(a) Offers meeting the criteria set out in this RFSO will be recommended for issuance of a Standing Offer. PWGSC will award a minimum of three (3) Standing Offers and up to 60% of the total offers received at the lowest rates submitted per vehicle category for each city and/or airport location.

The lowest 60% will be calculated as follows: rate offered per category plus 10% of the daily Collision Damage Waiver (CDW)

Air Conditioning Surcharge Recovery Fee (ACSRF), Vehicle Licensing Fee (VLF) and Airport Concession Recovery Fee (ACRF) will not be considered in the establishment of the lowest rates.

(b) The Government of Canada reserves the right to exceed the above percentage by adding, in ascending order, as many additional rates per vehicle category as may be deemed necessary to ensure that an adequate number of passenger rental vehicles are available to meet the needs of the Identified Users.

PART 5 - CERTIFICATIONS

Offerors must provide the required certifications and documentation to be issued a standing offer.

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The certifications provided by offerors to Canada are subject to verification by Canada at all times. Canada will declare an offer non-responsive, will have the right to set-aside a standing offer, or will declare a contractor in default, if any certification is found to be untrue whether during the offer evaluation period, during the Standing Offer period, or during the contract period.

The Standing Offer Authority will have the right to ask for additional information to verify the Offeror's certifications. Failure to comply with this request will also render the Offer non-responsive or may result in the setting aside of the Standing Offer or will constitute a default under the Contract.

1. Mandatory Certification Precedent to Issuance of a Standing Offer

1.1 Code of Conduct and Certifications - Related documentation

By submitting an offer, the Offeror certifies that the Offeror and its affiliates are in compliance with the provisions as stated in Section 01 Code of Conduct and Certifications - Offer of Standard Instructions 2006. The related documentation therein required will assist Canada in confirming that the certifications are true.

Please complete Annex E – Name(s) of Director(s) or Owner(s).

1.2 Federal Contractors Program for Employment Equity - Standing Offer Certification

By submitting an offer, the Offeror certifies that the Offeror, and any of the Offeror's members if the Offeror is a Joint Venture, is not named on the Federal Contractors Program (FCP) for employment equity "FCP Limited Eligibility to Bid" list

(http://www.labour.gc.ca/eng/standards_equity/eq/emp/fcp/list/inelig.shtml) available from HRSDC-Labour's website.

Canada will have the right to declare an offer non-responsive, or to set-aside a Standing Offer, if the Offeror, or any member of the Offeror if the Offeror is a Joint Venture, appears on the "FCP Limited Eligibility to Bid" list at the time of issuing of a Standing Offer or during the period of the Standing Offer.

PART 6 – STANDING OFFER AND RESULTING CONTRACT CLAUSES

A. STANDING OFFER

1. Offer

The Offeror offers to fulfill the requirement in accordance with the Requirement at Part 1, Section 2 - Summary.

2. Standard Clauses and Conditions

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

2.1 General Conditions

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

2.2 Standing Offer Reporting

The Offeror must compile and maintain records on its provision of services to the federal government under contracts resulting from the offer. This data must include all car rental costs, including purchases paid by Government of Canada Individual Designated Travel Card (IDTC) and Departmental Travel Expense Card and Account (DTEC). The data must be aggregated and submitted on a quarterly basis to Canada as follows:

Report #1 - 15 days following the end of March,
 Report #2 - 15 days following the end of June,
 Report #3 - 15 days following the end of September,
 Report #4 - 15 days following the end of December.

The reports will provide, as a minimum, the following information on government usage:

- (1) Total government expenditure per month, per location, per vehicle category, per expense category (car rental, car insurance, etc.)
- (2) Number of car rentals per month, per location, per duration
- (3) Average length of car rental per month, per location

These reports must be sent to:

Public Works and Government Services Canada
 Traffic Management Directorate
 Travel Procurement Services Division
 Accommodation and Car Rental Program
 11 Laurier St., Phase III, Floor 7B3-38,
 Gatineau, Quebec, Canada K1A 0S5

Attention: François Dicaire
 E-mail: francois.dicaire@tpsgc-pwgsc.gc.ca

All data fields of the report must be completed as requested. If some data is not available, the reason must be indicated in the report. If no services are provided during a given period, the Offeror must still provide a "NIL" report.

Failure to provide fully completed quarterly reports in accordance with the above instructions may result in the setting aside of the offer and the application of a vendor performance corrective measure.

3. Term of Standing Offer

3.1 Period of Standing Offer

The period for placing call-ups and rendering services against the Offeror is from January 01, 2014 to December 31, 2014 inclusively.

4. Authorities

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

4.1 Standing Offer Authority

François Dicaire
Supply Specialist
Public Works and Government Services Canada
Traffic Management Directorate
Travel Procurement Services Division
Accommodation and Car Rental Program
11 Laurier St., Phase III, Floor 7B3-38,
Gatineau, Quebec, Canada K1A 0S5

Tel. No. 819-956-7764

E-mail: francois.dicaire@tpsgc-pwgsc.gc.ca

4.2 Technical Support

For technical support, please contact:

François Dicaire
Travel Procurement Services Division
Tel: 819-956-7764
E-mail: francois.dicaire@tpsgc-pwgsc.gc.ca

5. Identified Users

The list of Identified Users of the Standing Offer is presented at Annex C, Identified Users.

6. Additions to the List of Identified Users during the Period of the Standing Offer

Should Canada authorize the addition of new Identified Users to the list of Identified Users (Annex C), the Offeror hereby offers to provide the services specified herein to the employees of such new Identified Users, under the same conditions and at the rates and prices specified herein.

Any revision to the list of Identified Users will be authorized by the Standing Offer Authority at any time prior to the expiry of the Standing Offer and will be evidenced through the issuance of a communiqué to all accepted Offerors. The most up-to-date copy of the Identified Users list can be found at the following address:

<http://rehelv-acrd.tpsgc-pwgsc.gc.ca/preface-eng.aspx#users>

7. Call-up Procedures

(a) The Identified Users will reserve their rental vehicles:

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(i) By telephone, facsimile, e-mail, Internet, by using an automated booking tool to obtain a reservation for which a confirmation number has been provided by the Offeror, and the terms of the resulting call-up will be limited exclusively to the pertinent details of the requirements as provided by the Identified user to the Offeror.

(ii) Through representatives of the Government Travel Services contractor, (travel agent) to obtain a reservation for which a confirmation number has been provided by the Offeror, and the terms of the resulting call-up will be limited exclusively to the pertinent details of the requirements as provided by the Identified User to the Offeror.

(iii) Through other travel services providers identified herein used by some of the identified users to obtain a reservation for which a confirmation number has been provided by the Offeror, and the terms of the resulting call-up will be limited exclusively to the pertinent details of the requirements as provided by the Identified User to the Offeror.

(b) The Identified Users may also obtain their rental vehicles as a walk-in, where the identified user will immediately obtain the rental vehicle on-site (if available), and the terms of the resulting call-up will be limited exclusively to the pertinent details of the requirements as provided by the Identified User to the Offeror.

8. Limitation of Call-ups

The rental of a vehicle must not exceed thirty (30) consecutive days or \$4,500.00 CAD in Canada, or \$4,500.00 US in the USA, (30 days @ \$150.00 per day, all taxes extra) for each individual call-up against this Standing Offer.

9. Acceptance of a Call-up

The Offeror must accept reservations from all Identified Users 18 years of age or older who possess a valid driver's license.

10. Application of the Rates

(a) The rates offered are for traveling employees of Identified Users, when traveling on official government business in the performance of their duties and for family members of Government of Canada employees when on posting or transfer status and, where the Offeror agrees, for cost reimbursable contractors, consultants or advisors working under contract to an Identified User and traveling on official government business in performance of that contract, all where such travel is paid for or reimbursed from public funds in accordance with the Travel Directive.

(b) The Identified User can be asked for proof that they are on official government business travel at the time that they pick up the vehicle. This is not applicable when the reservation is made through the Government Travel Services contractor, or other travel service providers used by Territorial or Provincial Governments, or when the form of payment is the Government of Canada IDTC or DTEC. A security deposit cannot be required.

(c) If the Identified User is unable to provide confirmation that they are on official government business travel, and the reservation was not made through the Government Travel Services contractor, or other travel service providers used by Territorial or Provincial Governments, or payment is not made by the Government of Canada IDTC or DTEC; and the Offeror agrees to offer the government rate, the Offeror may request a security deposit. The security deposit must not exceed an amount based on the daily car rental rate, the daily CDW charge (if applicable), ACSRF, VLF and ACRF (if applicable) times the number of days of the rental. Such deposits will be applied towards the rental costs when the car is returned.

(d) If drop-off charges are applicable on one-way rentals, the Offeror must indicate the fee structure under "Services Offered" in the Annex A. The Offeror must also advise the Government Travel Services contractor or the Identified User of the additional costs at the time the vehicle is reserved or picked-up. Failure to do so may result in the rejection of the charge. Drop-off charges can only be applied when the vehicle is returned to a counter location located in another city.

(e) Should an Identified User rent a vehicle for a period of seven consecutive days, the weekly rate will be calculated at no greater than:

- (i) six times the daily car rental rate, plus
- (ii) six times the daily CDW rate if the coverage was purchased by the Identified User from the supplier, plus
- (iii) any applicable taxes, Air Conditioning Surcharge Recovery Fees (ACSRF), Vehicle Licensing Fees (VLF) and, if applicable, Airport Concession Recovery Fees (ACRF).

(f) When specials or other rates are offered, which include a kilometer charge, the total charge levied will not exceed the rental charge that would be payable if calculated in accordance with the daily rate plus other fees per day quoted herein.

(g) The terms and conditions of the Standing Offer will apply to any call-up and resulting contract, even if at the time of reservation or pickup of the rented vehicle, the Offeror gives the identified user a rate that is lower than the rates that are part of the Standing Offer.

(h) The Offeror understands that the rates charged to the identified user will be verified after payment and agrees to promptly refund the Identified User any payment made in excess of the rates quoted in the Standing Offer. As such, and following PWGSCs own internal guidelines for response time, Offerors are required to provide a response to overcharge requests within five (5) business days.

11. Fleet and Counter Locations

(a) Offerors that have submitted offers, for either an airport or a city location, where only one counter location exists and the counter location is not in actual operation on January 01, 2014, will have their rates for that airport or city location removed from the 2014 Car Rental Directory.

(b) During the period of the Standing Offer, it is the Offeror's responsibility to advise PWGSC if a counter moves or closes. For locations where only one counter exists and the counter closes, the Offeror's rates for that location will be removed from the 2014 Car Rental Directory.

(c) All vehicles rented under this Standing Offer should not be older than the 2014 model year, with the exception indicated below. Vehicles of the 2012 and 2013 model years may be utilized, providing that they are in clean condition, excellent state of repair and have not been driven more than 50,000 kilometers (30,000 miles).

(d) All intermediate vehicles rented under this Standing Offer must be of the makes and models listed below or similar in size if not listed, or larger. Compact cars must be smaller and standard cars must be larger than makes and models listed below.

Manufacturer	Make and Model
General Motors	Chevrolet Cruze
Ford	Ford Focus
Chrysler	Dodge Dart
Hyundai	Hyundai Elantra
Kia	Kia Forte
Honda	Honda Civic
Mazda	Mazda 3
Nissan	Nissan Sentra
Toyota	Toyota Corolla

12. Priority of Documents

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

1. the call-up against the Standing Offer, including any annexes;
2. the articles of the Standing Offer;
3. the General Conditions 2005 (2012-11-19) General Conditions - Standing Offers - Goods or Services;
4. the General Conditions 2010C (2013-06-27) General Conditions - Services (Medium Complexity);
5. the Annexes B, C, D, and E;
6. the Offeror's offer.

13. Certifications

13.1 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.

13.2 Federal Contractors Program for Employment Equity - Setting aside

The Offeror understands and agrees that, when an Agreement to Implement Employment Equity (AIEE) exists between the Offeror and HRSDC-Labour, the AIEE must remain valid during the entire period of the Standing Offer. If the AIEE becomes invalid, the name of the Offeror will be added to the "FCP Limited Eligibility to Bid" list. The imposition of such a sanction by HRSDC may result in the setting aside of the Standing Offer.

14. Applicable Laws

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

15. Disclosure of Information

In the event of a resultant Standing Offer, the Offeror agrees to the disclosure of its unit prices by Canada, which will include posting them in the Car Rental Directory on the Internet, and further agrees that it will have no right of claim against Canada, the Minister, the Identified Users, their employees, agents or servants, or any of them, in relation to such disclosure.

16. Non-assignable

The Standing Offer cannot be assigned or transferred in whole or in part.

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 Requirement

The Contractor must provide the services described in the call-up against the Standing Offer.

2. Standard Clauses and Conditions

2.1 General conditions

2010C (2013-06-27) General Conditions – Services (Medium Complexity), apply to and form part of the Contract.

3. Federal Contractors Program for Employment Equity - Default by the Contractor

The Contractor understands and agrees that, when an Agreement to Implement Employment Equity (AIEE) exists between the Contractor and HRSDC-Labour, the AIEE must remain valid during the entire period of the Contract. If the AIEE becomes invalid, the name of the Contractor will be added to the "FCP Limited Eligibility to Bid" list. The imposition of such a sanction by HRSDC will constitute the Contractor in default as per the terms of the Contract.

4. Term of Contract

4.1 Period of Contract

The services must be rendered in accordance with the call-up against the Standing Offer.

5. Payment

5.1 Method of Payment

(a) Upon arrival at a car rental counter, the car rental company will request an authorization from the credit card issuer used by the Identified User to ensure funds are available. Consequently, the credit card issuer will reduce the credit available by the amount authorized, that should be proportional to the type of rental, and the authorized amount will then be removed once the Identified User pays the final invoice and the car rental company settles the transaction with the credit card issuer. For all types of reservation, under no circumstances can the car rental company charge an advanced payment for a reservation or an extension of a reservation to the Identified User traveling on government business. The above process is not considered as a deposit or an advance payment and is considered common industry practice.

(b) Once the vehicle has been returned and inspected, an invoice must be submitted to the Identified User. Payment may be made with the Government of Canada IDTC or DTEC, a personal credit card, a debit card (Interac) or by any other means accepted by the Contractor. If an Identified User has been charged with a rate that is not in accordance with the Standing Offer, the Contractor must promptly refund any payment made in excess of the rates quoted in the Standing Offer to the Identified user. As such, and following PWGSCs own internal guidelines for response time, Offerors are required to provide a response to overcharge requests within five (5) business days.

5.2 Basis of Payment and Overcharges

In consideration of being listed in the Government of Canada Car Rental Directory, the Contractor agrees to charge no more than the rate(s) quoted for the type(s) of vehicles indicated, in accordance with the terms and conditions listed herein.

The Contractor understands that the rates charged to the identified user will be verified after payment and agrees to promptly refund the Identified User any payment made in excess of the rates quoted in the Offeror's offer.

The Contractor agrees not to use the name of Public Works and Government Services Canada in any type of advertising media for promotion of its services. The Contractor further agrees not to advertise or to promote "government rates" in cities where rates submitted have not been accepted, or where rates were not submitted for the 2014 Car Rental Directory. This includes posting such information on the Contractor's web site.

The Contractor agrees not to advertise or to promote "government rates" for car categories that were not requested in this RFSO. This includes posting such information on the Contractor's web site.

The Contractor agrees that the rates must not be subject to increase at any time, such as weekends, statutory holidays or during events of a local nature such as area fairs. Blackout periods will not be permitted.

The Contractor understands and agrees that failure to honor the rates, terms and conditions for the period of the Standing Offer may result in the removal of the firm's name from the affected location from the 2014 Car Rental Directory.

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Additional charges such as the Vehicle Licensing Fee (VLF), the Airport Concession Recovery Fee (ACRF), the Air Conditioning Surcharge Recovery Fee (ACSRF) and winter tire fees are extra and must be in accordance with the Standing Offer.

Additional surcharges may apply for rentals in the United States and must be in accordance with the Standing Offer.

The Collision Damage Waiver (CDW) insurance is included when using the Government of Canada IDTC or DTEC and must not be charged to the Identified User. An Identified User using a personal credit card that does not provide the CDW coverage to pay for the car rental is responsible for purchasing the CDW, if needed.

The Public Liability and Property Damage (PL/PD) insurance minimum coverage of one million dollars (\$1,000,000.00) for vehicles rented in Canada and used in Canada and in the USA is included in the daily rate and will be the insurance of first instance; and one hundred thousand (\$100,000.00)US per person up to a maximum of three hundred thousand (\$300,000.00)US per accident and; twenty-five thousand (\$25,000.00)US for property damage for vehicles rented in the USA is included in the daily rate. In the USA, travellers may purchase additional liability insurance if the level of insurance included in the daily rate is insufficient.

6. Short Term Rental

For vehicles rented by federal government employees while traveling on official government business for a period of less than 31 days, the Contractor **must insert as renter**, Canada, as represented by _____ (insert the employee's department).

7. Honouring Rental Vehicle Reservations

All accepted rental reservations must be honoured. In the event that a vehicle in a category reserved is not available at the time of pickup, the Contractor will upgrade, at the same rate as the reserved vehicle, to the next available category; or provide a similar vehicle from another rental agency at the same rate as that of the reserved vehicle. Pick-up trucks **are not** to be offered as upgrades or as replacement vehicles.

8. Vehicle Mechanical Breakdown

In the event that a rental vehicle mechanically breaks down, it will be replaced promptly with a similar vehicle. If it cannot be replaced promptly with a similar vehicle, the Contractor will upgrade, at the same rate as the reserved vehicle, to the next available category; or provide a similar vehicle from another rental agency at the same rate as that of the reserved vehicle.

Pick-up trucks **are not** to be offered as replacement vehicles. The Contractor will not charge for the period (to the nearest half day) that the vehicle was disabled.

9. Loyalty Programs

Canadian federal government employees can join loyalty programs. However, employees will not be reimbursed should there be costs, over and above the car rental rates, to join loyalty programs.

PART 7 - THE CAR RENTAL DIRECTORY

1. Directory Format

- (a) The Car Rental Directory for Government Employees is comprised of two sub-directories: Canada and the United States. Each sub-directory contains an alphabetical index of city listings.
- (b) In each airport/city listing, car rental firms and their rates will be shown in ascending order by price per vehicle category.
- (c) By selecting a car rental firm, Identified Users are able to view the car rental firm's services offered, telephone numbers, fax number, e-mail address and Web site address. For each city listing, Identified Users are also able to view the car rental firm's counter addresses and associated phone numbers.

2. Distribution of the Directory

- (a) The Government Car Rental Directory is now distributed electronically in the Internet at the following web site: <http://rehelv-acrd.tpsgc-pwgsc.gc.ca/>
- (b) An automated booking tool is available to employees to help them make their reservations. We encourage you to make your car rental company's rates accessible to government employees using this online reservation service. To do so, please submit your car rental rates to Sabre, the Global Distribution System (GDS) utilized by the booking tool to search and display rates, using the rate code "GOC" to identify Government of Canada rates. For the Apollo GDS, please use the rate code "GCAN".

Following are the required pseudo city codes:

- AMEX - Z1C0 (Sabre)
- Carlson Wagonlit - H120 and 22LO (Sabre)
- HRG Canada - B3W1 (Sabre)
- Yukon Government Travel - 27LL (Apollo)

Car rental companies that do not currently list the GOC rates in the GDS can contact Sabre at car.sales@sabre.com for more information.

3. Customer Complaints

Canada will investigate complaints referred to them by an Identified User. Canada reserves the right to remove the offending firm's listing for that location from the Directory should they fail to take the appropriate corrective action or fail to adhere to the terms and conditions of the Standing Offer. As such, and following PWGSCs own internal guidelines for response time, Offerors are required to provide a response to complaint requests within five (5) business days.

4. Mailing List

- (a) The Travel Procurement Services Division of PWGSC maintains a source list of suppliers of passenger vehicle rental services in Canada and the United States. Each year, a RFSO to provide car rental rates for the Car Rental Directory for Government Employees is mailed to each supplier on the source list.

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- (b) The source list will be purged of suppliers who have not responded to the RFSO for any of the last three (3) years.
- (c) Notices advertising the existence of the source list and the proposed procurement of rental vehicle rates are advertised on the Government Electronic Tendering Service (GETS). Suppliers may submit a written request to the Standing Offer Authority to be added to the source list at any time.

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ANNEX A - SUBMISSION FORM**COMPANY DATA**

Vendor Code (See address label)	CR _____
Company Name (Operating Name)	
Legal Name	
Procurement Business Number (PBN)	
Company Address	
Postal or Zip Code	
Company Telephone Number	
Company Fax Number	
Toll-Free Reservation Number	Bilingual: English: French:
Government Rates Identification Number	

Language Preference			
	English		French

E-mail address for reservation	
Company's Web Site Address (URL)	

<input checked="" type="checkbox"/>	Check the Method of Payments that your Company Accepts				
	Master Card		Discovery Card		Debit Card
	Visa		Japan Credit Bureau		Cash or Cheque
	American Express				

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Authorized Representative	
Name (Please print)	
Title (Please print)	
Telephone Number	
E-mail Address	

Point of Contact	
Name (Please print)	
Telephone Number	
E-mail Address	

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GOVERNMENT RATES

_____ City Name	Airport Outlet
--------------------	-----------------------

Number of outlets:	
Number of cars in fleet:	

Vehicle Category	Daily Rate	VLF
Hybrid	\$	\$
Compact	\$	\$
Intermediate	\$	\$
Standard	\$	\$
Full Size	\$	\$
Mini-Van	\$	\$
Standard SUV	\$	\$

CDW	\$
ACRF	%
ACSRF	\$

Services	YES	NO
Additional cost for CDW for drivers 18 to 21:		
Additional cost for CDW for drivers 22 to 24:		
Vehicles available with hand controls for persons with disabilities:		
Snow tires available at additional cost: (if Yes, see table below)		
Snow tires available at no extra cost		
Vehicles with block heaters available:		
Surcharge applies to rentals in this city (USA only):		
Rates applicable to cost reimbursable contractors and other travelers:		
Cost for additional drivers		
Alternate fuels accepted		
One-Way Rental Fee - Flat Rate		
One-Way Rental Fee - Per Kilometre		
One-Way Rental Fee - Combination of Flat Rate and Per Kilometre		
Roadside assistance available at extra cost		

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Snow Tire Fees:	\$
How and when do these fees apply? (English)	
How and when do these fees apply? (French)	

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GOVERNMENT RATES

_____	City Outlet(s)
City Name	

Number of outlets:	
Number of cars in fleet:	

Vehicle Category	Daily Rate	VLF
Hybrid	\$	\$
Compact	\$	\$
Intermediate	\$	\$
Standard	\$	\$
Full Size	\$	\$
Mini-Van	\$	\$
Standard SUV	\$	\$

CDW	\$
ACSRF	\$

Services	YES	NO
Additional cost for CDW for drivers 18 to 21:		
Additional cost for CDW for drivers 22 to 24:		
Vehicles available with hand controls for mobility impaired persons:		
Snow tires available at additional cost: (if Yes, see table below)		
Snow tires available at no extra cost		
Vehicles with block heaters available:		
Free delivery and pick up of vehicle within city:		
Additional charges for delivery and pick up of vehicle within city:		
Surcharge applies to rentals in this city (USA only):		
Rates applicable to cost reimbursable contractors and other travelers:		
Cost for additional drivers		
Alternate fuels accepted		
One-Way Rental Fee - Flat Rate		
One-Way Rental Fee - Per Kilometre		
One-Way Rental Fee - Combination of Flat Rate and Per Kilometre		
Roadside assistance available at extra cost		

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Snow Tire Fees:	\$
How and when do these fees apply? (English)	
How and when do these fees apply? (French)	

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GOVERNMENT RATES

_____	Airport Outlet
City Name	

Number of outlets:	
Number of cars in fleet:	

Vehicle Category	Daily Rate	VLF
Hybrid	\$	\$
Compact	\$	\$
Intermediate	\$	\$
Standard	\$	\$
Full Size	\$	\$
Mini-Van	\$	\$
Standard SUV	\$	\$

CDW	\$
ACRF	%
ACSRF	\$

Services	YES	NO
Additional cost for CDW for drivers 18 to 21:		
Additional cost for CDW for drivers 22 to 24:		
Vehicles available with hand controls for persons with disabilities:		
Snow tires available at additional cost: (if Yes, see table below)		
Snow tires available at no extra cost		
Vehicles with block heaters available:		
Surcharge applies to rentals in this city (USA only):		
Rates applicable to cost reimbursable contractors and other travelers:		
Cost for additional drivers		
Alternate fuels accepted		
One-Way Rental Fee - Flat Rate		
One-Way Rental Fee - Per Kilometre		
One-Way Rental Fee - Combination of Flat Rate and Per Kilometre		
Roadside assistance available at extra cost		

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Snow Tire Fees:	\$
How and when do these fees apply? (English)	
How and when do these fees apply? (French)	

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GOVERNMENT RATES

_____	City Outlet(s)
City Name	

Number of outlets:	
Number of cars in fleet:	

Vehicle Category	Daily Rate	VLF
Hybrid	\$	\$
Compact	\$	\$
Intermediate	\$	\$
Standard	\$	\$
Full Size	\$	\$
Mini-Van	\$	\$
Standard SUV	\$	\$

CDW	\$
ACSRF	\$

Services	YES	NO
Additional cost for CDW for drivers 18 to 21:		
Additional cost for CDW for drivers 22 to 24:		
Vehicles available with hand controls for mobility impaired persons:		
Snow tires available at additional cost: (if Yes, see table below)		
Snow tires available at no extra cost		
Vehicles with block heaters available:		
Free delivery and pick up of vehicle within city:		
Additional charges for delivery and pick up of vehicle within city:		
Surcharge applies to rentals in this city (USA only):		
Rates applicable to cost reimbursable contractors and other travelers:		
Cost for additional drivers		
Alternate fuels accepted		
One-Way Rental Fee - Flat Rate		
One-Way Rental Fee - Per Kilometre		
One-Way Rental Fee - Combination of Flat Rate and Per Kilometre		
Roadside assistance available at extra cost		

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How and when do these fees apply? (English)	
How and when do these fees apply? (French)	

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ANNEX B - ACCEPTANCE FORM

1. Please enter your Vendor Code C R _ _ _ _ found on your address label. Also enter your Procurement Business Number _____

2. Complete the remainder of this form and submit it with your offer and your administration and listing fees of \$200 per location. Administration and listing fees for rental locations in Canada must be paid in Canadian dollars. Administration and listing fees for rental locations in the USA must be paid in American dollars. Payment may be made in the form of cheque or money order made payable to the "Receiver General for Canada".

3. The Offeror agrees to provide the services set out in this Request for Standing Offer, during the period from January 01, 2014 to December 31, 2014, as and when requested by the Identified Users listed at Annex C, in accordance with the terms and conditions and pricing structure set out in this document.

Authorized Representative (Please print.)
Title (Please Print)
Authorized Representative's Phone Number
Authorized Representative's E-Mail Address
Signature
Date

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ANNEX C - IDENTIFIED USERS

Upon presentation of proper identification, employees of the organizations listed below, traveling on government business, will be entitled to the rates listed in the 2014 Car Rental Directory for Government Employees.

Aboriginal Affairs and Northern Development Canada
Agriculture and Agri-Food Canada
Assisted Human Reproduction Canada
Atlantic Canada Opportunities Agency
Bank of Canada
Business Development Bank of Canada
Canada Border Services Agency
Canada Economic Development
Canada Industrial Relations Board
Canada Lands Company Ltd.
Canada Mortgage and Housing Corporation
Canada Revenue Agency
Canada School of Public Service
Canadian Air Transport Security Authority
Canadian Center for Occupational Health and Safety
Canadian Commercial Corporation
Canadian Environmental Assessment Agency
Canadian Food Inspection Agency
Canadian Forces Grievance Board
Canadian Grain Commission
Canadian Heritage
Canadian Human Rights Commission
Canadian Human Rights Tribunal
Canadian Institutes of Health Research
Canadian Intellectual Property Office
Canadian Intergovernmental Conference Secretariat
Canadian International Development Agency
Canadian International Trade Tribunal
Canadian Northern Economic Development Agency
Canadian Nuclear Safety Commission
Canadian Radio-television and Telecommunications Commission
Canadian Space Agency
Canadian Transportation Agency
Chief Electoral Officer
Citizenship and Immigration Canada
Commission for Public Complaints Against the RCMP
Communications Security Establishment
Competition Tribunal
Copyright Board Canada
Correctional Services Canada
Courts Administration Service
Environment Canada
Environmental Protection Review Canada
Export Development Canada
Farm Product Council of Canada
Federal Economic Development Agency for Southern Ontario
Finance Canada

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Financial Consumer Agency of Canada
Financial Transactions and Report Analysis Centre of Canada
Fisheries and Oceans Canada
Foreign Affairs and International Trade
Governor General
Hazardous Materials Information Review Commission
Health Canada
House of Commons
Human Resources and Skills Development Canada
Immigration and Refugee Board
Indian Residential Schools Truth and Reconciliation Commission and Secretariat
Indian Specific Claims Commission
Industry Canada
Infrastructure Canada
International Development Research Centre
International Joint Commission
Justice Canada
Library and Archives Canada
Library of Parliament
Military Police Complaints Commission
National Capital Commission
National Defence
National Energy Board
National Farm Products Council
National Film Board
National Gallery of Canada
National Parole Board
National Research Council
Natural Resources Canada
Natural Sciences and Engineering Research Council of Canada
Northern Pipeline Agency Canada
Office of the Auditor General of Canada
Office of the Commissioner for Federal Judicial Affairs
Office of the Commissioner of Lobbying of Canada
Office of the Commissioner of Official Languages
Office of the Communications Security Establishment Commissioner
Office of the Conflict of Interest and Ethics Commissioner
Office of the Correctional Investigator Canada
Office of the Information Commissioner of Canada
Office of the Privacy Commissioners of Canada
Office of the Public Sector Integrity Commissioner
Office of the Superintendent of Financial Institutions of Canada
Parks Canada
Passport Canada
Patented Medicine Prices Review Board
PPP Canada Inc.
Privy Council Office
Public Appointments Commission Secretariat
Public Health Agency of Canada
Public Prosecution Service of Canada
Public Safety Canada
Public Sector Pension Investment Board
Public Servants Disclosure Protection Tribunal Canada

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Public Service Commission of Canada
Public Service Labour Relations Board
Public Service Staffing Tribunal
Public Works and Government Services Canada
Registry of the Specific Claims Tribunal
Royal Canadian Mint
Royal Canadian Mounted Police
Royal Canadian Mounted Police External Review Committee
Security Intelligence Review Committee
Service Canada
Shared Services Canada
Social Sciences and Humanities Research Council of Canada
Standards Council of Canada
St. John's Port Authority
Statistics Canada
Status of Women Canada
Supreme Court of Canada
Telefilm Canada
The Senate of Canada
Transport Canada
Transportation Appeal Tribunal of Canada
Transportation Safety Board of Canada
Treasury Board Secretariat of Canada
Veterans Affairs
Western Economic Diversification Canada

Other Participants

Employees of the Government of the Province of Nova Scotia
Employees of the Government of the Province of Ontario
Employees of the Government of the Northwest Territories
Employees of the Government of the Yukon Territory

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ANNEX D - COMPANY INFORMATION AND RATES

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1.3 Legal Name

1.4 Identity or Legal Capacity of Offeror

1.5 Change of Ownership

1.6 Procurement Business Number

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1.8 Postal or Zip Code

1.9 Telephone and Fax Numbers

1.10 Toll Free Numbers

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1.13 Website and E-mail Address

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3.2 Taxes and Services

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1. COMPANY DATA

1.0 Company Data

The information for the Car Rental Directory is entered in a comprehensive database. Please ensure that you enter all the applicable information requested in the appropriate data fields in Annex A. Annex E of the Request for Standing Offer (RFSO) has been designed to follow the order of the data fields as closely as possible and provide information concerning each entry. The order of the data fields outlined in this document matches the order of the compact disk (CD).

1.1 Vendor Code

Enter your vendor code (CR####) shown on your address label. If you do not know your vendor code, please contact the resource person listed in Part 6A, Section 4 - Authorities, Technical Support.

1.2 Company Name (Operating Name)

Enter your company's name (operating name) in full.

1.3 Legal Name

Enter the legal name under which your company is registered with the Canada Revenue Agency.

1.4 Identity or Legal Capacity of Offeror

In order to establish the legal capacity under which an offeror proposes to enter into a standing offer, any offeror who carries on business in other than a personal capacity shall, if requested by the Standing Offer Authority, provide proof of the legal capacity under which it carries on business to the Standing Offer Authority prior to the issuance of a standing offer. Such proof may be in the form of a copy of the articles of incorporation, registration of the business name, certificate of compliance, certificate of status or any other such document as required by the Standing Offer Authority.

1.5 Change of Ownership

If the identity or legal capacity of the offeror providing car rental services has changed since being listed in the 2013 Directory, please provide details and advise the Standing Offer Authority if the company has been sold or has changed banner. A standing offer may not be awarded if the identity or legal capacity of the Offeror is inaccurate.

If the Offeror that has been issued a standing offer ceases to provide the car rental services at the locations listed in the Directory, the standing offer will then become invalid. Canada will remove the car rental company from the Car Rental Directory, and the company will have to submit a new offer under the new ownership at the next solicitation request.

1.6 Procurement Business Number

Enter your procurement business number (PBN). If you do not have a PBN, please obtain your number using the following instructions:

Canadian suppliers are required to have a Procurement Business Number (PBN) before issuance of a standing offer. Suppliers may register for a PBN in the Supplier Registration Information service on line at: buyandsell.gc.ca

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For non-Internet registration, suppliers may contact the InfoLine at 1-800-811-1148 to obtain the telephone number of the nearest Supplier Registration Agent.

1.7 Company Address

Enter your company's address in full.

1.8 Postal or Zip Code

Enter the postal or zip code.

1.9 Telephone and Fax Number

Enter the telephone and fax numbers for the company.

1.10 Toll Free Numbers

(a) The offeror must provide a central reservation service with a toll-free telephone number or accept collect calls for reservations at no charge to the Identified User.

(b) The offeror is to indicate if services are available in both official languages (English and French).

(c) Services should be made available in both official languages (English and French) in the following designated bilingual regions:

(i) the National Capital Area of Canada,

(ii) Northern and Eastern Ontario, the Montreal area, parts of the Eastern townships, Gaspésie and Western Québec and New Brunswick.,

(d) Enter your company's toll free telephone number(s).

1.11 Government Rates Identification Number

In Annex A, enter the code used in your reservation system to access the government rates quoted in this RFSO.

An automated booking tool is available to employees to help them make their reservations. We encourage you to make your car rental company's rates accessible to government employees using this online reservation service. To do so, please submit your car rental rates to Sabre, the Global Distribution System (GDS) utilized by the booking tool to search and display rates, using the rate code "GOC" to identify Government of Canada rates. For the Apollo GDS, please use rate code "GCAN".

Following are the required pseudo city codes:

- AMEX - Z1C0 (Sabre)
- Carlson Wagonlit - H120 and 22LO (Sabre)
- HRG Canada - B3W1 (Sabre)
- Yukon Government Travel - 27LL (Apollo)

Car rental companies that do not currently list the GOC rates in the GDS or wish to obtain information on the Sabre GDS can contact Sabre at car.sales@sabre.com

1.12 Language of Preference

Offer documents and supporting information may be submitted in either English or French. Indicate the Offerors' language of preference for correspondence.

1.13 Website and E-Mail Address

Enter the Website of the Offeror and the e-mail address used for reservations.

1.14 Method of Payment

Using the list, indicate the methods of payment that are accepted by the Offeror for the payment of car rental services.

American Express (AMEX) presently provides Government of Canada employees with their Individual Designated Travel Card (IDTC) and Government of Canada departments with their Departmental Travel Expense Card and Account (DTEC).

However, be advised that starting in April 2014, the IDTC will be a Master Card offered by BMO.

1.15 Authorized Representative

- (a) Enter the name of the authorized representative.
- (b) Enter the title of the authorized representative.
- (c) Enter the telephone number of the authorized representative.
- (d) Enter the e-mail address of authorized representative.

The Authorized Representative is the person that will sign this RFSO and will be the point of contact between the Offeror and PWGSC. As such, any overcharge request or complaints will be addressed to and responses come from the Authorized Representative. PWGSC will not communicate with any other representative of the Offeror nor shall any other representative of the Offeror contact PWGSC directly on such requests.

1.16 Point of Contact

Should the Offeror wish to have a point of contact other than the Authorized Representative (identified at 1.15 above) to deal with overcharge requests or complaints, it must identify this person by providing their name, telephone number and e-mail address. The point of contact must be an actual person. Generic voicemail and e-mail boxes will not be accepted by PWGSC.

Furthermore, the requirement that this be the only point of contact as stated in 1.15 above must apply to the Point of Contact.

2. SERVICES

2.0 Location of Outlets

- (a) Enter the city name for which you are offering rates.
- (b) Indicate in the number of outlets at each location.

(c) Indicate in the number of cars in the fleet at each location.

2.1 Services

(a) Indicate if the location includes the following services:

- (i) Additional cost for CDW for drivers 18 to 21 years of age.
- (ii) Additional cost for CDW for drivers 22 to 24 years of age.
- (iii) Vehicles available with hand controls for persons with disabilities.
- (iv) Snow tires available at additional cost.⁽¹⁾
- (v) Snow tires available at no cost
- (vi) Vehicles with block heaters available.
- (vi) Free delivery and pick up of vehicle within the city (city counters only).
- (viii) Additional charges for delivery and pick up of vehicle within the city (city counters only).
- (ix) Surcharge applies to rentals in this city (US only):
- (x) Government rates applicable to Cost Reimbursable Contractors and other travellers.
- (xi) Cost for additional drivers
- (xii) Alternate fuels accepted⁽²⁾
- (xiii) One-Way Rental Fee - Flat Rate
- (xiv) One-Way Rental Fee - Per Kilometre
- (xv) One-Way Rental Fee - Combination of Flat Rate and Per Kilometre

(1) Should you indicate that snow tires are available at extra cost, please make sure you indicate the fee as well as the descriptive for this fee in Annex A, Submission Form.

(2) Alternate fuels mean low-level ethanol-blended fuels, also known as E-85.

2.2 Vehicle Categories

(a) Vehicles will generally be available in the following categories:

- (i) Hybrid
- (ii) Compact
- (iii) Intermediate
- (iv) Standard
- (v) Full Size
- (vi) Mini-van
- (vii) Standard SUV

(b) Rental vehicles have been categorized according to information provided by car rental companies.

(c) Two and four door models of the same vehicle type must not be placed in different categories.

(d) The Government of Canada encourages employees to consider environmentally responsible practices when renting vehicles for the conduct of government business. The automotive industry has recently begun producing increasing numbers of high-efficiency vehicles, most notably hybrids. However, the demand for such types of vehicles for rental purposes is still at an early stage. We are encouraging employees on official government business travel to rent such vehicles wherever available and practical. Should this not be possible or practical, employees may wish to consider selecting other types of vehicles with reported lower emissions when selecting a rental vehicle. For your convenience

and ease of reference, we have included in Annex F a listing of Greenhouse Gas (GHG) emissions, using data supplied by Natural Resources Canada, for various types of vehicles.

2.3 Official Languages

Canadian companies are encouraged to provide services in both official languages.

3. GOVERNMENT RATES

3.0 Rates

(a) Offerors are requested to provide maximum rates. Although the rates posted in the Car Rental Directory cannot be changed during the period of the Standing Offer, Offerors may:

- (i) offer lower rates to employees during the period of the standing offer
- (ii) post lower rates on the Sabre Global Distribution System (GDS) and
- (iii) post lower rates on their own web site which can be linked to the Car Rental Directory.

If the Offeror offers lower rates at the time of reservation or registration, other than those that are part of the Standing Offer, the rest of the terms and conditions of this standing offer must still apply.

(b) Non-commissionable Rates

The rates quoted are to be non-commissionable. Rates are free of the normal commission paid to travel agents for booking reservations. Any other fees or costs incurred by the car rental company pertaining to such reservations are outside the terms of this RFSO.

(c) The Offeror may offer rates for all the airports and cities listed (CD Only) and all vehicle categories listed at 2.2 (a) above, or only the airports, cities and vehicle categories for which the Offeror wishes to provide the service.

3.1 Currency

(a) Canadian companies must quote rates in Canadian dollars.

(b) American companies must quote rates in American dollars.

3.2 Taxes and Service Fees

The rates quoted are to be exclusive of Federal, Provincial and State Sales Taxes, any applicable airport improvement taxes or airport improvement fees, tire and fuel conservation taxes and charges for Air Conditioning Surcharge Recovery Fee (ACSRF), Vehicle Licensing Fee (VLF) and Airport Concession Recovery Fee (ACRF), all of which will be shown separately in the Directory and on all invoices and paid by the Identified Users. Federal Government employees are required to pay the GST and PST or HST for car rentals directly to the suppliers of such services. Provincial sales tax exemption numbers should not be quoted for these purchases.

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3.3 Cost Reimbursable Contractors and Other Travellers

Some Offerors agree to extend their government rates to cost reimbursable contractors, consultants or advisors working under contract to an Identified User and traveling on official government business in performance of that contract. Identified users are advised to provide cost reimbursable contractors, consultants or advisors with a letter, specifying the duration of their contract or specifying that they are on travel status on behalf of the government and their destination. Unless such identification is provided, such travellers may not be eligible to receive government rates listed in the Directory. Car rental companies that have agreed to extend their rates to cost reimbursable contractors, consultants or advisors will have this information displayed in the Directory under "Services Offered".

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ANNEX E

NAME(S) OF DIRECTOR(S)S OR OWNER(S)

As per part 5, section 1, item 1.1, please provide the information requested below with your offer.

Vendor Code: CR

Name of Car Rental Company: _____

Legal Name of Owning Company: _____

Name(s) of Director(s) or Owner(s):

1. _____

2. _____

3. _____

4. _____

5. _____

6. _____

7. _____

8. _____

9. _____

10. _____