


<div>  <div> <div>Public Works and Government Services</div> <div>Canada</div> </div> </div>		Travaux publics et Services gouvernementaux Canada		Document No.W168A-13R071/A		See Part 2 for Clauses and Conditions Voir Partie 2 pour Clauses et Conditions		Part - Partie 1 of - de 2	
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	Laundry Services Laundry Services	W168A	W168A	1	Lot	\$	XXXXXXXXXXXX	See Herein	

TABLE OF CONTENTS

PART 1 - GENERAL INFORMATION

1. Introduction
2. Summary
3. Debriefings

PART 2 - OFFEROR INSTRUCTIONS

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

PART 3 - OFFER PREPARATION INSTRUCTIONS

1. Offer Preparation Instructions

PART 4 - EVALUATION PROCEDURES AND BASIS OF SELECTION

1. Evaluation Procedures
2. Basis of Selection

PART 5 - CERTIFICATIONS

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

PART 6 - STANDING OFFER AND RESULTING CONTRACT CLAUSES

A. STANDING OFFER

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

Solicitation No. - N° de l'invitation

W168A-13R071/A

Amd. No. - N° de la modif.

Buyer ID - Id de l'acheteur

cal097

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

File No. - N° du dossier

CCC No./N° CCC - FMS No/ N° VME

DND

CAL-3-36003

B. RESULTING CONTRACT CLAUSES

1. Statement of Work
2. Standard Clauses and Conditions
3. Term of Contract
4. Proactive Disclosure of Contracts with Former Public Servants
5. Payment
6. Invoicing Instructions
7. SACC Manual Clauses

List of Annexes:

Annex "A" - Statement of Work
Annex "B" - Basis of Payment
Annex "C" - Standing Offer Usage Report

PART 1 - GENERAL INFORMATION

1. Introduction

The Request for Standing Offers (RFSO) is divided into six parts plus attachments and annexes, as follows:

- | | |
|--------|---|
| Part 1 | General Information: provides a general description of the requirement; |
| Part 2 | Offeror Instructions: provides the instructions applicable to the clauses and conditions of the RFSO; |
| Part 3 | Offer Preparation Instructions: provides offerors with instructions on how to prepare their offer to address the evaluation criteria specified; |
| Part 4 | Evaluation Procedures and Basis of Selection: indicates how the evaluation will be conducted, the evaluation criteria which must be addressed in the offer, and the basis of selection; |
| Part 5 | Certifications: includes the certifications to be provided; and |
| Part 6 | 6A, Standing Offer, and 6B, Resulting Contract Clauses: |
| | 6A, includes the Standing Offer containing the offer from the Offeror and the applicable clauses and conditions; |
| | 6B, includes the clauses and conditions which will apply to any contract resulting from a call-up made pursuant to the Standing Offer. |

The Annexes include the Statement of Work, the Basis of Payment and any other annexes.

2. Summary

For the provision of regular laundry services, including pick up and delivery of items, to the Department of National Defence (DND), CFB/ASU Wainwright, Denwood, Alberta as required during the period of the Standing Offer and in accordance with the terms and conditions contained herein. The Standing Offer will be in effect from November 1, 2013 to October 31, 2016 inclusive.

The requirement is subject to the provisions of the World Trade Organization Agreement on Government Procurement (WTO-AGP), the North American Free Trade Agreement (NAFTA), and the Agreement on Internal Trade (AIT).

3. Debriefings

Offerors may request a debriefing on the results of the request for standing offers process. Offerors should make the request to the Standing Offer Authority within 15 working days of receipt of the results of the request for standing offers process. The debriefing may be in writing, by telephone or in person.

PART 2 - OFFEROR INSTRUCTIONS

1. Standard Instructions, Clauses and Conditions

All instructions, clauses and conditions identified in the Request for Standing Offers (RFSO) by number, date and title are set out in the Standard Acquisition Clauses and Conditions Manual (<https://buyandsell.gc.ca/policy-and-guidelines/standard-acquisition-clauses-and-conditions-manual>) issued by Public Works and Government Services Canada.

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

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

1.1 SACC Manual Clauses

M0019T

Firm Price and/or Rates

2007-05-25

2. Submission of Offers

Offers must be submitted only to Public Works and Government Services Canada (PWGSC) Bid Receiving Unit by the date, time and place indicated on page 1 of the Request for Standing Offers.

3. Former Public Servant

(M3025T, 2013-06-27)

Contracts awarded to former public servants (FPS) in receipt of a pension or of a lump sum payment must bear the closest public scrutiny, and reflect fairness in the spending of public funds. In order to comply with Treasury Board policies and directives on contracts with FPS, offerors must provide the information required below before the issuance of a standing offer.

Definitions

For the purposes of this clause,

"former public servant" is any former member of a department as defined in the Financial Administration Act R.S., 1985, c. F-11, a former member of the Canadian Armed Forces or a former member of the Royal Canadian Mounted Police. A former public servant may be:

- a. an individual;
- b. an individual who has incorporated;
- c. a partnership made of former public servants; or
- d. a sole proprietorship or entity where the affected individual has a controlling or major interest in the entity.

"lump sum payment period" means the period measured in weeks of salary, for which payment has been made to facilitate the transition to retirement or to other employment as a result of the implementation of various programs to reduce the size of the Public Service. The lump sum payment period does not include the period of severance pay, which is measured in a like manner.

"pension" means a pension or annual allowance paid under the Public Service Superannuation Act (PSSA), R.S., 1985, c. P-36, and any increases paid pursuant to the Supplementary Retirement Benefits Act, R.S., 1985, c. S-24 as it affects the PSSA. It does not include pensions payable pursuant to the

Canadian Forces Superannuation Act, R.S., 1985, c. C-17, the Defence Services Pension Continuation Act, 1970, c. D-3, the Royal Canadian Mounted Police Pension Continuation Act, 1970, c. R-10, and the Royal Canadian Mounted Police Superannuation Act, R.S., 1985, c. R-11, the Members of Parliament Retiring Allowances Act, R.S. 1985, c. M-5, and that portion of pension payable to the Canada Pension Plan Act, R.S., 1985, c. C-8.

Former Public Servant in Receipt of a Pension

As per the above definitions, is the Offeror a FPS in receipt of a pension? YES () NO ()

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

- a. name of former public servant;
- b. date of termination of employment or retirement from the Public Service.

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

Work Force Adjustment Directive

Is the Offeror a FPS who received a lump sum payment pursuant to the terms of the Work Force Adjustment Directive? YES () NO ()

If so, the Offeror must provide the following information:

- a. name of former public servant;
- b. conditions of the lump sum payment incentive;
- c. date of termination of employment;
- d. amount of lump sum payment;
- e. rate of pay on which lump sum payment is based;
- f. period of lump sum payment including start date, end date and number of weeks;
- g. number and amount (professional fees) of other contracts subject to the restrictions of a work force adjustment program.

For all contracts awarded during the lump sum payment period, the total amount of fees that may be paid to a FPS who received a lump sum payment is \$5,000, including Applicable Taxes.

4. Enquiries - Request for Standing Offers

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.

Solicitation No. - N° de l'invitation

W168A-13R071/A

Amd. No. - N° de la modif.

Buyer ID - Id de l'acheteur

cal097

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

DND

File No. - N° du dossier

CAL-3-36003

CCC No./N° CCC - FMS No/ N° VME

4. Applicable Laws

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

Offerors may, at their discretion, substitute the applicable laws of a Canadian province or territory of their choice without affecting the validity of their offer, by deleting the name of the Canadian province or territory specified and inserting the name of the Canadian province or territory of their choice. If no change is made, it acknowledges that the applicable laws specified are acceptable to the offerors.

PART 3 - OFFER PREPARATION INSTRUCTIONS

1. Offer Preparation Instructions

Canada requests that offerors provide their offer in separately bound sections as follows:

Section I: Technical Offer (one hard copy)

Section II: Financial Offer (one hard copy)

Section III: Certifications (one hard copy)

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

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

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

In April 2006, Canada issued a policy directing federal departments and agencies to take the necessary steps to incorporate environmental considerations into the procurement process Policy on Green Procurement

(<http://www.tpsgc-pwgsc.gc.ca/ecologisation-greening/achats-procurement/politique-policy-eng.html>). To assist Canada in reaching its objectives, offerors should:

- 1) use 8.5 x 11 inch (216 mm x 279 mm) paper containing fibre certified as originating from a sustainably-managed forest and containing minimum 30% recycled content; and
- 2) use an environmentally-preferable format including black and white printing instead of colour printing, printing double sided/duplex, using staples or clips instead of cerlox, duotangs or binders.

Section I: Technical Offer

In their technical offer, offerors should explain and demonstrate how they propose to meet the requirements and how they will carry out the Work.

Section II: Financial Offer

Offerors must submit their financial offer in accordance with Annex "B", Basis of Payment. The total amount of Applicable Taxes must be shown separately.

1.1 SACC Manual Clauses

C3011T

Exchange Rate Fluctuation

2010-01-11

1.2 Prices - Items

Offerors must submit firm prices for all items listed in Annex "B".

1.3 Payment by Credit Card

Canada requests that offerors complete one of the following:

- (a) () Government of Canada Acquisition Cards (credit cards) will be accepted for payment of call-ups against the standing offer.

The following credit card(s) are accepted:

VISA _____

Master Card _____

- (b) () Government of Canada Acquisition Cards (credit cards) will not be accepted for payment of call-ups against the standing offer.

The Offeror is not obligated to accept payment by credit card.

Acceptance of credit cards for payment of call-ups will not be considered as an evaluation criterion.

Section III: Certifications

Offerors must submit the certifications required under Part 5.

PART 4 - EVALUATION PROCEDURES AND BASIS OF SELECTION

1. Evaluation Procedures

- (a) Offers will be assessed in accordance with the entire requirement of the Request for Standing Offers including the technical and financial evaluation criteria.
- (b) An evaluation team composed of representatives of Canada will evaluate the offers.

1.1. Technical Evaluation

1.1.1 Mandatory Technical Criteria

- i. Offeror must have a minimum of 12 months experience providing laundry services similar to this requirement to a Government or Medical facility. Reference(s) from these facilities must be provided with their offer to confirm experience.

1.2 Financial Evaluation

The estimated usages listed in Annex "B" are for evaluation purposes only and will not form part of any resulting Standing Offer.

The total aggregate bid offer will be calculated by multiplying the unit price for each line item by the associated estimated usage and summing the values.

Calculation will be applied to each year of pricing and all periods will be totalled to determine the total evaluated aggregate bid price of the Offer.

M0222T

Evaluation of Price

2013-04-25

2. Basis of Selection

(M0031T, 2007-05-25)

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 will be recommended for issuance of a standing offer.

PART 5 - CERTIFICATIONS

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

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 Certifications Required Precedent to Issuance of a Standing Offer

1.1 Code of Conduct and Certifications - Related documentation

By submitting an offer, the Offeror certifies 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.

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](http://www.labour.gc.ca/eng/standards_equity/eq/emp/fcp/list/inelig.shtml)" 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

1.1 The Offeror offers to perform the Work in accordance with the Statement of Work at Annex "A".

2. Security Requirement

There is no security requirement applicable to this 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* (<https://buyandsell.gc.ca/policy-and-guidelines/standard-acquisition-clauses-and-conditions-manual>) issued by Public Works and Government Services Canada.

3.1 General Conditions

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

3.2 Standing Offers Reporting

3.2.1 Periodic Usage Reports - Standing Offer

(M7010C, 2012-07-16)

The Offeror must compile and maintain records on its provision of goods, services or both to the federal government under contracts resulting from the Standing Offer. This data must include all purchases, including those paid for by a Government of Canada Acquisition Card.

The Offeror must provide this data in accordance with the reporting requirements detailed in Annex "C". If some data is not available, the reason must be indicated. If no goods or services are provided during a given period, the Offeror must still provide a "nil" report.

The data must be submitted on a quarterly basis to the Standing Offer Authority.

The quarterly reporting periods are defined as follows:

1st quarter: April 1 to June 30;

2nd quarter: July 1 to September 30;

3rd quarter: October 1 to December 31;

4th quarter: January 1 to March 31.

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

4. Term of Standing Offer

4.1 Period of the Standing Offer

The period for making call-ups against the Standing Offer is from November 1, 2013 to October 31, 2016 inclusive.

5. Authorities

5.1 Standing Offer Authority

The Standing Offer Authority is:

Nicole Levesque-Welch
Supply Specialist

Telephone: 403-292-4716
Facsimile: 403-292-5786
Email: nicole.levesque-welch@pwgsc-tpsgc.gc.ca

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

5.2 Project Authority

The Project Authority for the Standing Offer is:

*****To be determined at issuance of Standing Offer*****

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

5.3 Offeror's Representative (To be completed by Offeror)

Name _____

Title _____

Address _____

Telephone: _____

Facsimile: _____

E-mail address: _____

6. Proactive Disclosure of Contracts with Former Public Servants

By providing information on its status, with respect to being a former public servant in receipt of a Public Service Superannuation Act (PSSA) pension, the Contractor has agreed that this information will be reported on departmental websites as part of the published proactive disclosure reports, in accordance with Contracting Policy Notice: 2012-2 of the Treasury Board Secretariat of Canada.

7. Identified Users

The Identified User authorized to make call-ups against the Standing Offer is: Department of National Defence, CFB/ASU Wainwright, Denwood, Alberta.

8. Call-up Instrument

The Work will be authorized or confirmed by the Identified User(s) using form PWGSC-TPSGC 942, Call-up Against a Standing Offer or an electronic version.

9. Limitation of Call-ups

Individual call-ups against the Standing Offer must not exceed \$25,000.00 (Applicable Taxes included).

10. Priority of Documents

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

- a) the call up against the Standing Offer, including any annexes;
- b) the articles of the Standing Offer;
- c) the general conditions 2005 (2012-11-19), General Conditions - Standing Offers - Goods or Services
- d) the general conditions 2010C (2013-06-27), General Conditions - Services (Medium Complexity);
- e) Annex "A", Statement of Work;
- f) Annex "B", Basis of Payment;
- g) the Offeror's offer dated TBD.

11. Certifications

11.1 Compliance

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

12. Applicable Laws

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

B. RESULTING CONTRACT CLAUSES

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

1. Statement of Work

The Contractor must perform the Work described in the call-up against the Standing Offer.

2. Standard Clauses and Conditions

2.1 General Conditions

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

Section 13, Interest on Overdue Accounts, of General Conditions 2010C (2013-06-27) will not apply to payments made by credit cards.

3. Term of Contract

3.1 Period of the Contract

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

4. Proactive Disclosure of Contracts with Former Public Servants (if applicable)

By providing information on its status, with respect to being a former public servant in receipt of a Public Service Superannuation Act (PSSA) pension, the Contractor has agreed that this information will be reported on departmental websites as part of the published proactive disclosure reports, in accordance with Contracting Policy Notice: 2012-2 of the Treasury Board Secretariat of Canada.

5. Payment

5.1 Basis of Payment - Limitation of Expenditure (C0206C - 2011-05-16)

The Contractor will be reimbursed for the costs reasonably and properly incurred in the performance of the Work, as determined in accordance with the Basis of Payment in Annex "B", to a limitation of expenditure of \$ to be determined upon call-up. Customs duties are included and Goods and Services Tax or Harmonized Sales Tax is extra, if applicable.

5.2 SACC Manual Clauses

C2000C	Taxes - Foreign-based Contractor	2007-11-30
H1000C	Single Payment	2008-05-12

5.3 Payment by Credit Card (if applicable)

The following credit cards are accepted: _____ and _____.

6. Invoicing Instructions

1. The Contractor must submit invoices in accordance with the section entitled "Invoice Submission" of the general conditions. Invoices cannot be submitted until all work identified in the invoice is Completed.

Each invoice must be supported by:

- (a) A complete and detailed list of materials including supplier's invoices

2. Invoices must be distributed as follows:

- (a) The original and one (1) copy must be forwarded to the address shown on page 1 of the Contract for certification and payment.

7. SACC Manual Clauses

A9062C
G1005C

Canadian Forces Site Regulations
Insurance

2011-05-16
2008-05-12

ANNEX "A"**STATEMENT OF WORK****Title:** Regular Laundry Services**Objective:**

For the provision of regular laundry services, including pick up and delivery of items, to the Department of National Defence (DND), CFB/ASU Wainwright, Denwood, Alberta as required during the period of the Standing Offer.

Scope of Work:**A. Pick Up / Drop Off Instructions**

1. Delivery and pick up must be on Wednesday of each week, (unless otherwise specified by the Project Authority), with a one-week turnaround time for processing. This date remains static unless approved by the Project Authority.
2. Pick Up and Delivery Points will be:
 - a. Building 593 – Clothing Stores
 - b. Building 599 – Canadian Manoeuvre Training Centre (CMTC)
 - c. Building 633 – Medical Inspection Room, (MIR), (Hospital)
 - d. Building 654 - the Yukon Lodge
 - e. Building 198 - Land Force Western Area Training Center (WATC) RQMS/CQMS

Note: These are the only locations for laundry pick up and delivery. No deviations.

3. All pick ups will be listed on form PWGSC 942, "Call-up Against a Standing Offer".
4. All deliveries must be completed as per original PWGSC 942. Partial deliveries will only be accepted with Project Authority's approval.
5. All deliveries must be made to the same address as the original pickup.
6. Laundry must be properly identified, parceled and returned on specified day. Identification is to include building number and unit identification.
7. Clothing Stores, Bldg 593, parcel their laundry into metal tri-walls. These tri-walls will be fork-lifted by DND into the Contractor's truck, where Contractor's staff will be required to hand-transfer the valise(s) onto their truck. DND is unable to allow these tri-walls to leave their facility. Contractor will be required to hand-transfer cleaned laundry to tri-walls upon its' return.
8. Packaging used must be supplied by the Contractor and must be of the type to keep items clean and dry. Packaging must meet industry and the Department of National Defence standards, (see item C. Cleaning Standards)
9. All pick-ups / deliveries must be made between 07:30 AM - 3:00 PM on Wednesday.
10. Any and all schedule changes must be approved by the Project Authority.

11. Contractor must provide one main point of contact for this requirement.

B. Division of Responsibilities:

1. The Contractor's delivery agent must accept the Department of National Defence's count of soiled garments, towels, and sheets, which he may check, and he must sign a delivery slip to be kept by DND.
2. After delivery to the Contractor's facility and prior to laundry services being performed, the Contractor will confirm the number and type of items delivered against DND's count.
 - a. Any errors or discrepancies will be reported immediately to DND, prior to the service commencement. Written notification of errors or discrepancies can be delivered by fax or e-mail to the Project Authority.
3. The Contractor's delivery slips for cleaned items must be signed by DND.
4. Any discrepancies found by DND upon return that were not reported as per 2.a will be deemed the Contractor's responsibility and will be investigated by the Contractor to the satisfaction of the Project Authority. Discrepancies include, but are not limited to:
 - a. Missing Items: Items deemed to be missing based on a comparison of the quantity shown by the delivery slip or amended notification but not received upon call-up delivery.
 - i. If it is determined that the Contractor is responsible for the missing items, the Contractor will replace the items or provide compensation based on industry standard rates for missing items.
 - b. Damaged Items: Damage to items that can be linked to the laundry or dry cleaning processes.
 - i. If it is determined that the damage is derived through improper or faulty mechanical or procedural processes, the Contractor will repair or replace the damaged item or provide compensation based on industry standard rates for missing item. The Contractor will not be held responsible for damages relating to missing buttons or damaged zippers.
 - c. Items Improperly Cleaned / Missed During Call-Up Process: Items that are returned to DND that do not meet the cleaning standards outlines in Section C - Cleaning Standards.
 - i. Any improperly cleaned or missed items will be picked up immediately by the Contractor for cleaning at no additional charge to DND.
5. The Contractor must provide DND with the necessary forms or procedure to submit their complaints.
6. The Department of National Defence shall have seven (7) business days upon delivery to submit a complaint.
7. The Contractor must respond to DND's complaint within two (2) business days and five (5) business days to formally address the issue.
8. The Contracting Authority will be included in all correspondence regarding complaints.

9. Anything that is stained and cannot be cleaned must to be returned to DND and they will decide what will be done with the item.

C. Cleaning Standards:

1. All items must be laundered in accordance with the processing requirements stated in Annex "B", Basis of Payment, Process Type.
2. No substitution of items will be made. Actual items received must be returned to DND.
3. All coloured items are to be sorted by Contractor prior to laundry services being performed.
4. Cook's clothing and aprons must be wrapped after cleaning as per industry standards.
5. To reduce wrinkles, tablecloths must be folded when cold. Contractor must consult with Mess's Laundry Co-ordinator and / or Project Authority on proper methods of folding tablecloths and napkins.
6. Other packaging requirements are as follows:
 - a. Sleeping bags and sleeping bag hoods must be returned rolled, tied, and wrapped in plastic.
 - b. Sheets, shirts, Cook's clothing (including aprons) etc. are to be wrapped in plastic.
 - c. Dress uniform, (shirts), to be individually wrapped in plastic.
7. All coveralls to be treated with degreaser. Other articles are to be treated with a degreaser when requested. Coveralls and other articles requiring this treatment must be laundered separately to reduce the possibility of transfer of grease.
8. Some clothing articles may contain traces of diesel fuel.
9. Blood stains from food are common on Cook's whites and these articles are to be pre-treated as necessary and as per Industry Standards. Yellow stains are not acceptable.
10. Green towels sent from the hospital, (Bldg 633), must be laundered and packed separately from other lint bearing material. These towels are used in surgery and must be lint free in order to prevent infection. Instructions on handling these towels can be found under the Infection Prevention and Control Best Practices for Long Term Care, Home and Community Care including Health Care Offices and Ambulatory Clinics <http://www.phac-aspc.gc.ca/amr-ram/ipcbp-pepci/infection-eng.php>.
11. Some bedding, garments, and clothes from the Hospital may be contaminated with blood, bodily fluids, etc. These items will be double bagged and marked "Contaminated". These items require special handling and must not to be cleaned with other items.

ANNEX "B"**BASIS OF PAYMENT**

- G.S.T. is excluded of the prices quoted herein (if applicable). G.S.T. will be shown as a separate item on the invoice (if applicable)
- Prices quoted are to include all applicable cost to provide this service, including the cost of pick up and delivery of items, and are to remain firm for the period of the Standing Offer.
- Pricing must be provided for all line items for the offer to be considered responsive.
- The estimated usages listed herein are for evaluation purposes only and will not form part of any resulting Standing Offer.

A. FOR THE PERIOD OF NOVEMBER 1, 2013 TO OCTOBER 31, 2016 INCLUSIVE

Item	Description	Class	Material	Process type	Est. Annual Usage	Unit Price		
						Year #1	Year #2	Year #3
	Clothing Stores:					\$_____	\$_____	\$_____
1	Coat Man's CADPAT (ICE)	1	1	4	50	\$_____	\$_____	\$_____
2	Coveralls, Cotton Grey	1	1	3	3,000	\$_____	\$_____	\$_____
3	Smock, Grey	1	1	3	50	\$_____	\$_____	\$_____
4	Parkas, White Winter Camouflage	1	1	1	50	\$_____	\$_____	\$_____
5	Scarves Neck Combat	1	1	1	25	\$_____	\$_____	\$_____
6	Shirts Cotton, all types	1	1	3	1,200	\$_____	\$_____	\$_____
7	Trousers, Man's, CADPAT (ICE)	1	1-3	1	50	\$_____	\$_____	\$_____
8	Trousers, Parka Winter Camouflage	1	7	1	25	\$_____	\$_____	\$_____
9	Coat, Combat (IECS)	1	8	1	100	\$_____	\$_____	\$_____
10	Trousers, Combat (IECS)	1	8	1	100	\$_____	\$_____	\$_____
11	Parka EXCW (IECS/ICE)	1	8	1	50	\$_____	\$_____	\$_____
12	Overalls CW (IECS)	1	8	1	50	\$_____	\$_____	\$_____
13	Sweatshirt (ICE)	1	8	8	200	\$_____	\$_____	\$_____
14	Sweatpants (ICE)	1	8	8	150	\$_____	\$_____	\$_____
15	Socks, Wool Freeze	1	2	2	150	\$_____	\$_____	\$_____
16	Mitts T.F. Inner	1	2	1	10	\$_____	\$_____	\$_____

Item	Description	Class	Material	Process type	Est. Annual Usage	Unit Price		
						Year #1	Year #2	Year #3
17	Mitts Arctic Inner	1	3	2	75	\$_____	\$_____	\$_____
18	Trousers, CADPAT	1	1-3	1	500	\$_____	\$_____	\$_____
19	Shirt, CADPAT	1	1-3	1	550	\$_____	\$_____	\$_____
20	Cap, CADPAT	1	1-3	1	150	\$_____	\$_____	\$_____
21	Helmet Cover	6	3	2	50	\$_____	\$_____	\$_____
22	Balaclava	1	3	8	10	\$_____	\$_____	\$_____
23	Neck Gaiter	1	3	8	10	\$_____	\$_____	\$_____
24	Vest Tactical	6	3	9	25	\$_____	\$_____	\$_____
25	Canadian Tan Combat Pants	1	1	3	200	\$_____	\$_____	\$_____
26	Canadian Tan Combat Shirts	1	1	3	200	\$_____	\$_____	\$_____
27	Wet Weather Coat, CADPAT	1	3	1	200	\$_____	\$_____	\$_____
28	Wet Weather Coat, Arid	1	3	1	25	\$_____	\$_____	\$_____
29	Wet Weather Trousers, CADPAT	1	3	1	150	\$_____	\$_____	\$_____
30	Wet Weather Trousers, ARID	1	3	1	25	\$_____	\$_____	\$_____
31	Blankets, Bed, Wool, Grey	2-5	2	1	4,000	\$_____	\$_____	\$_____
32	Pillowcase	2	1	3	6,000	\$_____	\$_____	\$_____
33	Mattress Cover, White	2-5	1	1	300	\$_____	\$_____	\$_____
34	Sheets Bed	2-5	1	3	12,500	\$_____	\$_____	\$_____
35	Liners Sleeping Bag	3	1	1	200	\$_____	\$_____	\$_____
36	Covers Rucksack	3	7	3	50	\$_____	\$_____	\$_____
37	Valises Blanket Cotton Duck	3	7	1	1,500	\$_____	\$_____	\$_____
38	Sheet Utility, Ground Sheet, Olive DRAB	3	3-9	2	200	\$_____	\$_____	\$_____
39	Thermal Blanket	6	P/C	1	50	\$_____	\$_____	\$_____

Item	Description	Class	Material	Process type	Est. Annual Usage	Unit Price		
						Year #1	Year #2	Year #3
	Base Kitchen:							
40	Aprons, Food Handling, White	4	1	3	1,800	\$_____	\$_____	\$_____
41	Cloth, Dishwashing	4	1	1	20,000	\$_____	\$_____	\$_____
42	Cloth, Table, Large Linen	6	5	4	2,000	\$_____	\$_____	\$_____
43	Potholders	2	1	1	2,500	\$_____	\$_____	\$_____
44	Napkin, Table, Linen or Cotton	4	5	3	3,000	\$_____	\$_____	\$_____
45	Towels Dish and Glass	2-4	5	3	13,000	\$_____	\$_____	\$_____
46	Jacket, Cooks	4	P/C	3	10	\$_____	\$_____	\$_____
47	Trouser, Cooks, White	4	P/C	3	1,500	\$_____	\$_____	\$_____
48	Dry Mop Head	6	2	1	250	\$_____	\$_____	\$_____
	Base Hospital/MIR/Dental:							
49	Blanket, Grey, Wool	2	2	1	200	\$_____	\$_____	\$_____
50	Pillow Slip	2	1-5	3	3,000	\$_____	\$_____	\$_____
51	Bed Sheet	2	1-5	3	700	\$_____	\$_____	\$_____
52	Towel, Hand	2	P/C	1	4,000	\$_____	\$_____	\$_____
53	Towel, Bath	2	P/C	1	3,500	\$_____	\$_____	\$_____
54	Valise, Laundry	2	P/C	1	300	\$_____	\$_____	\$_____
55	Gown, Medical	1	1-5	3	200	\$_____	\$_____	\$_____
56	Medical Smock, Laboratory	1	1-5	3	10	\$_____	\$_____	\$_____
57	Grey Shorts	1	P/C	1	400	\$_____	\$_____	\$_____
58	Surgical Drape	2	1-5	3	50	\$_____	\$_____	\$_____
59	Towel, Face	2	1	1	1,500	\$_____	\$_____	\$_____
60	Towel, Dish	2	1	1	100	\$_____	\$_____	\$_____

Item	Description	Class	Material	Process type	Est. Annual Usage	Unit Price		
						Year #1	Year #2	Year #3
61	Cloth, Dish	2	1	1	50	\$_____	\$_____	\$_____
62	Towel, Green Huck	2	5	1	100	\$_____	\$_____	\$_____
63	Curtain, Examining Room	2	P/C	3	20	\$_____	\$_____	\$_____
64	Dental Scrub Tops	1	P/C	1	1,050	\$_____	\$_____	\$_____
65	Dental Scrub Pants	1	P/C	1	1,050	\$_____	\$_____	\$_____
	Base Accommodations:							
66	Sheet, Flat	2	P/C	3	1,800	\$_____	\$_____	\$_____
67	Sheet, Fitted	2	P/C	3	1,100	\$_____	\$_____	\$_____
68	Pillow Cases	2	P/C	3	2,500	\$_____	\$_____	\$_____
69	Towel, Bath	2	1	1	2,000	\$_____	\$_____	\$_____
70	Bat Mat	2	1	1	2,100	\$_____	\$_____	\$_____
71	Towel, Hand	2	1	1	2,100	\$_____	\$_____	\$_____
72	Towel, Face	2	1	1	2,000	\$_____	\$_____	\$_____
73	Bedspread / Comforter	2	P/C	6	75	\$_____	\$_____	\$_____
74	Blanket	2	P/C	1	75	\$_____	\$_____	\$_____
75	Mattress Pad	2	P/C	6	30	\$_____	\$_____	\$_____
76	Linen Bag, Yellow	2	5	6	30	\$_____	\$_____	\$_____
77	Canvas Bag, Brown	2	6	1	175	\$_____	\$_____	\$_____
78	Linen Bag, Green	2	5	6	20	\$_____	\$_____	\$_____
79	Shams	2	P/C	3	20	\$_____	\$_____	\$_____
80	Bedskirt	2	P/C	3	10	\$_____	\$_____	\$_____
81	Shower Curtain	6	P/C	3	25	\$_____	\$_____	\$_____
82	Bed Cushions	6	P/C	1	10	\$_____	\$_____	\$_____

Item	Description	Class	Material	Process type	Est. Annual Usage	Unit Price		
						Year #1	Year #2	Year #3
83	Pillow Slip (Zippered)	2	P/C	1	20	\$_____	\$_____	\$_____
84	Pillows	2	P/C	2	600	\$_____	\$_____	\$_____
	Base MSA:							
85	Liner 10 Man Artic	3	3	2	20	\$_____	\$_____	\$_____
86	Liner 5 Man Arctic	3	3	2	20	\$_____	\$_____	\$_____
87	Liner Tent Centre	3	3	2	2,500	\$_____	\$_____	\$_____
88	Liner Tent Front	3	3	2	1,000	\$_____	\$_____	\$_____
89	Liner Tent Rear	3	3	2	1,000	\$_____	\$_____	\$_____
90	Miscellaneous items as required				\$10,000.00	\$_____	\$_____	\$_____

(IECS) = Olive Drab Gortex Combats - Improved Environmental Clothing System

(ICE) = CADPAT - Improved Clothing Environmental

A/R = As required

CLASS DEFINITION

1. Clothing
2. Bedding and Towels
3. Camping Equipment
4. Kitchen Equipment
5. Hospital Equipment
6. Miscellaneous

MATERIAL DEFINITION

1. Cotton
2. Wool
3. Nylon
4. Leather
5. Linen
6. Canvas
7. Miscellaneous
8. Rubber
9. Polyester - Cotton

Solicitation No. - N° de l'invitation

W168A-13R071/A

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

DND

Amd. No. - N° de la modif.

File No. - N° du dossier

CAL-3-36003

Buyer ID - Id de l'acheteur

cal097

CCC No./N° CCC - FMS No/ N° VME

PROCESS TYPE DEFINITION

1. Washed and Tumble Dried
2. Washed and Air Dried
3. Washed and Pressed
4. Washed, Starched and Pressed
5. Hand Sponged and Air Dried
6. Washed and Low Temp Tumble Dried
7. Warm Washed and Hang to Dry

Solicitation No. - N° de l'invitation

W168A-13R071/A

Amd. No. - N° de la modif.

Buyer ID - Id de l'acheteur

cal097

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

File No. - N° du dossier

CCC No./N° CCC - FMS No/ N° VME

DND

CAL-3-36003

ANNEX "C"**STANDING OFFER USAGE REPORT**

Return to:

Public Works and Government Services Canada
Acquisitions Branch

Facsimile: (403) 292-5786

Email: wst-pa-cal@pwgsc-tpsgc.gc.ca

Quarterly Usage Report Schedule:

() 1st quarter: April 1 to June 30; () 2nd quarter: July 1 to September 30;
 () 3rd quarter: October 1 to December 31; () 4th quarter: January 1 to March 31.

SUPPLIER:

STANDING OFFER NO:

W168A-13R071

DEPARTMENT OR AGENCY:

Department of National Defence

Item No.	Call-Up/contract No. Description	Value of the Call-Up/Contract (GST/HST excluded)
(A) Total Dollar Value Call-ups for this reporting period:		
(B) Accumulated Call-Up totals to date:		
(A+B) Total Accumulated Call-Ups:		

NIL REPORT: We have not done any business with the federal government for this period []

PREPARED BY: _____

SIGNATURE: _____

DATE: _____