

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

Réception des soumissions - TPSGC / Bid
Receiving - PWGSC
1550, Avenue d'Estimauville
1550, D'Estimauville Avenue
Québec
Québec
G1J 0C7

Title - Sujet BUANDERIE	
Solicitation No. - N° de l'invitation W8486-149553/A	Date 2013-10-17
Client Reference No. - N° de référence du client W8486-149553	GETS Ref. No. - N° de réf. de SEAG PW-\$QCN-015-15650
File No. - N° de dossier QCN-3-36102 (015)	CCC No./N° CCC - FMS No./N° VME
Solicitation Closes - L'invitation prend fin at - à 02:00 PM on - le 2013-11-27	
Time Zone Fuseau horaire Heure Avancée de l'Est HAE	
Delivery Required - Livraison exigée VOIR TEXTE	
Address Enquiries to: - Adresser toutes questions à: Legendre, Sylvie	Buyer Id - Id de l'acheteur qcn015
Telephone No. - N° de téléphone (418)649-2860 ()	FAX No. - N° de FAX (418)648-2209
Destination - of Goods, Services, and Construction: Destination - des biens, services et construction: MINISTERE DE LA DEFENSE NATIONALE GARNISON VALCARTIER QUEBEC QUEBEC G0A1R0 Canada	
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.	

**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
TPSGC/PWGSC
601-1550, Avenue d'Estimauville
Québec
Québec
G1J 0C7

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

NOTICE to departments not party to the current standing offer

After considering this standing offer (S/O), please indicate your interest in joining users who have requirements similar to those described herein. You may do so by contacting the Public Works and Government Services Canada (PWGSC) supply officer indicated on the first page of this standing offer by telephone, fax or e-mail. We will review your request and provide you with confirmation of our recommendations. If we do give our approval, a new request may be published specifying that it is a Regional Master Standing Offer (RMSO) or National Master Standing Offer (NMSO).

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. Former Public Servant
4. Enquiries - Request for Standing Offers
5. 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 - SECURITY, FINANCIAL AND INSURANCE REQUIREMENTS

1. Insurance Requirements

PART 7 - STANDING OFFER AND RESULTING CONTRACT CLAUSES**A. STANDING OFFER**

1. Offer
2. Security Requirement
3. Standard Clauses and Conditions

Solicitation No. - N° de l'invitation

W8486-149553/A

Amd. No. - N° de la modif.

Buyer ID - Id de l'acheteur

qcn015

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

W8486-149553

File No. - N° du dossier

QCN-3-36102

CCC No./N° CCC - FMS No/ N° VME

4. Term of Standing Offer
5. Authorities
6. Proactive Disclosure of Contracts with Former Public Servants
7. Identified Users
8. Call-up Procedures
9. Call-up Instrument
10. Limitation of Call-ups
11. Financial Limitation
12. Priority of Documents
13. Certifications
14. Applicable Laws

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. Insurance
8. *SACC Manual* Clauses

List of Annexes:

- Annex A - Statement of Work
- Annex B - Basis of Payment
- Annex C- List of Collection Points and Collection Schedule
- Annex D- Insurance Requirements

PART 1 - GENERAL INFORMATION

1. Introduction

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

- Part 1 General Information: provides a general description of the requirement;
- Part 2 Offeror Instructions: provides the instructions applicable to the clauses and conditions of the RFSO;
- Part 3 Offer Preparation Instructions: provides offerors with instructions on how to prepare their offer to address the evaluation criteria specified;
- Part 4 Evaluation Procedures and Basis of Selection: indicates how the evaluation will be conducted, the evaluation criteria which must be addressed in the offer, and the basis of selection;
- Part 5 Certifications: includes the certifications to be provided;
- Part 6 Security, Financial and Insurance Requirements: includes specific requirements that must be addressed by offerors; and
- Part 7 7A, Standing Offer, and 7B, Resulting Contract Clauses:
 - 7A, includes the Standing Offer containing the offer from the Offeror and the applicable clauses and conditions;
 - 7B, includes the clauses and conditions which will apply to any contract resulting from a call-up made pursuant to the Standing Offer.

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

2. Summary

Supply, on an as-and-when-ordered basis, laundering (washing) and dry-cleaning services for the washing, dry-cleaning and medical- and dental-care items lists of the Department of National Defence, 5 Area Support Group – Quebec Area, Valcartier Garrison and metropolitan Quebec, based on a pre-established collection schedule at 47 collection points (that may vary), in accordance with the specific requirements, and all in accordance with the statement of work available in Annex A of this standing offer request.

The approximate regular-service (once, twice and three times a week) percentage of use is 93%. The oncall service percentage of use is 5% and the emergency, 24-hour service percentage of use is 2%. That percentage may vary in accordance with the busier periods of the year, the missions underway and unforeseen circumstances.

The standing offer will cover three fixed years, from 1 February 2014 to 31 January 2017.

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.

Subsection 5.4 of 2006, Standard Instructions - Request for Standing Offers - Goods or Services - Competitive Requirements, 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.

3. Former Public Servant

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.

3. 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.

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

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

Section I: Technical Offer : 1 hard copy

Section II: Financial Offer : 1 hard copy and one electronic copy of the Annex B, Basis of payment in Excel format to the following e-mail address:

QueReceptionSoumissionsQc.QueSupplyTendersReceptionQc@tpsgc-pwgsc.gc.ca

Section III: Certifications (1 hard copy)

If there is a discrepancy between the wording of the soft copy and the hard copy, the wording of the hard copy will have priority over the wording of the soft 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) (<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 the Annex B, Basis of Payment. The total amount of Applicable Taxes must be shown separately. Offerors must provide a price for each item of the table and for each period.

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. Financial Evaluation

The evaluation amount for the standing offer period will be calculated by totalling the following items :

For all firm unit prices referred to in Annex B - Basis of Payment: for each year, firm unit prices will be multiplied by approximate quantities. The totals for each year will then be added together to yield a total evaluation amount for all periods combined.

Please refer to the table below as an example of the calculation of the evaluation amount for the standing offer period. Note that the rates shown in the table are fictitious rates given as examples only.

Example of a partial offer evaluation table for year 2014 :

A Description	B Qty approx.	C Price 2011 offered by offeror 1	D Total offeror 1 D = B x C	E Price 2011 offered by offeror 2	F Total offeror 2 F = B x E
Cloth, Face	21 000	\$0.12	\$2,520.00	\$0.11	\$2,310.00
Towel, bath 24 x 42 in.	18 500	\$0.35	\$6,475.00	\$0.37	\$6,845.00
Curtains, Shower	800	\$1.25	\$1,000.00	\$1.20	\$960.00
Cover, Mattress 47 x 77 in.	7 600	\$1.80	\$13,680.00	\$1.95	\$14,820.00
Bedspread, Cotton	4 500	\$4.00	\$18,000.00	\$4.25	\$19,125.00

Sheet, bed 71 x 95 in.	100 000	\$0.75	\$75,000.00	\$0.72	\$72,000.00
Total evaluation amount :			\$116,675.00		\$116,060.00

In the above example, offerer 2 offered a partial evaluation amount for the initial period that was lower than the amount offered by offeror 1.

2. Basis of Selection

- 2.1 An offer must comply with the requirements of the Request for Standing Offers to be declared responsive. The responsive offer bidding the lowest price will be recommended for award 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](http://www.labour.gc.ca/eng/standards_equity/eq/emp/fcp/list/inelig.shtml).

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](http://www.labour.gc.ca/eng/standards_equity/eq/emp/fcp/list/inelig.shtml)" list at the time of issuing of a Standing Offer or during the period of the Standing Offer.

Solicitation No. - N° de l'invitation

W8486-149553/A

Amd. No. - N° de la modif.

Buyer ID - Id de l'acheteur

qcn015

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

W8486-149553

File No. - N° du dossier

QCN-3-36102

CCC No./N° CCC - FMS No/ N° VME

PART 6 - SECURITY, FINANCIAL AND INSURANCE REQUIREMENTS

1. Insurance Requirements

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

If the information is not provided in the offer, the Standing Offer Authority will so inform the Offeror and provide the Offeror with a time frame within which to meet the requirement. Failure to comply with the request of the Standing Offer Authority and meet the requirement within that time period will render the offer non-responsive.

PART 7 - STANDING OFFER AND RESULTING CONTRACT CLAUSES

A. STANDING OFFER

1. Offer

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

2. 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

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

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

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

The quarterly reporting periods are defined as follows:

1st quarter: February 1 to April 30;
2nd quarter: May 1 to July 30;
3rd quarter: August 1 to October 31;
4th quarter: November 1 to January 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.

Contractors will be given an electronic copy of this form in Excel format when a Standing Offer is issued.

4. Term of Standing Offer

4.1 Period of the Standing Offer

Solicitation No. - N° de l'invitation

W8486-149553/A

Amd. No. - N° de la modif.

Buyer ID - Id de l'acheteur

qcn015

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

W8486-149553

File No. - N° du dossier

QCN-3-36102

CCC No./N° CCC - FMS No/ N° VME

The period for making call-ups against the Standing Offer is from February 1, 2014 to January 31, 2017.

5. Authorities

5.1 Standing Offer Authority

The Standing Offer Authority is:

Name: Sylvie Legendre
Title: Procurement Specialist
Public Works and Government Services Canada
1550 Avenue D'Estimauville,
Québec, Québec
G1J 0C7

Telephone: 418-649-2860
Facsimile: 418-648-2209
E-mail address: sylvie.legendre@pwgsc.gc.ca

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

5.2 Project Authority

The Project Authority for the Standing Offer is:

Name: _____
Title: _____
Organization: _____
Address: _____

Telephone: ____ - ____ - _____
Facsimile: ____ - ____ - _____
E-mail address: _____

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

5.3 Offeror's Representative

Name: _____
Telephone: ____ - ____ - _____
Facsimile: ____ - ____ - _____
E-mail address: _____

6. Proactive Disclosure of Contracts with Former Public Servants (will be inserted at contract award, if applicable)

7. Identified Users

The Identified User authorized to make call-ups against the Standing Offer is the Department of National Defence, Valcartier Garrison and Greater Quebec.

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 electronic document.

9. Limitation of Call-ups

Individual call-ups against the Standing Offer must not exceed \$15,000.00 (Applicable Taxes included).

10. Financial Limitation

The total cost to Canada resulting from call ups against the Standing Offer must not exceed the sum of **\$2,200,000.00** (Goods and Services Tax or Harmonized Sales Tax excluded) unless otherwise authorized in writing by the Standing Offer Authority. The Offeror must not perform any work or services or supply any articles in response to call ups which would cause the total cost to Canada to exceed the said sum, unless an increase is so authorized.

The Offeror must notify the Standing Offer Authority as to the adequacy of this sum when 75 percent of this amount has been committed, or 3 months before the expiry date of the Standing Offer, whichever comes first. However, if at any time, the Offeror considers that the said sum may be exceeded, the Offeror must promptly notify the Standing Offer Authority.

11. Priority of Documents

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

- a) the call up against the Standing Offer, including any annexes;
- b) the articles of the Standing Offer;
- c) the general conditions 2005 (2012-11-19), General Conditions - Standing Offers - Goods or Services
- d) the general conditions 2010C (2013-06-27) ;
- e) Annex A, Statement of Work;
- f) Annex B, Basis of Payment;
- g) Annex C, List of collection points and collection schedule;
- h) Annex D, Insurance Requirements;
- i) the Offeror's offer dated _____.

12. Certifications

12.1 Compliance

Compliance with the certifications and related documentation provided by the Offeror is a condition of authorization of the Standing Offer and subject to verification by Canada during the term of the Standing Offer and of any resulting contract that would continue beyond the period of the Standing Offer. In the

event that the Offeror does not comply with any certification, provide the related documentation or if it is determined that any certification made by the Offeror in its offer is untrue, whether made knowingly or unknowingly, Canada has the right to terminate any resulting contract for default and set aside the Standing Offer.

14. Applicable Laws

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

B. RESULTING CONTRACT CLAUSES

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

1. Statement of Work

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

2. Standard Clauses and Conditions

2.1 General Conditions

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

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

2.2 Liquidated Damages

In the event the Contractor fails to deliver the supplies or perform the services within the time specified in the Contract, the Contractor agrees to pay to Canada as liquidated damages the sum of **one percent (1%) of the contract price** for each calendar day of delay up to a maximum of **ten (10) days**, subject to the limitation that the total amount of liquidated damages shall not exceed **ten percent (10%)** of the Contract Price. The Parties agree that the aforesaid amount is their best pre-estimate of the loss to Canada in the event of such a failure, and that it is not intended to be, nor is it to be construed as, a penalty.

Canada shall have the right to hold back, drawback, deduct or set off from and against the amounts of any monies owing at any time by Canada to the Contractor, any liquidated damages owing and unpaid under this article.

Nothing in this article is to be interpreted as limiting the rights and remedies which Canada or the Minister may otherwise be entitled to under the Contract.

3. Term of Contract

3.1 Delivery date

The Work and delivery must be completed in accordance with the call-up against the Standing Offer and Annex "C" List of collection points and collection schedule

4. Proactive Disclosure of Contracts with Former Public Servants (will be inserted at Contract award, if applicable)

5. Payment

5.1 Basis of Payment

In consideration of the Contractor satisfactorily completing all of its obligations under the Contract, the Contractor will be paid firm unit prices, as specified in Annex B. Customs duties are included and Applicable Taxes are extra.

Canada will not pay the Contractor for any design changes, modifications or interpretations of the Work, unless they have been approved, in writing, by the Contracting Authority before their incorporation into the Work.

5.2 Limitation of Price

SACC Manual clause C6000C (2011-05-16) Limitation of Price

5.3 Single Payment

SACC Manual clause H1000C (2008-05-12) Single Payment

5.4 Payment by Credit Card

The following credit cards are accepted: _____ and _____.

6. Invoicing Instructions

6.1 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.

6.2 Invoices must be distributed as follows:

The original and one (1) copy must be forwarded to the address of each collection point for certification and payment.

7. Insurance Requirements

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

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

Solicitation No. - N° de l'invitation

W8486-149553/A

Amd. No. - N° de la modif.

File No. - N° du dossier

QCN-3-36102

Buyer ID - Id de l'acheteur

qcn015

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

W8486-149553

CCC No./N° CCC - FMS No/ N° VME

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

ANNEX "A" - STATEMENT OF WORK

Supply, as and when needed, based on a pre-established collection schedule at 47 collection points (that may vary), in accordance with the specific requirements, laundering (washing) and dry-cleaning services for the washing, dry-cleaning and medical- and dental-care lists of the Department of National Defence, 5 Area Support Group - Quebec Area, Valcartier Garrison and metropolitan Quebec.

1. LIST OF ITEMS

The complete list of items to clean with the approximate annual quantities can be found in Annex B, Basis of Payment.

2.0 AVAILABILITY OF SERVICES

2.1 General

The collection, washing, dry-cleaning and delivery services will be available at all times during the standing offer (SO), ie, during regular work hours, from 8:00 am to 4:00 pm, Monday to Friday inclusively, except on holidays. Occasionally, the services must be rendered on call and, in rare circumstances, in emergencies, with 24-hour service being provided during the summer cadet camps and during periods when CF personnel are returning from exercises or missions.

2.2 Turnaround time - Day-to-day services

The day-to-day services will be available on site at one of the designated service points within 48 hours of a request being made by one of the designated representatives of the Department of National Defence (DND).

Notwithstanding the laundry bags mentioned below, the items picked up on site will have to be returned washed or cleaned, depending on the case, within 72 hours of the day of the collection, or on the next business day.

2.3 Turnaround time - Emergency services and peak periods

Emergency services will be available on site within four (4) hours of the verbal request being made (by telephone) by a designated representative of the Department of National Defence (DND). The contractor must take into account the fact that peak periods or periods in which large quantities of items must be cleaned can occur at various times, eg, during cadet summer camps and during periods when CF members are returning from exercises or missions.

2.4 Turnaround time - laundry bags (Annex B, item 1.46)

The turnaround time for laundry and delivery services for clothing in laundry bags will be within 24 hours of the on-site collection.

The contractor must be able to collect the laundry bags on site and wash up to one thousand (1,000) of them per day and/or service call.

The clothing must remain in the laundry bags while being washed and dried.

3.0 SPECIFICATIONS

3.1 Items for kitchen personnel

Jackets, tablecloths and aprons must be ironed and folded.

Pants must not be ironed or folded and must be placed on hangers.

Smocks must be ironed, hung on a hanger and covered with a piece of plastic.

3.2 Flakjackets and armoured vests (Annex B, item 1.49)

These two (2) types of vests must not be machine washed. The proper process is to hand wash and air dry them far from any heat source. The metal plates in the armoured vests must be removed before washing and must be reinserted afterwards.

3.3 Coverall (NBCW) (Annex B, item 1.65)

These suits are used exclusively for military training and have not been contaminated by any chemical agents whatsoever.

Combat coveralls must never be dry cleaned. Machine wash them in hot or cold water using a detergent that contains bleach. The detergent concentration in the water must not exceed 0.3%. Combat clothing must be dried in a tumble dryer at a minimum temperature of ninety (90) degrees Celsius for approximately 15 to 30 minutes. Drip drying at the same temperature is also acceptable.

3.4 Rain jackets and pants (Annex B, item 1.62 and 1.90)

Rain jackets and pants must be washed in cold water with mild soap and hung to dry.

3.5 Medical- and dental-care items

Pants, lab coats, nurses' uniforms and medical shirts must be washed, properly starched and carefully ironed (including the pockets and pant belts).

The shirts must be folded and bound together in bundles of five (5).

The pants must be folded and bound together in bundles of ten (10).

The lab coats must be hung up and covered with a piece of plastic.

Contaminated bags from the hospital are divided into two categories and must be handled as follows:

- a. Bags from the operating room (red bags). The bags must be emptied of their contents for cleaning. The bags must also be cleaned and decontaminated.
- b. Bags that are of white nylon canvas must be emptied of their contents for laundering. After laundering, they must be handled just like any other item.

3.6 Bundling of sheets and pillowcases (Cadet Camp) (Annex B, sections 1.103 and 1.104)

The sheets for the Cadet Camp must be tied in bundles of ten (10) and the pillowcases must be tied in bundles of twenty-five (25), using string or a plastic strip.

3.7 Environmental and governmental standards

The contractor is responsible for adhering to the strictest environmental and governmental standards in effect, and that applies to the laundry services as well as the washing procedures used in health establishments.

Within forty-eight (48) hours of receiving a request from the designated DND representative, the contractor will provide the datasheets of each of the products used for washing and cleaning the items.

4. ADMINISTRATION AND CONTROL

4.1 Pick slip and delivery

At the time of collection, the contractor will take an inventory note of the items in the order and will have the designated DND representative on site sign it.

A delivery slip will be issued by the contractor and signed by the designated DND representative on site for each collection point in question.

5. COLLECTION

5.1 General

The number and location of collection points to serve during a single service call will vary and is impossible to determine in advance.

The collection points and the collection frequency are listed in the table below. It is understood that the collection schedule does not constitute a formal commitment on the part of DND to the contractor.

A standard collection schedule may be established with one of the designated DND representatives on site according to requirements, including the possibility of daily service.

Potential recurring and/or different needs will subsequently be established and then confirmed in writing in a call-up.

The contractor must provide all of the labour, materials and equipment required for handling, loading, unloading and the return transportation of the items.

A DND representative will be available at each collection point to verify compliance and the quantity of items as well as sign the contractor's pick and delivery slips.

A copy of each slip will be given to the DND representative on site or to the person designated in the standing offer (5 Canadian Service Battalion, Supply, Valcartier Garrison, Building 188).

5.2 Collection locations

The collection locations and the common frequency of the collection are written in the table in Annex C. The list is not restricted or limited to the service points set out in the standing offer.

It is understood that the contractor is willing to provide collection services at Valcartier Garrison, regardless of the location.

Solicitation No. - N° de l'invitation

W8486-149553/A

Amd. No. - N° de la modif.

File No. - N° du dossier

QCN-3-36102

Buyer ID - Id de l'acheteur

qcn015

CCC No./N° CCC - FMS No/ N° VME

W8486-149553

ANNEX "B" - BASIS OF PAYMENT

Solicitation No. - N° de l'invitation

W8486-149553/A

Amd. No. - N° de la modif.

File No. - N° du dossier

QCN-3-36102

Buyer ID - Id de l'acheteur

qcn015

CCC No./N° CCC - FMS No/ N° VME

W8486-149553

ANNEX "C" - Table of collection points and collection schedule

ANNEX D - INSURANCE REQUIREMENTS

The Contractor must obtain Commercial General Liability Insurance, and maintain it in force throughout the duration of the Contract, in an amount usual for a contract of this nature, but for not less than \$2,000,000 per accident or occurrence and in the annual aggregate.

The Commercial General Liability policy must include the following:

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

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

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

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

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

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

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

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

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

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

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

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

LAUNDRY AND DRY CLEANING SERVICE
« LIST OF COLLECTION POINTS AND COLLECTION SCHEDULE »

AREA / LOCATION / ADDRESS	UNIT	PICK-UP DAY(S)
VALCARTIER GARRISON		
505	Personnel Support – Men's kitchen	(Monday, Wednesday and Friday)
504	Men's quarters	Monday
515	Single quarters	Monday and Wednesday
515	Men's quarters	Wednesday
532	Single quarters	Wednesday
510	Senior NCM quarters	Wednesday
521	Single quarters	Monday and Wednesday
511	Officers quarters	Wednesday
511	Officers Mess	Monday and Wednesday
324	5 Canadian Service Battalion (5 Cdn Svc Bn) - Maintenance	(Monday, Wednesday and Friday)
110	5 Canadian Service Battalion (5 Cdn Svc Bn) – Transport	(Monday, Wednesday and Friday)
104	5 Field Ambulance	Tuesday
323	5 Combat Engineer Regiment (5 CER)	Tuesday
CC118	Cadet Camp	Tuesday and Friday (June to August)
168	Dental clinic	Tuesday and Friday
109	Hospital	Tuesday and Friday
621	430 Tactical Helicopter Squadron (430 Tac Hel Sqn)	Tuesday and Friday
CSEM 3	Combat School (R22eR CS)	Tuesday
202	Men's quarters	Wednesday
276	MP holding cell	Wednesday
302/Y	Module 1 to 18	Wednesday
302 B	Module 19 to 36	Wednesday
310	12e Régiment Blindé du Canada (12 RBC) Quartermaster (QM)	Wednesday
311	5e Régiment d'Artillerie légère du Canada (5 RALC)	Wednesday
312	Headquarters and Signals Squadron (HQ Sigs) Quartermaster (QM)	Wednesday
313	2 Battalion, Royal 22e Régiment (2 R22eR) Quartermaster (QM)	Friday
314	1 Battalion, Royal 22e Régiment (1 R22eR) Quartermaster (QM)	Wednesday
510	Senior NCM Mess	Wednesday
188	5 Canadian Service Battalion (5 Cdn Svc Bn) – Clothing Stores	Thursday

LAUNDRY AND DRY CLEANING SERVICE
« LIST OF COLLECTION POINTS AND COLLECTION SCHEDULE »

AREA / LOCATION / ADDRESS	UNIT	PICK-UP DAY(S)
367	5 Canadian Service Battalion (5 Cdn Svc Bn) – RQM	Thursday
366	3 Battalion, Royal 22e Régiment (3 R22eR) Quartermaster (QM)	Thursday
531	Single quarters	Thursday
533	Single quarters	Thursday
188	Field Stores loan office	Upon request only
72	Construction Engineering (CE)	Upon request only
523	Fire Station (firefighters)	Upon request only
QUEBEC CITY ARMOURIES AND UNITS		
10 Côte de la Citadelle, Quebec City	Citadelle Accommodations	Tuesday
1020 Vincent Massey Street, Quebec City	55 Canadian Service Battalion (55 Cdn Svc Bn)	Thursday
1020 Vincent Massey Street, Quebec City	55 Medical Company	Thursday
535, Ste-Anne Blvd, #101, Beauport	713 Communication Squadron	Upon request only
805 Laurier Blvd, Quebec City	Voltigeurs de Québec	Upon request only
112 Dalhousie Street, Quebec City	Naval Reserve Headquarters (NAVRES HQ)	Upon request only
170 Dalhousie Street, Quebec City	HMCS Montcalm	Upon request only
St-Gabriel de Valcartier	École de Musique militaire	To be determined
140 Dalhousie St. Quebec City	Residence of ENFL(Q)	Tuesday - thursday
ARMOURIES IN LEVIS		
Lévis	6 ^e Régiment d'Artillerie de Campagne (6RAC)	Upon request only
10 de l'Arsenal Street, Lévis	Régiment de la Chaudière	Upon request only