



Establishment of Multiple Standing Offer Agreements (SOAs) related to the microbiological analysis of drinking water.

STATEMENT OF WORK
27 November 2013

1. Scope

1.1. Title

Establishment of Multiple Standing Offer Agreements (SOAs) related to the microbiological analysis of drinking water.

1.2. Introduction

Health Canada (HC) and The Public Health Agency of Canada (PHAC) has a requirement for the provision of laboratory services to evaluate water quality. These services are required to assist Health Canada and The Public Health Agency of Canada in its ongoing requirements to assess potable water quality for its national base clientele.

1.3. Objectives of the Requirement

Health Canada and The Public Health Agency of Canada are the federal government departments responsible for helping Canadians to maintain and improve their health. Health Canada and The Public Health Agency of Canada strive to improve the health of all Canadians, while respecting individual choices and circumstances, and therefore seeks to put Canada among the countries with the healthiest people in the world.

Health Canada and The Public Health Agency of Canada will accept proposals from laboratories capable of undertaking one or more of the services requested.

The objective of this Request for Standing Offer (RFSO) is to establish a competitively-awarded Standing Offer Agreement (SOA) with Contractors capable of providing HC/PHAC with various as-and-when-required water analysis services at a reasonable fixed unit rate.

1.4. Background and Specific Scope of the Requirement

The Contractor shall, on an as-and-when required basis and as described in the call-up document signed by the Departmental Representative, provide microbiological water analysis services to Health Canada and The Public Health Agency of Canada. The Departmental Representative will identify the number of samples in each given call-up, and this, in association with the Contractor's accepted fixed unit rates, will be the basis for establishing the cost of each call-up undertaken in accordance with this Standing Offer Agreement. The timing for each call-up will be subject to the specific requirements of the project, as determined exclusively by Health Canada and The Public Health Agency of Canada.

In support of the above, the Contractor will (on an as-and-when-required basis) provide microbiological water analysis services in relation to any or all of the following services as described below. The Contractor will provide evidence of validating each analytical method in their laboratory along with the report.

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Proposed Resources:

The bidder will provide Health Canada and The Public Health Agency of Canada with the proposed **Project Manager and Quality Assurance Officer** who will be assigned to this standing offer/call-up, describe the role he/she will be performing and explain why he/she is well suited for the work, referring to their qualifications, certifications, education and experience.

2. Requirements

2.1. Tasks, Activities, Deliverables and Milestones

TABLE I ESTIMATED NUMBER OF SAMPLES FOR EACH TYPE OF SERVICE

Type of services	Estimated number of samples per year allocated to each type of service resulting for three (3) firm years and 2 additional 1 year optional periods
DRINKING WATER	
Microbiological analysis	Year 1 - n = approximately 6000 Year 2 - n = approximately 6000 Year 3 - n = approximately 6000 Year 4 - n = approximately 6000

The Contractor shall submit to the Departmental Representative all deliverables as specified in each project/assignment call-up. The deliverables may include, but are not limited to, a proposal defining the analytical approach and plan, periodic debriefings, status reports, project reports, and documented working papers for each of the services being undertaken.

Deliverables shall be provided in the format described under service 1A.

Service 1A Microbiological analysis of Drinking Water

When and where required, receive shipments of samples. Health Canada and The Public Health Agency of Canada or authorized representative will either ship or deliver samples in the appropriate manner via courier or by person from the location of the sampling to the laboratory’s address.

Shipping and sample pick up and \ or pre-paid waybill for courier shipment shall be the responsibility of the Contractor as defined in the call-up.

The list of analytes, detection limits, units and approved methodology could be found in TABLE II.

For each run of testing the Contractor will:

- A. Refrigerate samples upon receipt and perform analysis within turn around time as per approved method of analysis;
- B. Perform analysis as prescribed by approved method of analysis*.

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*Acceptable analytical method as found in the Standard Methods for the Examination of Water & Wastewater and \ or current - active Provincial\ Territorial analytical methods.

- C. Perform appropriate Quality Assurance and Quality Control measures;
- D. Review results;
- E. Advise Health Canada and The Public Health Agency of Canada representative identified on the Chain-of-Custody (C-o-C) form immediately of any adverse results by phone \ E-mail \ Fax

Results of analyses will be made available to Health Canada and The Public Health Agency of Canada in electronic format (Text format -txt) where and when required as specified in the call-up. Results could also be made available to Health Canada and The Public Health Agency of Canada in electronic format (Microsoft Excel) or in a hard copy format as specified in the call-up.

TABLE II DRINKING WATER MICROBIOLOGICAL PARAMETERS

PARAMETERS	UNITS	LIMIT OF DETECTION	GUIDELINE*
<i>E. Coli</i> (EC)	CFU or MPN \ 100 mL or Presence	0 or Presence\ absence	0 or absence
Total Coliform (TC)	CFU or MPN \ 100 mL or Presence	0 or Presence\ absence	0 or absence
Heterotrophic plate count (HPC)	CFU of MPN \ 100 mL or Presence	0 or Presence\ absence	No numerical guideline

* As found in the Guidelines for Canadian Drinking Water Quality (May 2008). These guidelines could be updated from time to time. Refer to the Summary table for the latest information. Guidelines Summary could be found at: http://www.hc-sc.gc.ca/ewh-semt/pubs/water-eau/sum_guide-res_recom/index-eng.php

2.2. Specifications and Standards
Service 1A Microbiological analysis of Drinking Water

2.3. Technical, Operational and Organizational Environment
It is a condition of this Standing Offer and subject to verification by Health Canada and The Public Health Agency of Canada during the entire period of the Standing Offer that the Bidder has provided Health Canada and The Public Health Agency of Canada with the mandatory Compliance Certifications. In the event that the Contractor does not comply with any certification or that it is determined that any certification made by the Contractor is untrue, whether made knowingly or unknowingly, the Minister shall have the right, pursuant to the default provisions of the Standing Offer Agreement, to put aside the Standing Offer Agreement for default.

Acceptable accreditation bodies are the Canadian Association for Laboratory Accreditation Inc (CALA) formerly known as the Canadian Association for Environmental Analytical Laboratories (CAEAL), the

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Standard Canadian Council (SCC) and \ or other accreditation bodies recognized under Mutual Recognition Arrangements from the International Laboratory Accreditation Cooperation (ILAC) and \ or The Programme d'accréditation des laboratoires d'analyse environnementales (PALAE) from the Province of Québec and \ or licenced \ approved by Provincial \ Territorial body.

Quality Assurance/Control (QA/QC) measures must be used. Quality control as appropriate for the analytical method and the parameters to be analysed could include:

- A) Duplicate samples, spiked blanks, spiked replicate, reagent blank, certified reference material, instrument control
- B) Run duplicate samples \ batch of samples as required to estimate precision;
- C) Multipoint calibration performed with each batch of samples
- D) Method Detection Limit as per Table 1,2 and 3.
- E) Certificate of analysis to be provided on request or as identified in the call-up.

On request make analytical methods documentation available.

Turnaround Time

The laboratory must be able to receive samples by courier delivery within 24 hours of shipping from Health Canada and The Public Health Agency of Canada. The laboratory must complete analysis within the following prescribed time:

ANALYSIS TYPE	ANALYSIS TURNAROUND TIME*
Microbiological analysis	Within 24 hours of receiving samples

* Laboratory may be requested from time to time to provide services which require immediate analysis and reporting.

ANALYSIS TYPE	<u>REPORTING TURNAROUND TIME</u>
Drinking Water	a) Adverse results to be reported as define in the call up
Microbiological analysis	b) Non-adverse results to be reported within 5 days of analyses completion or as define in the call up

2.4. Method and Source of Acceptance

All reports, deliverables, documentation and all services rendered under a call-up under this Standing Offer are subject to inspection by the Departmental Representative or a designated representative that has been identified in the Call-up. Should any report, document or service not be to the satisfaction of the Departmental Representative, or a designated representative, as submitted, the Departmental Representative shall have the right to reject it or require correction at no cost to Health Canada and The Public Health Agency of Canada before payment will be authorized.

2.5. Reporting Requirements

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Efficient time management is of utmost importance to Health Canada and The Public Health Agency of Canada. The Contractor shall deliver the services by the deadlines established within the call-up document. Every effort will be made by Health Canada and The Public Health Agency of Canada to provide the Contractor with reasonable deadlines.

2.6. Project Management Control Procedures

The management by the Contractor of service delivery to Health Canada and The Public Health Agency of Canada in relation to call-ups under this Standing Offer Agreement shall be undertaken in accordance with all applicable Acts, Codes, Departmental and/or Federal Government regulations, policies and procedures.

The Contractor shall ensure that all deployed personnel are properly trained to fulfill their responsibilities. In addition, the Contractor is required to ensure that all of its assigned personnel are operating at all times in accordance with all applicable legislation, regulations, codes and policies. Any changes to the Standing offer or resulting call-up must be approved by the appropriate designated Authority and implemented with a written amendment.

3. Other Terms and Conditions of the SOW

3.1. Authorities

The Departmental Representative is the Health Canada and The Public Health Agency of Canada Contracting Authority and is responsible for the management of this Standing Offer. Any changes to the Standing Offer must be authorized in writing by the Departmental Representative. The Contractor is not to perform Work in excess of or outside the scope of this Standing Offer based on verbal or written requests or instructions from any government personnel other than the aforementioned officer.

The Project Authority is responsible for all matters concerning the technical content of the Work under any resulting call-up. Any proposed changes to the scope of the Work are to be discussed with the Project Authority, but any resulting changes can only be confirmed by an Amendment issued by the Departmental Representative.

3.2. Public Health Agency of Canada Obligations

Health Canada and The Public Health Agency of Canada will provide the following to the Contractor:

The number of samples \ analytes \ frequency to be analysed for a given project. The timing and specific deliverables for each project will be subject to the specific requirement(s) for that project, as detailed within the Standing Offer Agreement.

Ensure that appropriate experts from within Health Canada and The Public Health Agency of Canada are available to the Contractor to discuss the final report, as well as facilitate cooperation with other Health Canada and The Public Health Agency of Canada representatives as required.

Provide the Contractor with both physical and electronic Health Canada and The Public Health Agency of Canada delivery addresses, to which deliverables are to be submitted.

Shipment address for supplies

3.3. Contractor’s Obligations

The Contractor shall supply all the equipment, supplies and services required to carry out the work.

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1. Approved sample containers(appropriate size), shipping coolers, ice packs, labels, chain-of-custody
2. Sampling instruction (original to be provided by HC)
3. Instruction on sample quantity required

If required: Travel blanks, field blanks.

Upon receipt of a duly authorized call-up from Health Canada and The Public Health Agency of Canada, the Contractor shall provide the services in accordance with this Request for Standing Offer and the specific delivery requirements as described within the call-up which may include sample pick up.

3.4. Location of Work, Work site and Delivery Point

Unless otherwise stated, the work shall be conducted at the Contractor’s normal place of business with the submission of deliverables to Health Canada and The Public Health Agency of Canada’s facilities as specified in the call up.

Subcontracting will be considered acceptable if the sub-contractor meets all of the standing offer requirements. The Contractor will clearly identify in his call up response which work will be subcontracted. Contractor to provide Health Canada and The Public Health Agency of Canada with sub-contractor accreditation \ licence \ proficiency testing

3.5. Language of Work

The Contractor must be able to correspond with Health Canada and The Public Health Agency of Canada in relation to this Standing Offer Agreement in both official languages. All deliverables will be produced and delivered in the language format identified in each call-up.

3.6. Security Requirements

There are no security requirements.

3.7. Insurance Requirements

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It shall be the sole responsibility of the Contractor to decide whether or not any insurance coverage is necessary for its own protection or to fulfill its obligations under the Contract and to ensure compliance with required federal, provincial or municipal law. Any such insurance shall be provided and maintained by the Contractor at its own expense.

4. Project Schedule

4.1. Expected Start and Completion Dates

The services of the Contractor will be required for a period of approximately 3 years commencing upon Standing offer award . The expected completion date of this project is December 31, 2016

4.2. Options

Her Majesty is inviting Proponents, by issuance of this Request for Standing Offer (RFSO), to establish Standing Offer(s) (SO) for the provision of Services described in the Statement of Work - Appendix “A”

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on an "as and when requested" basis for Three (3) years with the provision to extend the Standing Offer period for two (2) additional one-year periods.

Options years must be approved by the contracting authority and implemented with a contract amendment. Quoted rates shall remain unchanged for the initial duration of the Standing Offer Agreement. If Health Canada and The Public Health Agency of Canada exercises its option to extend the Standing Offer for either of the additional option years, rates for these option years will be as stated in Annex B.

5. Required Resources or Types of Roles to be Performed

The analytical staff must have training and experience in conducting analyses using the appropriate \ approved analytical method. The laboratory must have a comprehensive quality assurance program and designated quality assurance officer.