

**SOLICITATION CLOSES  
L'INVITATION PREND FIN**

at – à 2:00 PM  
on – le 3 September 2014

Time Zone: - Fuseau horaire :  
Eastern Daylight Savings Time (EDST)

**REQUEST FOR PROPOSAL  
DEMANDE DE PROPOSITION**

**Proposal To: Department of National Defence**

We hereby offer to sell to Her Majesty the Queen in right of Canada, in accordance with the terms and conditions set out herein, referred to herein or attached hereto, the goods, services, and construction listed herein and on any attached sheets at the price(s) set out therefor.

**Proposition aux: Ministère de la Défense nationale (MDN)**

Nous offrons par la présente de vendre à Sa Majesté la Reine du chef du Canada, aux conditions énoncées ou incluses par référence dans la présente et aux annexes ci-jointes, les biens, services et construction énumérés ici sur toute feuille ci-annexée, au(x) prix indiqué(s).

**Comments – Commentaires**

THIS DOCUMENT CONTAINS A SECURITY  
REQUIREMENT

**Issuing Office – Bureau de distribution**

Director Services Contracting (D Svcs C 4)  
Direction des contrats de service (DC Svc 4)

<b>Title – Sujet</b> Food Services Personnel (Labour) - Richmond, ON	
<b>Solicitation No. – N° de l'invitation</b> DND14/0002881	
<b>Date</b> 23 July 2014	
<b>Reference No. – N° de référence du client</b> DND14/0002881	
<b>RETURN BIDS TO: RETOURNER LES SOUMISSIONS À:</b> By E-mail: – par courriel :  DSvcsC4Contracting-DCSvcs4Contrats@forces.gc.ca	
<b>Address Enquiries to: Adresser toutes questions à :</b> Ms. Kim Seguin <b>Telephone No.                      E-mail Address</b> <b>N° de téléphone                      Courriel</b> Kim.Seguin@forces.gc.ca	
<b>FOB – FAB</b> See Herein – Voir ci-inclus	
<b>Destination</b> See Herein – Voir ci-inclus	
<b>Vendor/Firm Name and Address Raison sociale et adresse du fournisseur/de l'entrepreneur</b>   <b>Telephone No. - N° de telephone      Facsimile No. - N° de télécopieur</b>	
<b>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)</b>	
<b>Signature</b>	<b>Date</b>

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**TITLE: Food Services Personnel (Labour) – Richmond ON****PART 1 - GENERAL INFORMATION****1. Security Requirement**

1.1 Before award of a contract, the following conditions must be met:

- (a) the Bidder must hold a valid organization security clearance as indicated in Part 6 - Resulting Contract Clauses;
- (b) the Bidder's proposed individuals requiring access to classified or protected information, assets or sensitive work site(s) must meet the security requirement as indicated in Part 6 - Resulting Contract Clauses;
- (c) the Bidder must provide the name of all individuals who will require access to classified or protected information, assets or sensitive work sites;

1.2 Bidders are reminded to obtain the required security clearance promptly. Any delay in the award of a contract to allow the successful bidder to obtain the required clearance will be at the entire discretion of the Contracting Authority.

1.3 For additional information on security requirements, bidders should refer to the [Canadian Industrial Security Directorate \(CISD\), Industrial Program](http://ssi-iss.tpsgc-pwgsc.gc.ca/index-eng.html) of Public Works and Government Services Canada (<http://ssi-iss.tpsgc-pwgsc.gc.ca/index-eng.html>) website.

**2. Statement of Work**

Refer to Annex "A", Statement of Work.

**3. Set-aside for Comprehensive Land Claims Agreement(s) Beneficiaries:** Not Applicable – Intentionally DELETED from this Requirement.

**4. Set-aside Under the Federal Government's Procurement Strategy for Aboriginal Business (PSAB):** Not Applicable – Intentionally DELETED from this Requirement.

**5. Debriefings**

Bidders may request a debriefing on the results of the bid solicitation process. Bidders should make the request to the Contracting Authority within 15 working days of receipt of the results of the bid solicitation process. The debriefing may be in writing, by telephone or in person.

**6. National Security Exception:** Not Applicable – Intentionally DELETED from this Requirement.

**7. Trade Agreements**

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), the Canada-Chile Free Trade Agreement (CCFTA), the Agreement on Internal Trade (AIT), the Canada-Peru Free Trade Agreement (CPFTA), the Canada-Columbia Free Trade Agreement (CColFTA), and the Canada-Panama Free Trade Agreement (CPanFTA) if it is in force.

## PART 2 - BIDDER INSTRUCTIONS

### 1. Standard Instructions, Clauses and Conditions

All instructions, clauses and conditions identified in the bid solicitation 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) (<https://buyandsell.gc.ca/policy-and-guidelines/standard-acquisition-clauses-and-conditions-manual>) issued by Public Works and Government Services Canada.

Bidders who submit a bid agree to be bound by the instructions, clauses and conditions of the bid solicitation and accept the clauses and conditions of the resulting contract.

- a. The 2003 (2014/03/01) Standard Instructions - Goods or Services - Competitive Requirements, are incorporated by reference into and form part of the bid solicitation, with the following modifications:
  - i. Reference to “Public Works and Government Services Canada (PWGSC)” is replaced by “Department of National Defence (DND)”, unless otherwise specified herein.
  - ii. Section 01, Integrity Provisions – Bid is deleted in its entirety and replaced by: By submitting a bid, the Bidder certifies that it has read the Code of Conduct for Procurement (<http://www.tpsgc-pwgsc.gc.ca/app-acq/cndt-cndct/index-eng.html>) and agrees to be bound by its terms.
  - iii. Section 02, Procurement Business Number is deleted in its entirety.
  - iv. Section 05, Submission of Bids – Subsection 2(d) is deleted and replaced by: It is the Bidder’s responsibility to:
    - d. send its bid only to Department of National Defence (DND) organization receiving the bids as specified on Page 1 of the bid solicitation.
  - v. Section 05, Submission of Bids – Subsection 4 is amended as follows:  
Delete: sixty (60) days  
Insert: ninety (90) days
  - vi. Section 07, Delayed Bids is deleted and replaced by:  
It is the Bidder’s responsibility to ensure that the Contracting Authority has received the entire submission. Misrouting or other electronic delivery issues resulting in late submission of bids will not be accepted.

**1.1 SACC Manual Clauses:** Not Applicable – Intentionally DELETED from this Requirement.

### 2. Submission of Bids

Bids must be submitted only to the Department of National Defence, by the date, time and place indicated on page 1 of the bid solicitation.

Bids may be submitted by facsimile. The only acceptable facsimile number for responses to bid solicitations is (819) 997-3211. Bidders are requested to advise the DND point of contact by email if they are submitted their proposal by facsimile.

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



### 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 awarded to FPS, bidders must provide the information required below before contract award. If the answer to the questions and, as applicable the information required have not been received by the time the evaluation of bids is completed, Canada will inform the Bidder of a time frame within which to provide the information. Failure to comply with Canada's request and meet the requirement within the prescribed time frame will render the bid non-responsive.

#### 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 Bidder a FPS in receipt of a pension? **Yes ( ) No ( )**

If so, the Bidder 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, Bidders agree that the successful Bidder'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 Bidder a FPS who received a lump sum payment pursuant to the terms of the Work Force Adjustment Directive? **Yes ( ) No ( )**

If so, the Bidder 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 - Bid Solicitation**

All enquiries must be submitted in writing to the Contracting Authority no later than ten (10) calendar days before the bid closing date. Enquiries received after that time may not be answered.

Bidders should reference as accurately as possible the numbered item of the bid solicitation to which the enquiry relates. Care should be taken by bidders 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 question(s) or may request that the Bidder do so, so that the proprietary nature of the question(s) is eliminated, and the enquiry can be answered to all bidders. Enquiries not submitted in a form that can be distributed to all bidders may not be answered by Canada.

#### **5. Applicable Laws**

Any resulting contract must be interpreted and governed, and the relations between the parties determined, by the laws in force in Ontario.

Bidders may, at their discretion, substitute the applicable laws of a Canadian province or territory of their choice without affecting the validity of their bid, 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 bidders.

## PART 3 - BID PREPARATION INSTRUCTIONS

### 1. Bid Preparation Instructions

Canada requests that bidders provide their bid in separately bound sections as follows:

Section I: Technical Bid (one soft copy)

Section II: Financial Bid (one soft copy)

Section III: Certifications (one soft copy)

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

Canada requests that bidders follow the format instructions described below in the preparation of their bid:

- (a) use 8.5 x 11 inch (216 mm x 279 mm) paper;
- (b) use a numbering system that corresponds to the bid solicitation.

#### Section I: Technical Bid

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

#### Section II: Financial Bid

Bidders must submit their financial bid in accordance with the Basis of Payment. The total amount of Applicable Taxes must be shown separately.

#### 1.1 Exchange Rate Fluctuation

C3011T(2013/11/06), Exchange Rate Fluctuation

#### 1.2 **SACC Manual Clauses:** Not Applicable – Intentionally DELETED from this Requirement

#### Section III: Certifications

Bidders must submit the certifications required under Part 5.

### 2. ELECTRONIC SUBMISSIONS

**Individual e-mails exceeding five (5) megabytes, or that includes other factors such as embedded macros and/or links, may be rejected by the DND e-mail system and/or firewall(s) without notice to the Bidder or DND POC.** Larger bids may be submitted through more than one e-mail. The DND POC will confirm receipt of documents. It is the Bidder's responsibility to ensure that the DND POC has received the entire submission. Bidders should not assume that all documents have been received unless the DND POC confirms receipt of each document. In order to minimize the potential for technical issues, bidders are requested to allow sufficient time before the closing time and date to confirm receipt. Technical and financial documents received after the closing time and date will not be accepted



**PART 4 - EVALUATION PROCEDURES AND BASIS OF SELECTION**

**1. Evaluation Procedures**

- (a) Bids will be assessed in accordance with the entire requirement of the bid solicitation including the technical and financial evaluation criteria.
- (b) An evaluation team composed of representatives of Canada will evaluate the bids.

**1.1 Technical Evaluation**

**1.1.1 Mandatory Technical Criteria**

	<b>Mandatory Criteria</b>	<b>Proposal Reference</b>
<b>MC 1</b>	The bidder must provide proof of a valid and current Ontario Workplace Safety and Insurance Board (WSIB) Registration.	
<b>MC 2</b>	The bidder must provide proof that each proposed resource has successfully passed Workplace Hazardous Materials Information System (WHMIS) training.	
<b>MC 3</b>	The bidder must provide a written copy of its safety policy regarding food services work.	
<b>Shift Cook/Supervisor</b>		
<b>MC 4</b>	The bidder must clearly demonstrate that the proposed resource has a Certificate of Qualification as a Cook qualified to practice in Ontario.	
<b>MC 5</b>	The bidder must clearly demonstrate that the proposed resource has the following:  A minimum of 5 years experience working as a qualified cook in an industrial or commercial kitchen; <b>AND</b> A minimum of 6 months experience working as a supervisor in a food services setting.	
<b>Cook</b>		
<b>MC 6</b>	The bidder must clearly demonstrate that the proposed resource has the following:  A valid Certificate of Qualification to work as a qualified cook to practice in Ontario, AND has a minimum of 1 year experience as an industrial or commercial cook; <b>OR</b> A minimum of 5 years experience performing tasks as a cook in a commercial or industrial kitchen.	
<b>Preparatory Cook:</b>		
<b>MC 7</b>	The bidder must clearly demonstrate that the proposed resource:  Is a registered apprentice cook that can practice in Ontario; <b>OR</b> A minimum of 2 years experience working as an apprentice cook in an industrial or commercial kitchen.	





	Mandatory Criteria	Proposal Reference
<b>Food Service Assistant / Cashier Supervisor:</b>		
<b>MC 8</b>	<p>The bidder must clearly demonstrate that the proposed resource has the following:</p> <p>A minimum of 1 year experience working as a food service assistant in an industrial or commercial kitchen  <b>AND</b>  A minimum of 3 months experience in supervising personnel  <b>AND</b>  A minimum of 3 months experience working as a cashier or cashier supervisor.</p>	
<b>Food Service Assistant / Cashier – Resource 1:</b>		
<b>MC 9</b>	<p>The bidder must clearly demonstrate that the proposed resource has the following:</p> <p>A minimum 6 months experience working as a food service assistant in an industrial or commercial kitchen  <b>AND</b>  A minimum of 3 months working as a cashier.</p>	
<b>Food Service Assistant / Cashier – Resource 2:</b>		
<b>MC 10</b>	<p>The bidder must clearly demonstrate that the proposed resource has the following:</p> <p>A minimum 6 months experience working as a food service assistant in an industrial or commercial kitchen  <b>AND</b>  A minimum of 3 months working as a cashier.</p>	

**1.1.2 Point Rated Technical Criteria:** Not Applicable – Intentionally DELETED from this Requirement

**1.2 Financial Evaluation**

*SACC Manual* Clause A0220T (2013/04/25), Evaluation of Price

**2. Basis of Selection**

**2.1** A bid must comply with the requirements of the bid solicitation and meet all mandatory technical evaluation criteria to be declared responsive. The responsive bid with the lowest evaluated price will be recommended for award of a contract.

Tie Break: In the event that there are two or more responsive proposals achieving the identical lowest evaluated price, the bidder that offers the Shift Cook/Supervisor with the most experience working as a qualified cook in an industrial or commercial kitchen will be awarded the contract, if a contract is awarded.

## **PART 5 - CERTIFICATIONS**

Bidders must provide the required certifications and associated information to be awarded a contract.

The certifications provided by bidders to Canada are subject to verification by Canada at all times. Canada will declare a bid non-responsive, or will declare a contractor in default in carrying out any of its obligations under the Contract, if any certification made by the Bidder is found to be untrue whether made knowingly or unknowingly, during the bid evaluation period or during the contract period.

The Contracting Authority will have the right to ask for additional information to verify the Bidder's certifications. Failure to comply and to cooperate with any request or requirement imposed by the Contracting Authority may render the bid non-responsive or constitute a default under the Contract.

### **1. Certifications Required Precedent to Contract Award**

#### **1.1 Integrity Provisions - Associated Information**

By submitting a bid, the Bidder certifies that the Bidder and its Affiliates are in compliance with the provisions as stated in Section 01 Integrity Provisions - Bid of Standard Instructions 2003. The associated information required within the Integrity Provisions will assist Canada in confirming that the certifications are true.

#### **1.2 Federal Contractors Program for Employment Equity - Bid Certification:**

By submitting a bid, the Bidder certifies that the Bidder, and any of the Bidder's members if the Bidder is a Joint Venture, is not named on the Federal Contractors Program (FCP) for employment equity "FCP Limited Eligibility to Bid" list ([http://www.labour.gc.ca/eng/standards\\_equity/eq/emp/fcp/list/inelig.shtml](http://www.labour.gc.ca/eng/standards_equity/eq/emp/fcp/list/inelig.shtml)) available from Human Resources and Skills Development Canada (HRSDC) - Labour's website.

Canada will have the right to declare a bid non-responsive if the Bidder, or any member of the Bidder if the Bidder is a Joint Venture, appears on the "FCP Limited Eligibility to Bid" list at the time of contract award.

### **2. Additional Certifications Required Precedent to Contract Award**

The certifications listed below should be completed and submitted with the bid, but may be submitted afterwards. If any of these required certifications is not completed and submitted as requested, the Contracting Authority will inform the Bidder of a time frame within which to provide the information. Failure to comply with the request of the Contracting Authority and to provide the certifications within the time frame provided will render the bid non-responsive.

**2.1 Canadian Content Certification:** Not Applicable – Intentionally DELETED from this Requirement.

#### **2.2 Status and Availability of Resources**

The Bidder certifies that, should it be awarded a contract as a result of the bid solicitation, every individual proposed in its bid will be available to perform the Work as required by Canada's representatives and at the time specified in the bid solicitation or agreed to with Canada's representatives. If for reasons beyond its control, the Bidder is unable to provide the services of an individual named in its bid, the Bidder may propose a substitute with similar qualifications and experience. The Bidder must advise the Contracting Authority of the reason for the substitution



and provide the name, qualifications and experience of the proposed replacement. For the purposes of this clause, only the following reasons will be considered as beyond the control of the Bidder: death, sickness, maternity and parental leave, retirement, resignation, dismissal for cause or termination of an agreement for default.

If the Bidder has proposed any individual who is not an employee of the Bidder, the Bidder certifies that it has the permission from that individual to propose his/her services in relation to the Work to be performed and to submit his/her résumé to Canada. The Bidder must, upon request from the Contracting Authority, provide a written confirmation, signed by the individual, of the permission given to the Bidder and of his/her availability. Failure to comply with the request may result in the bid being declared non-responsive.

**2.3 Rate or Price Certification: Not Applicable** – Intentionally DELETED from this Requirement

**2.4 Education and Experience**

**2.4.1** *SACC Manual* clause A3010T (2010/08/16) Education and Experience

## PART 6 - RESULTING CONTRACT CLAUSES

### 1. Security Requirement

- 1.1 The following security requirement (SRCL and related clauses) applies and form part of the Contract.

#### **SECURITY REQUIREMENT FOR CANADIAN SUPPLIER: PWGSC FILE #: DND14-0002881**

1. The Contractor/Offeror must, at all times during the performance of the Contract/Standing Offer, hold a valid Designated Organization Screening (DOS), issued by the Canadian Industrial Security Directorate (CISD), Public Works and Government Services Canada (PWGSC).
2. The Contractor/Offeror personnel requiring access to sensitive work site(s) must EACH hold a valid RELIABILITY STATUS, granted or approved by CISD/PWGSC.
3. Subcontracts which contain security requirements are NOT to be awarded without the prior written permission of CISD/PWGSC.
4. The Contractor/Offeror must comply with the provisions of the:
  - a) Security Requirements Check List and security guide (if applicable), attached at Annex C;
  - b) Industrial Security Manual (Latest Edition).

### 2. Statement of Work

See Annex A "Statement of Work".

### 3. Standard Clauses and Conditions

All clauses and conditions identified in the Contract 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)(<https://buyandsell.gc.ca/policy-and-guidelines/standard-acquisition-clauses-and-conditions-manual>) issued by Public Works and Government Services Canada.

2010C (2014/03/01), General Conditions - Services (Medium Complexity) apply to and form part of the Contract, with the following modifications:

- a. Definition of Minister is modified as follows:

"Canada", "Crown", "Her Majesty" or "the Government" means Her Majesty the Queen in right of Canada as represented by the Minister of National Defence and any other person duly authorized to act on behalf of that minister or, if applicable, an appropriate minister to whom the Minister of National Defence has delegated his or her powers, duties or functions and any other person duly authorized to act on behalf of that minister.

- b. 2010C 27 Integrity Provisions – Contract is hereby deleted and replaced with the following:

Code of Conduct for Procurement



The Contractor certifies that it has read the [Code of Conduct for Procurement \(http://www.tpsgc-pwgsc.gc.ca/app-acq/cndt-cndct/index-eng.html\)](http://www.tpsgc-pwgsc.gc.ca/app-acq/cndt-cndct/index-eng.html) and agrees to be bound by its terms.

**3.2 Supplemental General Conditions:** Not Applicable – Intentionally DELETED from this Requirement

**4. Term of Contract**

**4.1 Period of the Contract**

The period of the Contract is from 1 October 2014 to 30 September 2016.

**4.2 Option to Extend the Contract:**

The Contractor grants to Canada the irrevocable option to extend the term of the Contract by up to two (2) additional one (1) year periods under the same terms and conditions. The Contractor agrees that, during the extended period of the Contract, it will be paid in accordance with the applicable provisions set out in the Basis of Payment.

Canada may exercise this option at any time by sending a written notice to the Contractor before the expiry date of the Contract. The option may only be exercised by the Contracting Authority, and will be evidenced, for administrative purposes only, through a formal contract amendment.

**5. Authorities [To be specified in the resulting contract]**

**5.1 Contracting Authority**

The Contracting Authority for the Contract is:

Name: \_\_\_\_\_  
Title: \_\_\_\_\_  
Public Works and Government Services Canada  
Acquisitions Branch  
Directorate: \_\_\_\_\_  
Address: \_\_\_\_\_  
  
Telephone: \_\_\_\_-\_\_\_\_-\_\_\_\_\_  
Facsimile: \_\_\_\_-\_\_\_\_-\_\_\_\_\_  
E-mail address: \_\_\_\_\_

The Contracting Authority is responsible for the management of the Contract and any changes to the Contract must be authorized in writing by the Contracting Authority. The Contractor must not perform work in excess of or outside the scope of the Contract based on verbal or written requests or instructions from anybody other than the Contracting Authority.

**5.2 Technical Authority**

The Technical Authority for the Contract is:

Name: \_\_\_\_\_  
Title: \_\_\_\_\_  
Organization: \_\_\_\_\_  
Address: \_\_\_\_\_



Telephone : \_\_\_\_\_  
Facsimile: \_\_\_\_\_  
E-mail address: \_\_\_\_\_

The Technical Authority is the representative of the department or agency for whom the Work is being carried out under the Contract and is responsible for all matters concerning the technical content of the Work under the Contract. Technical matters may be discussed with the Technical Authority, however the Technical Authority has no authority to authorize changes to the scope of the Work. Changes to the scope of the Work can only be made through a contract amendment issued by the Contracting Authority.

**5.3 Procurement Authority**

The Procurement Authority for the Contract is:

Name: \_\_\_\_\_  
Title: \_\_\_\_\_  
Organization: \_\_\_\_\_  
Address: \_\_\_\_\_

Telephone: \_\_\_\_\_  
Facsimile: \_\_\_\_\_  
E-mail address: \_\_\_\_\_

The Procurement Authority is responsible for all matters concerning the day-to-day management of the Contract. Any proposed changes to the scope of the Work are to be discussed with the Procurement Authority and Technical Authority, but any resulting change can only be confirmed by a contract amendment issued by the Contracting Authority.

**5.4 Contractor's Representative**

Name: \_\_\_\_\_  
Title: \_\_\_\_\_  
Telephone: \_\_\_\_\_  
Email: \_\_\_\_\_

**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.

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 awarded to FPS, bidders must provide the information required below before contract award. If the answer to the questions and, as applicable the information required have not been received by the time the evaluation of bids is completed, Canada will inform the Bidder of a time frame within which to provide the information. Failure to comply with Canada's request and meet the requirement within the prescribed time frame will render the bid non-responsive.

**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 Bidder a FPS in receipt of a pension? **Yes** ( ) **No** ( )  
If so, the Bidder 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, Bidders agree that the successful Bidder'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 Bidder a FPS who received a lump sum payment pursuant to the terms of the Work Force Adjustment Directive? **Yes** ( ) **No** ( )

If so, the Bidder 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.

## 7. Payment

### 7.1 Basis of Payment

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 specified in the resulting contract]. Customs duties are included and Applicable Taxes are extra.

### 7.2 Limitation of Expenditure

Canada's total liability to the Contractor under the Contract must not exceed \$[to be specified in the resulting contract]. Customs duties are included and Applicable Taxes are extra.

No increase in the total liability of Canada or in the price of the Work resulting from any design changes, modifications or interpretations of the Work, will be authorized or paid to the Contractor unless these design changes, modifications or interpretations have been approved, in writing, by the Contracting Authority before their incorporation into the Work. The Contractor must not perform any work or provide any service that would result in Canada's total liability being exceeded before obtaining the written approval of the Contracting Authority. The Contractor must notify the Contracting Authority in writing as to the adequacy of this sum:

- a. when it is 75 percent committed, or
- b. four (4) months before the contract expiry date, or
- c. as soon as the Contractor considers that the contract funds provided are inadequate for the completion of the Work,

whichever comes first.

If the notification is for inadequate contract funds, the Contractor must provide to the Contracting Authority a written estimate for the additional funds required. Provision of such information by the Contractor does not increase Canada's liability

### 7.3 Bi-Weekly Payment

Canada will pay the Contractor on a bi-weekly basis for work performed during the month covered by the invoice in accordance with the payment provisions of the Contract if:

- a. an accurate and complete invoice and any other documents required by the Contract have been submitted in accordance with the invoicing instructions provided in the Contract;
- b. all such documents have been verified by Canada;
- c. the Work performed has been accepted by Canada.

### 7.4 **SACC Manual Clauses:** Not Applicable – Intentionally DELETED from this Requirement

## 8. Invoicing Instructions

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 copy of time sheets to support the time claimed;





- b. a copy of the release document and any other documents as specified in the Contract;
- c. a copy of the invoices, receipts, vouchers for all direct expenses, and all travel and living expenses;
- d. a copy of the monthly progress report.

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.
- b. One (1) copy must be forwarded to the Contracting Authority identified under the section entitled "Authorities" of the Contract.

## 9. Certifications

**9.1** The continuous compliance with the certifications provided by the Contractor in its bid and the ongoing cooperation in providing associated information are conditions of the Contract. Certifications are subject to verification by Canada during the entire period of the Contract. If the Contractor does not comply with any certification, fails to provide the associated information, or if it is determined that any certification made by the Contractor in its bid is untrue, whether made knowingly or unknowingly, Canada has the right, pursuant to the default provision of the Contract, to terminate the Contract for default.

**9.2 Contractors Program for Employment Equity - Default by the Contractor:** Not Applicable – Intentionally DELETED from this Requirement

**9.3 SACC Manual Clauses:** Not Applicable – Intentionally DELETED from this Requirement.

## 10. Applicable Laws

The Contract must be interpreted and governed, and the relations between the parties determined, by the laws in force in Ontario.

## 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 Articles of Agreement;
- (b) the general conditions 2010C (2014/03/01);
- (c) Annex A, Statement of Work;
- (d) Annex B, Basis of Payment;
- (e) Annex C, Security Requirements Check List;
- (f) Annex D, Federal Contractors Program for Employment Equity - Certification;
- (g) the Contractor's bid dated \_\_\_\_\_ (to be specified in the resulting contract) ", as clarified on \_\_\_\_\_ " or ", as amended on \_\_\_\_\_ "

## 12. Defence Contract

SACC Manual clause A9006C (2012/07/16) Defence Contract

**13. SACC Manual Clauses:** Not Applicable – Intentionally DELETED from this Requirement.



## ANNEX "A"

### STATEMENT OF WORK

#### FOOD SERVICES PERSONNEL FOR DND UNIT IN RICHMOND ONTARIO

**1. Overview:**

- a. The Department of National Defence (DND) requires the provision of qualified food services personnel for a cafeteria operation. The Contractor shall provide qualified English-speaking food services personnel, as detailed herein, to support the DND-operated cafeteria at 8355 Franktown Road, Richmond, Ontario on a week-day basis and outside normal hours of operation for any non-routine requirements.

**2. Resources:**

- a. There is a requirement for six (6) resources to support the DND-managed cafeteria for routine operations. The required resources, by service category, are:
  - i) One (1) Shift Cook/Supervisor
  - ii) One (1) Cook
  - iii) One (1) Preparatory Cook
  - iv) One (1) Food Service Assistant/Cashier Supervisor
  - v) Two (2) Food Service Assistants/Cashiers.
- b. The tasks to be performed by the Contractor's resources, described by service category, are detailed in Appendix 1 to Annex A.

**3. Routine Operation:**

- a. Based on historical data, an estimated 30 full breakfasts and 60 full lunch meals are served each Monday through Friday (except for statutory holidays observed by the federal government or other closures) during the routine cafeteria hours of operation which are:
  - i) Breakfast served between 06:00 to 10:00 hours;
  - ii) Lunch served between 11:00 and 13:30 hours.
- b. The food service operation may include the preparation of dispersed meals.

**4. Ontario Family Day:**

The federal government does NOT observe the Ontario Family Day holiday; therefore the Contractor will be required to provide services on that day as the cafeteria will be open.

**5. Shift Length:**

- a. In order to support daily routine operations, these 6 resources are required to be on the DND site Monday through Friday (except closures) for an 8-hour shift, from 05:30 through 14:30 hours local time (including 60 minutes for health break(s)), in order to provide sufficient time for set-up before breakfast and clean-up after lunch.



**6. Non-routine requirements:**

- a. These may require additional personnel for evening and/or weekend shifts of varying length. The Contractor shall provide the number and type of resources, as requested in writing by DND, a minimum of 48 hours in advance. DND will endeavour to give written notice no later than 60 hours in advance.

**7. Replacement of Contractor's Resources:**

- a. The Contractor is responsible for replacing individuals who are unable to work their scheduled shift. The Contractor will provide, to the designated DND representative, the name and supporting documentation (detailing the training, qualifications, and experience gained in an institutional work environment) of the proposed replacement resource, no later than 24 hours in advance. The replacement resource must meet or exceed all of the mandatory criteria stated in the Request for Proposal in order to be accepted by DND.
- b. DND will provide to the Contractor written acceptance of any proposed replacement resource that meets or exceeds the stated requirement.

**8. Workplace Orientation of the Contractor and its Resources:**

- a. Upon contract award, the Contractor shall receive an on-site unit orientation session from DND. See the checklist at Appendix 2 to Annex A.
- b. The Contractor's resources shall be introduced by the Contractor's primary point of contact to the designated on-site DND representative.
- c. Before beginning the first working shift, each resource must complete an orientation session provided by DND, at DND's expense. Appendix 2 to Annex A provides a detailed description of the topics that will be covered in this orientation session.
- d. The Contractor shall ensure that each resource, before beginning the initial working shift, has:
  - i) been informed of and is familiar with each of the elements comprising the "Workplace Orientation Checklist - " associated with the duties and responsibilities that shall be assigned; and
  - ii) been informed of the Government of Canada and DND's policies regarding harassment (as defined below) in the workplace and that each resource understands and agrees to follow this code of conduct:

*"Harassment is defined as: any improper conduct by an individual that is directed at and offensive to another person or persons in the workplace and which the individual knew or ought reasonably to have known would cause offence or harm. It comprises any objectionable act, comment or display that demeans, belittles or causes personal humiliation or embarrassment, or any act of intimidation or threat. It includes harassment within the meaning of the Canadian Human Rights Act."*

**9. Health and Safety:**

- a. The Contractor agrees that the legal jurisdiction is the Province of Ontario. The Contractor is responsible to ensure the health and safety of its resources and the



health and safety of other on-site personnel insofar as the delivery of services by these resources have a potential to affect others in their proximity.

- b. The Contractor must ensure each resource has general WHMIS training (Online Course).
- c. DND will provide a workplace/unit orientation upon contract award and it will be the Contractor's responsibility to ensure each resource completes and fully understands the site-specific requirements including those pertaining to health and safety.
- d. The Contractor agrees to participate in DND's hazard intervention process and
- e. The Contractor must have a written safety policy regarding food services work.
- f. Both parties acknowledge the right and responsibility to "stop work" when it is deemed a necessity, even as a precaution, in the opinion of either party or its resources or personnel.
- g. In proposing resources to DND, the Contractor ascertains that each proposed resource has the appropriate physical abilities and health in accordance with industry best practices, to perform the work required.

**10. Food Service Sanitation and Safety Standards:**

- a. The Contractor (and by extension, its resources) shall, at all times throughout the period of this contract, comply with applicable legislation pertaining to the workplace and for a food services operation located in Richmond, Ontario.
- b. In the delivery of services under this contract, the Contractor must practice the most current food service industry best practices in addition to standards of food service sanitation and safety. This includes, but is not limited to, the *Food Safety Code of Practice for Canada's Foodservice Industry*.
- c. The following requirements are also mandatory:
  - i) At no time, shall the Cashier be simultaneously responsible for food preparation, food processing/cooking and/or food distribution/serving;
  - ii) All equipment shall be operated and maintained in accordance with the manufacturer's instructions and operation procedures. All safety guards and safety equipment needed to operate the equipment shall be used when operating the equipment;
  - iii) The Contractor must ensure that each of the resources is properly dressed in a DND-supplied uniform, in accordance with the food service industry's best practices; and,
  - iv) Each of the Contractor's resources shall be medically-certified by a physician permitted to practice in Canada, as being free of contagious diseases and suitable for work in a food services setting.

**11. DND Responsibilities:**

- a. DND shall give the Contractor full use of the kitchen/dining facility including all of the necessary equipment, small-wares and hand tools.



- b. DND shall maintain all grounds in the vicinity of these structures.
- c. DND shall provide water, electricity, natural gas, and garbage removal.
- d. DND shall be responsible for the repair and maintenance of the facility (e.g. heating, electricity, plumbing, sewage, pest control, garbage disposal, etc.) and equipment.
- e. DND shall provide all food consumables and non-consumables related to the successful operation of the food service operation.
- f. DND shall be responsible for ordering, receiving, inventorying and storing all food consumables and non-consumables.
- g. DND shall be responsible for planning and providing the three-week cycle menu, setting menu prices and providing standardized recipes.
- h. DND shall provide all uniforms including aprons and hair coverings to the Contractor on the contract start date. Any other personal protective equipment is the responsibility of the Contractor.
- i. DND shall provide a copy of applicable unit Standard Operating Procedures and occupational health and safety documentation.
- j. Upon contract award, the designated DND on-site representative will provide a unit orientation to the Contractor's designated representative which will include a health and safety orientation for the intended work-site and provide a list of administrative requirements such as procedures to follow to gain access to the DND site.

**12. Contractor's Responsibilities:**

- a. The Contractor and by extension, any employees or sub-contracts, commits to abide by all applicable legislation which includes, but is not limited to, compliance with worker's compensation legislation, compliance with health and safety requirements, and have its own corporate safety program.

**13. Communication between the Contractor and DND:**

- a. The Contractor shall provide, to the designated on-site DND representative, contact information of the Contractor's designated official representative for the overall contract administration and the primary point of contact. This includes information such as telephone number, cell phone number, pager, fax, and/or other relevant numbers and e-mail address, so that the DND representative can contact the Contractor 24 hours per day, 7 days a week.
- b. DND will also designate a DND representative to communicate with the Contractor's primary point of contact.
- c. Both parties agree that the conduct of business will be through these appointed representatives. Where deemed necessary by either party, communication will be made in writing.
- d. Any concerns by DND regarding the performance of any of the resources, must be immediately submitted in writing to the Contractor's primary point of contact.



- e. Likewise, the Contractor agrees to immediately notify DND in writing, of any matters of concern pertaining to the Work, particularly matters pertaining to health and safety.

**14. Administration and Associated Deliverables:**

- a. The Contractor will keep written records, appropriate for mutual administration of the contract, that are available to DND at any time, upon written request. The records include, but are not limited to the following: the names and qualifications (education, credentials, medical certificates, etc.) of all resources, by service category; the duration of each shift and the number of hours worked by individual, by category; and, on a biweekly basis, produce a written report for the on-site DND representative, of the number of hours worked by each individual resource, by category. This supporting documentation will allow DND to certify the actual number of hours worked by the Contractor's resources which is a requirement before payment is recommended.
- b. The cafeteria operation is a cash and carry, dine in or take out service. The Contractor's personnel shall be responsible for collecting payments directly from customers for the cash sale cafeteria and turning the funds over to the on-site DND Kitchen Officer or designated representative at the end of each day.



## Appendix 1 to Annex A – SERVICE CATEGORIES

### SERVICE CATEGORY 1 - SHIFT COOK/SUPERVISOR

#### Prerequisites:

- 1.1 Each shift cook/supervisor must hold either a Certificate of Qualification to work as a Cook qualified to practice in Ontario, and, a resume that clearly demonstrates that the resource has a minimum of five (5) years experience as a qualified cook in an institutional and/or commercial kitchen. The shift cook/supervisor resource must also have at least six (6) months as a supervisor in a food services setting, and have performed the following tasks:

#### Tasks:

Each shift cook/supervisor shall be responsible for, without being strictly limited to, the following tasks:

- 1.2 Cook, roast, grill and fry meat and meat substitutes, prepared foods, vegetables, pasta and substitutes, carve and slice meat, prepare soups and sauces, prepare desserts, all in compliance with established recipes and standards;
- 1.3 Prepare transportable meals, such as boxed lunches and hot meals (hay boxes);
- 1.4 Prepare meals for official functions;
- 1.5 Supervise and prepare portions and ensure buffet service, cafeteria-style service, and table service;
- 1.6 Adapt recipes to adjust to changes in the number of customers;
- 1.7 Gather and compile requests for food service support to produce transportable meals, boxed lunches and dining room meals, and ensure that the production level is adjusted to meet these requirements;
- 1.8 Coordinate the work, including preparation and serving of meals, preparation of work schedules, training;
- 1.9 Inform other Contractor resources of menus and schedules to ensure that food is prepared in sufficient quantities for meal service;
- 1.10 Adhere to the production control chart as provided by the DND Kitchen Officer;
- 1.11 Receive customer comments and forward these to the DND Kitchen Officer;
- 1.12 Clean kitchen utensils and carving tools, fryers and steamers, grinders, mixers, grilling ovens, rotisseries, ranges, and other work equipment;
- 1.13 Assist the DND Kitchen Officer to receive, store, transport, weigh, label, and pack food and non-food items;
- 1.14 Check the quality and quantity of products received from the DND Kitchen Officer and report any discrepancies;
- 1.15 Provide the DND Kitchen Officer with information on production, menus, leftovers, food consumption and shortages, changes to recipes, and faulty equipment;



- 1.16 Provide the DND Kitchen Officer with information on the inventory so that any deficiencies/surpluses can be rectified;
- 1.17 Notify the DND Kitchen Officer of any hygiene or safety problems encountered in performing tasks in order to prevent accidents, injuries, infestations or the spread of disease;
- 1.18 Maintain all the kitchen and service area equipment to prepare and serve food;
- 1.19 Monitor and report any safety related issues in the dining room; and
- 1.20 Evaluate products, conduct tastings, and ensure that products are of high quality and that recipes are followed.





## **SERVICE CATEGORY 2 - COOK**

### **Prerequisites:**

- 2.1 Each cook must have:
  - a. EITHER a valid Certificate of Qualification to be a Cook qualified to practice in Ontario, AND a resume that clearly demonstrates that the resource has a minimum of 1-year experience as an industrial and/or commercial cook;
  - b. OR a resume that demonstrates that the resource has a minimum of five years experience performing tasks as a cook in a commercial and/or industrial kitchen and experience in the tasks listed below, without being strictly limited to these;
- 2.2 Knowledge of the proper operation of kitchen equipment, commercial steamer pots and fryers, steam-operated chafing dishes, conventional steaming pots, meat-slicers, mixers, grilling ovens, rotisseries, ranges, etc.;
- 2.3 Knowledge of the proper operation of meat-cutters, vegetable-choppers, and food processing equipment;
- 2.4 Knowledge of techniques, methods, and processes used in a kitchen to cook and prepare food;
- 2.5 Knowledge of meat-cutting techniques;
- 2.6 Knowledge of food presentation used in food preparation;
- 2.7 Knowledge of practices relating to hygiene and workplace safety; and
- 2.8 Ability to read recipes and follow instructions for measuring, mixing and cooking.

### **Tasks**

Each cook shall be responsible for, without being strictly limited to, the following tasks:

- 2.9 Greet and serve customers;
- 2.10 Cook, roast, grill, and fry various foods;
- 2.11 Prepare soups, sauces, gravies, and casseroles, etc.;
- 2.12 Prepare oven-cooked desserts, puddings, jellies, etc.;
- 2.13 Carve and slice meats;
- 2.14 Clean, cut, and prepare salads and vegetables;
- 2.15 Prepare boxed lunches and sandwiches;
- 2.16 Correctly use and clean cooking utensils and accessories, and the materials, equipment, and general work area;
- 2.17 Prepare meal portions and provide cafeteria, a-la-carte, or buffet-style service;



- 2.18 Assist the DND Kitchen Officer to receive, transport, and store food and non-food products;
- 2.19 Use and clean kitchen utensils, commercial steamers and fryers, steam-operated chafing dishes, conventional steamers, meat-cutters, mixers, grilling ovens, rotisseries, ranges, etc.;
- 2.20 Use, clean, and make minor adjustments to meat-cutter, vegetable-chopper, and food processor blades;
- 2.21 Use a lift to transport large quantities of food from refrigerators to oven, etc.;
- 2.22 Modify recipes to adapt to changes in the number of customers;
- 2.23 Share information with other kitchen staff;
- 2.24 Promote a dynamic work environment, team spirit, respect for others, and a positive attitude toward change;
- 2.25 Ask for further details regarding food substitutes;
- 2.26 Listen to customer suggestions and complaints and forward this information to the Shift Cook Supervisor;
- 2.27 Notify the Shift Cook Supervisor of any irregularities regarding hygiene or safety in order to prevent accidents, injuries, infestations and the spread of disease;
- 2.28 Use the correct cleaning products or soaps to clean kitchen equipment or accessories (steamers, ovens, microwave ovens, conventional stockpots, refrigerators, and others), and choose the right time to wipe, clean and rinse floor surfaces; and
- 2.29 Complete any other related tasks assigned by the Shift Cook Supervisor.



### **SERVICE CATEGORY 3 - PREPARATORY COOK**

#### **Prerequisites:**

- 3.1 Each preparatory cook must be a registered apprentice cook permitted to practice in Ontario, OR have a minimum experience equivalent to two (2) years work experience in an industrial and/or commercial kitchen;
- 3.2 Be able to operate various equipment according to manufacturer instruction; and
- 3.3 Exercise judgment in the use of kitchen material, equipment, and utensils.

#### **Tasks**

Each preparatory cook supplied by the Contractor shall be responsible for, without being strictly limited to, the following tasks:

- 3.4 Under supervision, help prepare and serve meals; specifically, simple cooked dishes, desserts, breakfasts, boxed lunches, and salads, in accordance with direction provided by the shift cook supervisor;
- 3.5 Clean the kitchen, service areas, receiving and storage areas, as well as equipment therein;
- 3.6 Peel and cut fruit and vegetables, prepare sandwiches and drinks;
- 3.7 Follow training on various equipment in order to operate them in a correct, safe, and productive manner;
- 3.8 Set up food items needed to prepare a dish;
- 3.9 Under supervision, perform basic cooking of items such as potatoes, pasta, vegetables, pancakes, French toast. Sauté food items by cooking them quickly on the grill (e.g. meat, eggs) and fry processed food items (e.g. French fries, chicken wings, chicken fingers) by submerging them in a fryer before serving them to customers. Operate the a-la-carte sandwich bar;
- 3.10 Carry food and accessories from the storage area to the work area;
- 3.11 Greet and serve customers politely and courteously at all times;
- 3.12 Listen to customer suggestions and complaints and forward these to the shift cook supervisor;
- 3.13 Notify the shift cook supervisor of any hygiene or safety problems encountered during performance of tasks in order to prevent accidents, injuries, infestation or the risk of spreading disease;
- 3.14 Promote a dynamic work environment, team spirit, respect for others, and a positive attitude to change;
- 3.15 Use food items in a rational, effective, and economic manner to minimize waste; and
- 3.16 Complete all related tasks assigned by the shift cook supervisor.

**SERVICE CATEGORY 4 - FOOD SERVICE ASSISTANT / CASHIER SUPERVISOR****Prerequisites:**

- 4.1 Be able to operate various types of equipment in accordance with manufacturer instruction;
- 4.2 Exercise judgment in using kitchen utensils, equipment, and material;
- 4.3 Have at least one (1) year experience working as a food service assistant in an industrial and/or commercial kitchen, AND at least three (3) months experience in supervising personnel, AND at least three (3) months experience as a cashier or cashier supervisor.
- 4.4 Have a basic knowledge of how to operate a cash register. All cashiers must be courteous and honest, and have integrity; they must be good with people, enjoy working with the public, and be capable of, or currently performing, the tasks listed below.
- 4.5 Control the point of sale, balance cash sales and floats at the end of each meal service;
- 4.6 Have a basic knowledge of how to operate an Industrial Dish Wash Machine, Industrial Triple Sink Pot Washing and Food Service Sanitation and Safety. They must be good with people and enjoy working with the public.
- 4.7 Exercise good judgment and act promptly in the following situations:
  - a. Procedure to follow in case of customer complaint;
  - a. Procedure to follow in case of power outage; and
  - b. Procedure to follow in case of insufficient change.

**Tasks**

Each food service assistant / cashier supervisor supplied by the Contractor shall be responsible for, without being strictly limited to, the following tasks:

- 4.8 Serve food items to customers in a dining room, provide table service, cafeteria service, or counter service;
- 4.9 Clean the kitchen, dining rooms, receiving and storage areas, as well as the food service equipment, utensils, tableware and glassware, and the floor surfaces;
- 4.10 Peel and cut vegetables and fruits, prepare sandwiches, salads, boxed lunches and drinks;
- 4.11 Follow training on various types of equipment in order to correctly, safely and productively operate them;
- 4.12 Transport food and accessories from the storage areas to the work areas;
- 4.13 Courteously and politely greet and serve customers;
- 4.14 Listen to customer suggestions and complaints in order to forward these to the shift cook supervisor;
- 4.15 Notify the shift cook supervisor of any hygiene or safety problems encountered during the performance of tasks in order to prevent accidents, injuries, infestations or the spread of diseases;



- 4.16 Use food items in a rational, effective and economic manner in order to minimize waste;
- 4.17 Use and maintain kitchen and dining room furniture and equipment to prepare and serve food to customers, and supervise this aspect of the work;
- 4.18 Correctly operate a cash register;
- 4.19 Control point of sale and balance cash sales and floats at the end of each meal service;
- 4.20 Charge the correct price;
- 4.21 Adapt to changes in price and menus;
- 4.22 Explain the various meal plans to customers;
- 4.23 Adapt to changes in the number of customers;
- 4.24 Clean and secure their work area;
- 4.25 Responsible to the DND Kitchen Officer for cash floats;
- 4.26 Supervise cashier in daily duties; and
- 4.27 Complete all related tasks assigned by the shift cook supervisor.



## **SERVICE CATEGORY 5 - FOOD SERVICE ASSISTANT / CASHIER**

### **Prerequisites:**

- 5.1 Be able to operate various types of equipment in accordance with manufacturer instruction;
- 5.2 Exercise judgment in using kitchen utensils, equipment, and material;
- 5.3 Have at least six (6) months experience working in an industrial and/or commercial kitchen and a minimum of three (3) months experience working as a cashier;
- 5.4 Have a basic knowledge of how to operate a cash register. All cashiers must be courteous and honest, and have integrity; they must be good with people, enjoy working with the public, and be capable of, or currently performing, the tasks listed below;
- 5.5 Control the point of sale, balance cash sales and floats at the end of each meal service;
- 5.6 Have a basic knowledge of how to operate an Industrial Dish Wash Machine, Industrial Triple Sink Pot Washing and Food Service Sanitation and Safety. They must be good with people and enjoy working with the public;
- 5.7 Exercise good judgment and act promptly in the following situations:
  - a. Procedure to follow in case of customer complaint;
  - b. Procedure to follow in case of power outage; and
  - c. Procedure to follow in case of insufficient change.

### **Tasks**

Each food service assistant / cashier supplied by the Contractor shall be responsible for, without being strictly limited to, the following tasks:

- 5.8 Serve food items to customers in a dining room, provide table service, cafeteria service, or counter service;
- 5.9 Clean all dishes, cutlery, pots, pans, serving trays and kitchen utensils associated with the Base Kitchen operation;
- 5.10 Clean the kitchen, dining rooms, receiving and storage areas, as well as the food service equipment, utensils, tableware and glassware, and the floor surfaces;
- 5.11 Peel and cut vegetables and fruits, prepare sandwiches, salads, boxed lunches and drinks;
- 5.12 Follow training on various types of equipment in order to correctly, safely and productively operate them;
- 5.13 Transport food and accessories from the storage areas to the work areas;
- 5.14 Courteously and politely greet and serve customers;
- 5.15 Listen to customer suggestions and complaints in order to forward these to the shift cook supervisor;



- 5.16 Notify the shift cook supervisor of any hygiene or safety problems encountered during the performance of tasks in order to prevent accidents, injuries, infestations or the spread of diseases;
- 5.17 Promote a dynamic work environment, team spirit, respect for others, and a positive attitude to change;
- 5.18 Use food items in a rational, effective and economic manner in order to minimize waste;
- 5.19 Use and maintain kitchen and dining room furniture and equipment to prepare and serve food to customers, and supervise this aspect of the work;
- 5.20 Correctly operate a cash register;
- 5.21 Control point of sale and balance cash sales and floats at the end of each meal service;
- 5.22 Charge the correct price;
- 5.23 Adapt to changes in price and menus;
- 5.24 Explain the various meal plans to customers;
- 5.25 Adapt to changes in the number of customers;
- 5.26 Clean and secure their work area; and
- 5.27 Complete all related tasks assigned by the shift cook supervisor.

**Appendix 2 to Annex A****WORKPLACE ORIENTATION CHECKLIST**

DND is responsible to ensure that the Contractor has been adequately briefed on the following topics:

1. Site access - requirements to access the DND site.
2. Security procedures for entering and exiting the site, permitted areas of travel within the site, and when a DND escort to move about the site is required.
3. Worksite physical survey including kitchen/dining facility survey.
4. Identify kitchen features, equipment including demonstration of safely operating any unique equipment, location and availability of all equipment operating manuals, safety items.
5. Emergency procedures to include the following: emergency plan, evacuation procedures, assembly points, fire alarms, fire extinguishers, egress, exits, phone numbers, authorities, responsibilities.
6. Unique on-site health and safety program for unit, and specifically the kitchen and health facility, which includes: explanation and provide a copy of the pertinent policies, standard operating procedures (SOPs), safety manuals; location of bulletin boards for pertinent information; specific unit kitchen facility safety procedures; incident reporting; plus
  - a. **GENERAL SAFETY BOARD** - Location of, which displays the unit General Safety meeting minutes, Environmental Committee meeting minutes, emergency plan and exits, evacuation procedures, and assembly points.
  - b. **FIRE SAFETY**- Location of fire extinguishers and control location of fixed fire suppression.
  - c. **WHMIS** - Location of storage locker, Material Safety Data Sheet (MSDS) binder and personal protective equipment (PPE).
  - d. **EMERGENCIES** - Procedures for calling for Emergency Services and location of phone and required numbers.





**ANNEX "B"**  
**BASIS OF PAYMENT**

**Contract Period:** 1 October 2014 to 30 September 2016

Financial Limitation of \$[to be specified in the resulting contract] for the Contract Period. Firm per diem rates as detailed in the table below. GST/HST \$[to be specified in the resulting contract] extra.

Service Category	Firm Hourly Rate	Estimated Level of Effort (Hours) * See note below	Estimated Totals * See note below
Shift Cook/Supervisor	\$	4,300	\$
Cook	\$	4,300	\$
Preparatory Cook	\$	4,300	\$
Food Service Assistant/Cashier Supervisor	\$	4,300	\$
Food Service Assistant/Cashier	\$	4,300	\$
Food Service Assistant/Cashier	\$	4,300	\$
Total Estimated Cost of Contract Period			\$

**Option Period 1:** 1 October 2016 to 30 September 2017

Financial Limitation of \$[to be specified in the resulting contract] for Option Period 1. Firm per diem rates as detailed in the table below. GST/HST \$[to be specified in the resulting contract] extra.

Service Category	Firm Hourly Rate	Estimated Level of Effort (Hours) * See note below	Estimated Totals * See note below
Shift Cook/Supervisor	\$	2,150	\$
Cook	\$	2,150	\$
Preparatory Cook	\$	2,150	\$
Food Service Assistant/Cashier Supervisor	\$	2,150	\$
Food Service Assistant/Cashier	\$	2,150	\$
Food Service Assistant/Cashier	\$	2,150	\$
Total Estimated Cost of Option Period 1			\$

**Option Period 2:** 1 October 2017 to 30 September 2018

Financial Limitation of \$[to be specified in the resulting contract] for Option Period 2. Firm per diem rates as detailed in the table below. GST/HST \$[to be specified in the resulting contract] extra.

Service Category	Firm Hourly Rate	Estimated Level of Effort (Hours) * See note below	Estimated Totals * See note below
Shift Cook/Supervisor	\$	2,150	\$
Cook	\$	2,150	\$



Preparatory Cook	\$	2,150	\$
Food Service Assistant/Cashier Supervisor	\$	2,150	\$
Food Service Assistant/Cashier	\$	2,150	\$
Food Service Assistant/Cashier	\$	2,150	\$
Total Estimated Cost of Option Period 2			\$

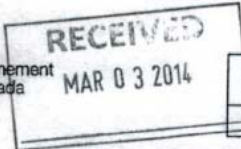
Total Estimated Cost of Contract Period	\$
Total Estimated Cost of Option Period 1	\$
Total Estimated Cost of Option Period 2	\$
<b>Total Estimated Cost of Contract Period, Option Period 1 and Option Period 2</b>	<b>\$</b>


**NOTE:** It is estimated that each resource will work 2000 hours per year during regular core hours and 150 hours per year during evening/weekend hours. Bidders must propose one hourly rate for each resource for each period of the requirement (Contract Period, Option Period 1 and Option Period 2) that will be valid for both regular core hours and for evening/weekend hours.



ANNEX "C"

SECURITY REQUIREMENTS CHECK LIST



 Government of Canada Gouvernement du Canada	Contract Number / Numéro du contrat -W6999-14-PC8T Security Classification / Classification de sécurité UNCLASSIFIED	DND14-0002881 <i>me</i>
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**SECURITY REQUIREMENTS CHECK LIST (SRCL)  
LISTE DE VÉRIFICATION DES EXIGENCES RELATIVES À LA SÉCURITÉ (LVERS)**

**PART A - CONTRACT INFORMATION / PARTIE A - INFORMATION CONTRACTUELLE**

1. Originating Government Department or Organization / Ministère ou organisme gouvernemental d'origine DND	2. Branch or Directorate / Direction générale ou Direction CANSOFCOM	
3. a) Subcontract Number / Numéro du contrat de sous-traitance	3. b) Name and Address of Subcontractor / Nom et adresse du sous-traitant	
4. Brief Description of Work / Brève description du travail Food Services Personnel		
5. a) Will the supplier require access to Controlled Goods? Le fournisseur aura-t-il accès à des marchandises contrôlées?		
<input checked="" type="checkbox"/> No / Non <input type="checkbox"/> Yes / Oui		
5. b) Will the supplier require access to unclassified military technical data subject to the provisions of the Technical Data Control Regulations? Le fournisseur aura-t-il accès à des données techniques militaires non classifiées qui sont assujetties aux dispositions du Règlement sur le contrôle des données techniques?		
<input checked="" type="checkbox"/> No / Non <input type="checkbox"/> Yes / Oui		
6. Indicate the type of access required / Indiquer le type d'accès requis		
6. a) Will the supplier and its employees require access to PROTECTED and/or CLASSIFIED information or assets? Le fournisseur ainsi que les employés auront-ils accès à des renseignements ou à des biens PROTÉGÉS et/ou CLASSIFIÉS? (Specify the level of access using the chart in Question 7. c) (Préciser le niveau d'accès en utilisant le tableau qui se trouve à la question 7. c)		
<input checked="" type="checkbox"/> No / Non <input type="checkbox"/> Yes / Oui		
6. b) Will the supplier and its employees (e.g. cleaners, maintenance personnel) require access to restricted access areas? No access to PROTECTED and/or CLASSIFIED information or assets is permitted. Le fournisseur et ses employés (p. ex. nettoyeurs, personnel d'entretien) auront-ils accès à des zones d'accès restreintes? L'accès à des renseignements ou à des biens PROTÉGÉS et/ou CLASSIFIÉS n'est pas autorisé.		
<input type="checkbox"/> No / Non <input checked="" type="checkbox"/> Yes / Oui		
6. c) Is this a commercial courier or delivery requirement with no overnight storage? S'agit-il d'un contrat de messagerie ou de livraison commerciale sans entreposage de nuit?		
<input checked="" type="checkbox"/> No / Non <input type="checkbox"/> Yes / Oui		
7. a) Indicate the type of information that the supplier will be required to access / Indiquer le type d'information auquel le fournisseur devra avoir accès		
Canada <input type="checkbox"/>	NATO / OTAN <input type="checkbox"/>	Foreign / Étranger <input type="checkbox"/>
7. b) Release restrictions / Restrictions relatives à la diffusion		
No release restrictions / Aucune restriction relative à la diffusion <input type="checkbox"/>  Not releasable / À ne pas diffuser <input type="checkbox"/>  Restricted to: / Limité à: <input type="checkbox"/> Specify country(ies): / Préciser le(s) pays:	All NATO countries / Tous les pays de l'OTAN <input type="checkbox"/>  Restricted to: / Limité à: <input type="checkbox"/> Specify country(ies): / Préciser le(s) pays:	No release restrictions / Aucune restriction relative à la diffusion <input type="checkbox"/>  Restricted to: / Limité à: <input type="checkbox"/> Specify country(ies): / Préciser le(s) pays:
7. c) Level of information / Niveau d'information		
PROTECTED A / PROTÉGÉ A <input type="checkbox"/> PROTECTED B / PROTÉGÉ B <input type="checkbox"/> PROTECTED C / PROTÉGÉ C <input type="checkbox"/> CONFIDENTIAL / CONFIDENTIEL <input type="checkbox"/> SECRET <input type="checkbox"/> TOP SECRET / TRÈS SECRET <input type="checkbox"/> TOP SECRET (SIGINT) / TRÈS SECRET (SIGINT) <input type="checkbox"/>	NATO UNCLASSIFIED / NATO NON CLASSIFIÉ <input type="checkbox"/> NATO RESTRICTED / NATO DIFFUSION RESTREINTE <input type="checkbox"/> NATO CONFIDENTIAL / NATO CONFIDENTIEL <input type="checkbox"/> NATO SECRET <input type="checkbox"/> COSMIC TOP SECRET / COSMIC TRÈS SECRET <input type="checkbox"/>	PROTECTED A / PROTÉGÉ A <input type="checkbox"/> PROTECTED B / PROTÉGÉ B <input type="checkbox"/> PROTECTED C / PROTÉGÉ C <input type="checkbox"/> CONFIDENTIAL / CONFIDENTIEL <input type="checkbox"/> SECRET <input type="checkbox"/> TOP SECRET / TRÈS SECRET <input type="checkbox"/> TOP SECRET (SIGINT) / TRÈS SECRET (SIGINT) <input type="checkbox"/>

TBS/SCT 350-103(2004/12)

Security Classification / Classification de sécurité  
 UNCLASSIFIED

**Canada**





Contract Number / Numéro du contrat W6399-14-FC84 <b>DND 14-0002881</b>
Security Classification / Classification de sécurité UNCLASSIFIED

*me*

**PART A (continued) / PARTIE A (suite)**

8. Will the supplier require access to PROTECTED and/or CLASSIFIED COMSEC information or assets?  
Le fournisseur aura-t-il accès à des renseignements ou à des biens COMSEC désignés PROTÉGÉS et/ou CLASSIFIÉS?  No / Non  Yes / Oui  
If Yes, indicate the level of sensitivity:  
Dans l'affirmative, indiquer le niveau de sensibilité :

9. Will the supplier require access to extremely sensitive INFOSEC information or assets?  
Le fournisseur aura-t-il accès à des renseignements ou à des biens INFOSEC de nature extrêmement délicate?  No / Non  Yes / Oui  
Short Title(s) of material / Titre(s) abrégé(s) du matériel :  
Document Number / Numéro du document :

**PART B - PERSONNEL (SUPPLIER) / PARTIE B - PERSONNEL (FOURNISSEUR)**

10. a) Personnel security screening level required / Niveau de contrôle de la sécurité du personnel requis

<input checked="" type="checkbox"/> RELIABILITY STATUS COTE DE FIABILITÉ	<input type="checkbox"/> CONFIDENTIAL CONFIDENTIEL	<input type="checkbox"/> SECRET SECRET	<input type="checkbox"/> TOP SECRET TRÈS SECRET
<input type="checkbox"/> TOP SECRET - SIGINT TRÈS SECRET - SIGINT	<input type="checkbox"/> NATO CONFIDENTIAL NATO CONFIDENTIEL	<input type="checkbox"/> NATO SECRET NATO SECRET	<input type="checkbox"/> COSMIC TOP SECRET COSMIC TRÈS SECRET
<input type="checkbox"/> SITE ACCESS ACCÈS AUX EMPLACEMENTS			

Special comments:  
Commentaires spéciaux : \_\_\_\_\_

NOTE: If multiple levels of screening are identified, a Security Classification Guide must be provided.  
REMARQUE : Si plusieurs niveaux de contrôle de sécurité sont requis, un guide de classification de la sécurité doit être fourni.

10. b) May unscreened personnel be used for portions of the work?  
Du personnel sans autorisation sécuritaire peut-il se voir confier des parties du travail?  No / Non  Yes / Oui  
If Yes, will unscreened personnel be escorted?  
Dans l'affirmative, le personnel en question sera-t-il escorté?  No / Non  Yes / Oui

**PART C - SAFEGUARDS (SUPPLIER) / PARTIE C - MESURES DE PROTECTION (FOURNISSEUR)**

**INFORMATION / ASSETS / RENSEIGNEMENTS / BIENS**

11. a) Will the supplier be required to receive and store PROTECTED and/or CLASSIFIED information or assets on its site or premises?  
Le fournisseur sera-t-il tenu de recevoir et d'entreposer sur place des renseignements ou des biens PROTÉGÉS et/ou CLASSIFIÉS?  No / Non  Yes / Oui

11. b) Will the supplier be required to safeguard COMSEC information or assets?  
Le fournisseur sera-t-il tenu de protéger des renseignements ou des biens COMSEC?  No / Non  Yes / Oui

**PRODUCTION**

11. c) Will the production (manufacture, and/or repair and/or modification) of PROTECTED and/or CLASSIFIED material or equipment occur at the supplier's site or premises?  
Les installations du fournisseur serviront-elles à la production (fabrication et/ou réparation et/ou modification) de matériel PROTÉGÉ et/ou CLASSIFIÉ?  No / Non  Yes / Oui

**INFORMATION TECHNOLOGY (IT) MEDIA / SUPPORT RELATIF À LA TECHNOLOGIE DE L'INFORMATION (TI)**

11. d) Will the supplier be required to use its IT systems to electronically process, produce or store PROTECTED and/or CLASSIFIED information or data?  
Le fournisseur sera-t-il tenu d'utiliser ses propres systèmes informatiques pour traiter, produire ou stocker électroniquement des renseignements ou des données PROTÉGÉS et/ou CLASSIFIÉS?  No / Non  Yes / Oui

11. e) Will there be an electronic link between the supplier's IT systems and the government department or agency?  
Disposera-t-on d'un lien électronique entre le système informatique du fournisseur et celui du ministère ou de l'agence gouvernementale?  No / Non  Yes / Oui



Contract Number / Numéro du contrat
W6399-14-FG64 <i>DND/14-0002881</i> <i>me</i>
Security Classification / Classification de sécurité
UNCLASSIFIED

**PART C - (continued) / PARTIE C - (suite)**

For users completing the form manually use the summary chart below to indicate the category(ies) and level(s) of safeguarding required at the supplier's site(s) or premises.  
Les utilisateurs qui remplissent le formulaire manuellement doivent utiliser le tableau récapitulatif ci-dessous pour indiquer, pour chaque catégorie, les niveaux de sauvegarde requis aux installations du fournisseur.

For users completing the form online (via the Internet), the summary chart is automatically populated by your responses to previous questions.  
Dans le cas des utilisateurs qui remplissent le formulaire en ligne (par Internet), les réponses aux questions précédentes sont automatiquement saisies dans le tableau récapitulatif.

**SUMMARY CHART / TABLEAU RÉCAPITULATIF**

Category Catégorie	PROTECTED PROTÉGÉ			CLASSIFIED CLASSIFIÉ			NATO				COMSEC						
	A	B	C	CONFIDENTIAL CONFIDENTIEL	SECRET	TOP SECRET TRÈS SECRET	NATO RESTRICTED NATO DIFFUSION RESTREINTE	NATO CONFIDENTIAL NATO CONFIDENTIEL	NATO SECRET	COMSEC TOP SECRET COMSEC TRÈS SECRET	PROTECTED PROTÉGÉ			CONFIDENTIAL CONFIDENTIEL	SECRET	TOP SECRET TRÈS SECRET	
											A	B	C				
Information / Assets Renseignements / Biens Production																	
IT Media / Support TI																	
IT Link / Lien électronique																	

12. a) Is the description of the work contained within this SRCL PROTECTED and/or CLASSIFIED?  
La description du travail visé par la présente LVERS est-elle de nature PROTÉGÉE et/ou CLASSIFIÉE?  No / Non  Yes / Oui

If Yes, classify this form by annotating the top and bottom in the area entitled "Security Classification".  
Dans l'affirmative, classifiez le présent formulaire en indiquant le niveau de sécurité dans la case intitulée « Classification de sécurité » au haut et au bas du formulaire.

12. b) Will the documentation attached to this SRCL be PROTECTED and/or CLASSIFIED?  
La documentation associée à la présente LVERS sera-t-elle PROTÉGÉE et/ou CLASSIFIÉE?  No / Non  Yes / Oui

If Yes, classify this form by annotating the top and bottom in the area entitled "Security Classification" and indicate with attachments (e.g. SECRET with Attachments).  
Dans l'affirmative, classifiez le présent formulaire en indiquant le niveau de sécurité dans la case intitulée « Classification de sécurité » au haut et au bas du formulaire et indiquez qu'il y a des pièces jointes (p. ex. SECRET avec des pièces jointes).



**SRCL Signature Page to be inserted in Resulting Contract**



**SECURITY REQUIREMENT FOR CANADIAN SUPPLIER:  
PWGSC FILE # : DND14-0002881**

1. The Contractor/Offeror must, at all times during the performance of the Contract/Standing Offer, hold a valid Designated Organization Screening (DOS), issued by the Canadian Industrial Security Directorate (CISD), Public Works and Government Services Canada (PWGSC).
2. The Contractor/Offeror personnel requiring access to sensitive work site(s) must EACH hold a valid RELIABILITY STATUS, granted or approved by CISD/PWGSC.
3. Subcontracts which contain security requirements are NOT to be awarded without the prior written permission of CISD/PWGSC.
4. The Contractor/Offeror must comply with the provisions of the:
  - a) Security Requirements Check List and security guide (if applicable), attached at Annex C;
  - b) *Industrial Security Manual* (Latest Edition).