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Travaux publics et Services gouvernementaux  
Canada

Place Bonaventure, portail Sud-Est  
800, rue de La Gauchetière Ouest  
7<sup>ème</sup> étage

Montréal

Québec

H5A 1L6

FAX pour soumissions: (514) 496-3822

**Revision to a Request for a Standing Offer**

**Révision à une demande d'offre à commandes**

Regional Individual Standing Offer (RISO)

Offre à commandes individuelle régionale (OCIR)

The referenced document is hereby revised; unless otherwise indicated, all other terms and conditions of the Offer remain the same.

Ce document est par la présente révisé; sauf indication contraire, les modalités de l'offre demeurent les mêmes.

**Comments - Commentaires**

**Vendor/Firm Name and Address**

Raison sociale et adresse du  
fournisseur/de l'entrepreneur

**Issuing Office - Bureau de distribution**

Travaux publics et Services gouvernementaux Canada

Place Bonaventure, portail Sud-Est

800, rue de La Gauchetière Ouest

7<sup>ème</sup> étage

Montréal

Québec

H5A 1L6

<b>Title - Sujet</b> OCIR: SERVICE OPTIQUE		
<b>Solicitation No. - N° de l'invitation</b> W3380-14K029/B		<b>Date</b> 2015-12-09
<b>Client Reference No. - N° de référence du client</b> W3380-14-K029		<b>Amendment No. - N° modif.</b> 004
<b>File No. - N° de dossier</b> MTA-4-37394 (309)	<b>CCC No./N° CCC - FMS No./N° VME</b>	
<b>GETS Reference No. - N° de référence de SEAG</b> PW-\$MTA-309-13550		
<b>Date of Original Request for Standing Offer</b> Date de la demande de l'offre à commandes originale		2015-11-06
<b>Solicitation Closes - L'invitation prend fin</b> <b>at - à 02:00 PM</b> <b>on - le 2015-12-11</b>		<b>Time Zone</b> <b>Fuseau horaire</b> Heure Normale du l'Est HNE
<b>Address Enquiries to: - Adresser toutes questions à:</b> Paradis, Mary		<b>Buyer Id - Id de l'acheteur</b> mta309
<b>Telephone No. - N° de téléphone</b> (514) 496-3874 ( )		<b>FAX No. - N° de FAX</b> (514) 496-3822
<b>Delivery Required - Livraison exigée</b>		
<b>Destination - of Goods, Services, and Construction:</b> <b>Destination - des biens, services et construction:</b> MINISTÈRE DE LA DEFENSE NATIONALE 41e Centre des services de Santé des Forces Canadiennes C.P. 100 Succ. Bureau-chef Richelain Québec J0J 1R0 Canada		
<b>Security - Sécurité</b> This revision does not change the security requirements of the Offer. Cette révision ne change pas les besoins en matière de sécurité de la présente offre.		

Instructions: See Herein

Instructions: Voir aux présentes

<b>Acknowledgement copy required</b> <b>Accusé de réception requis</b>	<b>Yes - Oui</b> <input type="checkbox"/>	<b>No - Non</b> <input type="checkbox"/>
<b>The Offeror hereby acknowledges this revision to its Offer.</b> <b>Le proposant constate, par la présente, cette révision à son offre.</b>		
<b>Signature</b>	<b>Date</b>	
Name and title of person authorized to sign on behalf of offeror. (type or print) Nom et titre de la personne autorisée à signer au nom du proposant. (taper ou écrire en caractères d'imprimerie)		
<b>For the Minister - Pour le Ministre</b>		

**THE ABOVE MENTIONED REQUEST FOR INDIVIDUAL STANDING OFFER HAS BEEN AMENDED AS FOLLOWS:**

**DELETE:**

**ANNEX "A"**

**STATEMENT OF REQUIREMENT**

**SCOPE**

**Purpose:**

The Department of National Defence requires a regional individual standing offer for optical services for the Canadian Forces Leadership and Recruit School, Canadian Forces authorized personnel and civilian eligible personnel.

**Context:**

The regional individual standing offer will be set up and used for recruits who are enrolled and whose "Basic Military Qualification" (BMQ) training, which lasts for 12 weeks in residence at St-Jean Garrison, does not allow them to leave the Leadership and Recruit School.

**1. REQUIREMENTS**

**NEED**

Provide eligible Canadian Forces (CF) personnel, either at the Leadership and Recruit School or other authorized military personnel and civilians, on an if and when needed basis, with a wide variety of eyewear and optical services including, among other things, prescription glasses, maintaining, adjusting and repairing glasses, etc.

All orders for lenses and ballistic eyewear will be through issuance of a signed DND 1615 form (Annex F), which will be provided directly by the CF member to the Offeror. Benefit code 602100, for single vision, and benefit code 602099, for flat top bifocals, are to be used on the form. DND 1615 will be the only authorization form accepted for transactions.

Provision of eyewear and optical services should be available "on site" and/or "off site."

**A. "On-site"** service means a location within the DND base site that the Offeror can or will use for displaying frames and providing services. Service hours may vary. From 07:00 in the morning to up to 22:00 at night from Monday to Friday. On weekends, 07:00 to 16:00 could be required.

**B. "Off-site"** means a location where services are provided outside the Department of National Defence base, St-Jean Garrison, 41 Canadian Forces Health Services Centre (medical clinic) from which the Offeror must use to display frames and provide services, and which must be within 20 minutes by car, calculated from the gate at the main entrance of the base whilst obeying all traffic

signals and speed limits during the trip, except in adverse weather conditions. The days and hours of service will be normal business hours at that location. The facility must be a recognizable point of service like any other optician's store.

## 2. FRAMES

- All frames ordered in accordance with Annex H - Frame Selection must be dispensed with a rigid case and have a one-year warranty.
  - All frames must meet the criteria set out in articles H, D and E below and be suitable for wearing with a military uniform. Frames indicated in Annex H cannot be repeated with the same model in a different colour.
  - The following paragraphs describe the different frames and the quantities set out in Annex H.
- a. Frames 1 and 2 (safety frames) must meet CSA standards and have Z 94.3 engraved on the frame or have a manufacturer's certification that they are safety glasses that meet CSA standards. If side shields are required, they must be riveted both for display and delivery to members.
1. Frame #1 is a metal model.
  2. Frame #2 is a plastic model.

Frames 3 and 4 (frames for men and women):

3. Frame 3: model for men size 54-56 (plastic or metal or flexible)
4. Frame 4: model for women size 50-52 (plastic or metal or flexible )

Frames 5 to 21 (unisex frames). Plastic, metal or flexible frames. Flexible frames are frames that can be bent in all directions and come back to their original shape. Frames must come in various sizes. Frames 22 to 25 are at the Offeror's discretion between plastic or metal or flexible.

5. Frames 5 to 6: Rectangular or square plastic frames with regular screw or spring hinges
6. Frames 7 to 8: Rectangular or square flexible frames with regular screw or spring hinges
7. Frames 9 to 10: Rectangular or square metal frames with spring hinges
8. Frames 11 to 12: Round or oval plastic frames with regular screw or spring hinges
9. Frames 13 to 14: Round or oval flexible frames with regular screw or spring hinges
10. Frames 15 to 16: Round or oval metal frames with regular screw or spring hinges
11. Frames 17 to 21: Semi-rimless frames ,metal or plastic ,with regular screw or spring hinges
12. Frames 22 to 23: frames for men (Offeror's discretion between plastic or metal or flexible)

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13. Frames 24 to 25: frames for women (Offeror's discretion between plastic or metal or flexible)

b. **The following are not acceptable:**

Bright colours (such as red, orange, neon colours or multi-coloured frames).  
Glitter eyeglass frames.  
Frames other than round and oval, square or rectangular (multi-shaped).

- c. Within the selection of frames, in terms of size and shape, all lens designs must be accommodated. The frames' sizes must fit adults with pupillary distances ranging from 52 to 74 mm. Frames must be easily adjustable to any face shape and retain their adjustment. If a member cannot find a frame because of his or her face (physical shape, injury or other reason), the contractor must make every effort to find a suitable frame for the member as far as possible while remaining within the standing order.
- d. Replaceable parts, such as nose pads, temples and temple tips, must be readily available from the Offeror's stock for frames in the selection at no cost. For all frames provided, a minimum of one (1) year warranty is specified in the General conditions of the contract. Frames bought by DND or a CF member must be adjusted at no additional cost.

## 2.1 DISPLAY OF FRAMES

All frames must be available and numbered at all times in accordance with Annex H, when they are displayed to CF members in cases at the on-site and off-site facilities. No reduction in the selection agreed to in this agreement will be tolerated.

## 3. LENSES

Lenses must be delivered and inserted into a frame at no additional cost to the identified users.

## 4. LENSES - STANDARD AND DELIVERY TIME

All lenses must be made of CR-39 plastic. All bifocal lenses ordered under code 604144, 604146, and 602099 must be flat top 28. Prescription glasses with two-sided coating must be delivered to CF members within seven calendar days of receipt of the order. If delivery cannot be met within the time frame indicated, the Offeror must inform the CF member directly, by telephone, 48 hours before the delivery date about the delay and the expected date of delivery.

4.1 In the case of a surge in demand for lenses, delivery time will be negotiated between the DND Site Authority and the Offeror (see Article 16 below).

## 5. DIGITAL PROGRESSIVE LENSES

The Offeror must indicate two (2) choices for **digital** progressive lenses, when completing Annex B, in multi-design suitable for large frames designated in the specifications as long corridor (18 mm

and over) and progressive lenses in multi-design suitable for small frames designated in the specifications as short corridor (15 to 17 mm). Non-digital, mono-design, hard progressive lenses will not be accepted. Data sheets must be provided, as well as lens markings and logos.

5.1 CF members will have from thirty (30) to sixty (60) calendar days to try the progressive lenses. If a member is not able to adjust, he or she may a) go back to the medical clinic for

assessment and advice or b) return the lenses to the Offeror for another set of progressive lenses free of charge.

## 6. HIGH INDEX LENSES

High index lenses will be made only of CR-39 plastic and a certification card will be given to the member. They will have an index of refraction of 1.6 mm, 1.67 mm or 1.74 mm, according to the prescription below:

- For corrections with spherical equivalent of -6.00 to -7.75 (negative cylinder) and +5.00 to +5.75, an index of refraction of 1.6 must be used;
- For corrections with spherical equivalent of -8.00 to -9.75 (negative cylinder) and +6.00 to +7.75, an index of refraction of 1.67 must be used;
- For corrections with spherical equivalent of -10.00 and over (negative cylinder), and +8.00 and over, an index of refraction of 1.74 must be used.

## 7. LENSES (SAFETY)

Lenses for safety frames must comply with the current Canadian Standards Association (CSA) standards for Industrial Eye & Face Protectors at no additional cost to DND or to the member.

## 8. LENSES (BALLISTIC)

All lenses for ballistic protection frames must be made of polycarbonate and have a scratch-resistant coating on both sides. No additional costs such as prism, coating or additional treatment will be accepted. The Offeror must use the modification table provided by the DND Site Authority, at the time of standing offer award, to modify all prescriptions for ballistic eyewear inserts.

### **Procedures to be followed by offerors:**

- The CF member will be responsible for bringing the ballistic protection frame to the Offeror for which polycarbonate lenses are to be provided.
- Only single distance vision or flat top bifocals will be used for ballistic protection glasses. Progressive lenses and reading lenses will not be offered.
- Only polycarbonate lenses with scratch-resistant coating will be used for ballistic protection glasses. CR-39 plastic must not be used.

The Offeror must then perform an Rx modification on the Rx which is then to be recorded on the DND 1615 form. The Offeror must use the modification table "Correction for Lens Rotation in Safety Inserts," which has been provided to the Offeror.

- The Offeror must indicate the new, modified Rx and interpupillary distance on the 1615 form in the comments section so that the modified Rx is used for lenses for ballistic protection glasses.
- The inserts must not be modified. Either they fit the member or they do not.
- Breakage of inserts. These lenses should not break, although some breakage of the insert itself may occur. In this case, the Offeror is to transfer the lenses into a new insert at no additional cost to DND or to the CF member. The Offeror must return the
- broken insert to the CF member to enable DND to monitor the quality of this piece of kit.

## **9. COATINGS**

Anti-reflective and scratch-resistant coatings will be applied to all simple, bifocal, progressive and high index lenses, at no additional cost to DND or the member.

Tints in colored grey neutral with a minimum of fifteen percent (15%) light transmission. No transition lenses are accepted.

Warranty for coatings and tints on all lenses must be offered for a minimum of two (2) years to cover manufacturing defects or normal use.

## **10. REPLACEMENT OF APPROVED FRAMES**

Should any of the frames identified in Annex H become obsolete, the Offeror must submit to the Technical Authority a selection of replacement frames. The replacement frames offered must be of similar or better quality as the frame that has become obsolete and approval must be obtained from the DND Technical Authority prior to it being offered to CF members. The Technical Authority may delegate authority for approval of frames replacement to the DND Site Authority.

## **11. BACK-ORDER OF APPROVED FRAMES**

Should an approved frame in Annex H become back-ordered for more than ten (10) business days, the Offeror must notify the Technical Authority for further instructions. The DND Technical Authority may authorize the removal of the back-ordered frame from the approved selection of frames for an extended period of time or may request the Offeror to provide a replacement frame.

## **12. FRAME REPAIRS**

The Offeror must make every effort to repair an existing frame, even if the Offeror did not originally supply the frame. Repairs shall be completed and the eyewear returned to the CF member within

ten (10) business days. If repair is not possible within that time frame, the Offeror must notify the CF member immediately to advise them of the delay and the expected time of delivery. All repairs to frames are to be submitted on the Monthly Report, attached hereto as Annex E.

Note. The Offeror will replace nose pads and screws, if required, at no cost.

### 13. REPAIR COSTS

Repairs will be made free of charge, unless the breakage is caused by the member's negligence. If so, the pricing schedule is in Annex B- Basis of payment.

### 14. UPGRADE

- No upgrades are allowed for recruits and service on the base.
- **No upgrade or excluded product will be offered at St-Jean base.**
- Frames and lenses that do not comply with the restrictions in para 15. A DND member who still wants to have an upgrade or extra in accordance with the list in para 15, must pay the full cost of the frame and lenses. The items listed in Article 15 "EXCLUDED PRODUCTS" must not be offered to CF members as upgrades.

### 15. EXCLUDED PRODUCTS

The following optical frames and lenses shall not be offered under the Standing Offer to CF members as upgrades:

- a) Non-prescription sunglasses;
- b) Transition lenses;
- c) Lenses made of glass;
- d) Reading glasses to be used over self-purchased contact lenses;
- e) Sport frames;
- f) Clip-on sunglasses in lieu of prescription sunglasses; and
- g) Prescriptions other than prescribed on "DND 1615 Pre-authorization Vision (Eye) Care - Program 14 (Annex F).

### 16. ADDITIONAL WORK

Upon a minimum of three (3) business days advance written notice from the Site Authority or Technical Authority, the Offeror shall, at no additional cost, augment existing services by providing additional qualified optician(s) and/or additional hours of service to meet an anticipated increase in demand. Optical services shall be sufficiently augmented to meet the anticipated need for an increased volume of services within a limited period of time (surge in demand) and shall be mutually agreed upon by the Site Authority and the Offeror.

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**INSERT:**

**VERSION 2 ANNEX "A"**

**STATEMENT OF REQUIREMENT**

**SCOPE**

**Purpose:**

The Department of National Defence requires a regional individual standing offer for optical services for the Canadian Forces Leadership and Recruit School, Canadian Forces authorized personnel and civilian eligible personnel.

**Context:**

The regional individual standing offer will be set up and used for recruits who are enrolled and whose "Basic Military Qualification" (BMQ) training, which lasts for 12 weeks in residence at St-Jean Garrison, does not allow them to leave the Leadership and Recruit School.

**1. REQUIREMENTS**

**NEED**

Provide eligible Canadian Forces (CF) personnel, either at the Leadership and Recruit School or other authorized military personnel and civilians, on an if and when needed basis, with a wide variety of eyewear and optical services including, among other things, prescription glasses, maintaining, adjusting and repairing glasses, etc.

**OFFEROR'S QUALIFICATIONS**

The offeror must be certified by a professional association (Opticians or optometrists of Québec) A letter or certification from the order of optometrists or opticians must be provided with a certification date no more than 60 days prior to the offer and the original must be included with the offer OR Proof that the Offeror requested this letter in a timely manner will be accepted. An identification card is not acceptable.

**ORGANISATION EXPERIENCE**

The offeror must provide a list of all subcontractors proposed to provide the services. They must be either:

- a. A registered optician who holds and maintains an active licence with no restrictions to practise their profession in Quebec. OR
- b. An optometrist who holds and maintains an active licence with no restrictions to practice their profession Quebec.
- c. OR Proof that the Offeror requested this letter in a timely manner will be accepted.

An identification card is not acceptable.



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**For accreditation:**

**A. Optician**

Provide a letter dated no later than six months from bid closing from the provincial opticians' professional association indicating:

- That the member is a member in good standing ; and
- The certificate number and expiry date.
- OR Proof that the Offeror requested this letter in a timely manner will be accepted.

An identification card is not acceptable.

OR

**B - Optometrist**

Provide a letter no more than six months from bid closing from the optometrist's provincial professional association indicating:

- That the member is a member in good standing; and
- The certificate number and expiry date.
- OR Proof that the Offeror requested this letter in a timely manner will be accepted.

An identification card is not acceptable.

The offeror must have actively practised their profession and provided dispensing and prescription optical services on a permanent basis, for two years preceding the bid closing date. The location where services are provided outside the DND St. Jean Garrison base must be within 20 minutes by car, calculated from the gate at the main entrance to the base and while obeying all traffic signals and speed limits during the trip, except in adverse weather conditions. These services must be similar to the work described in this requirement.

In order to demonstrate that the offeror meets this requirement, the offer must provide as a minimum, the following information:

The date of incorporation (month/\*year), if applicable;

The location where services are being provided;

Indicate if the services offered are/were optical services with prescription or of similar nature.

All orders for lenses and ballistic eyewear will be through issuance of a signed DND 1615 form (Annex F), which will be provided directly by the CF member to the Offeror. Benefit code 602100, for single vision, and benefit code 602099, for flat top bifocals, are to be used on the form. DND 1615 will be the only authorization form accepted for transactions.

Provision of eyewear and optical services should be available "on site" and/or "off site."

**A. "On-site"** service means a location within the DND base site that the Offeror can or will use for displaying frames and providing services. Service hours may vary. From 07:00 in the morning to up to 22:00 at night from Monday to Friday. On weekends, 07:00 to 16:00 could be required.

A local will be provided to the Offeror. The offeror must provide their own equipment, for example lens meter, pupillometer, etc.

Note: Once a Standing offer has been issued, the Offeror will have up to two (2) weeks from its issuance date to get set up in the new location to provide the service.

The name, telephone number of the contact, if that information is different from 'Off-site' services is to be provided by the offeror.

Note:

The offeror or sub-contractor must be physically present on the days and during the times in accordance with the work schedule for the DND St. Jean Garrison base site.

The Offeror cannot use the space provided by National Defence for services to the civilian population.

Only DND 1615 form (Annexe F) must be used to provide services to a military member.

**B. "Off-site"** means a location where services are provided outside the Department of National Defence base, St-Jean Garrison, 41 Canadian Forces Health Services Centre (medical clinic) from which the Offeror must use to display frames and provide services, and which must be within 20 minutes by car, calculated from the gate at the main entrance of the base whilst obeying all traffic signals and speed limits during the trip, except in adverse weather conditions. The days and hours of service will be normal business hours at that location. The facility must be a recognizable point of service like any other optician's store.

The distance in minutes of the Offeror's facility from the DND St. Jean Garrison base site must be provided together with the location and name of the facility. The facility's business days and hours must be at least 9:00 to 17:00, five days a week.

Provision of ongoing services:

The Offeror must have procedures to maintain uninterrupted services and respond to normal or sudden increase in demands for extended hours of operations (before or beyond normal business hours) and weekend hours.

The team is to be made up exclusively of qualified opticians/optometrists with a valid licence.

A replacement scheme during vacation and/or busy periods is required.

The offeror must be able to provide 'on-site' and 'off-site' service at the same time.

## 2. FRAMES

- All frames ordered in accordance with Annex H - Frame Selection must be dispensed with a rigid case and have a one-year warranty.
- All frames must meet the criteria set out in articles H, D and E below and be suitable for wearing with a military uniform. Frames indicated in Annex H cannot be repeated with the same model in a different colour.

- 
- The following paragraphs describe the different frames and the quantities set out in Annex H.
- a. Frames 1 and 2 (safety frames) must meet CSA standards and have Z 94.3 engraved on the frame or have a manufacturer's certification that they are safety glasses that meet CSA standards. If side shields are required, they must be riveted both for display and delivery to members.
1. Frame #1 is a metal model.
  2. Frame #2 is a plastic model.
- Frames 3 and 4 (frames for men and women):
3. Frame 3: model for men size 54-56 (plastic or metal or flexible)
  4. Frame 4: model for women size 50-52 (plastic or metal or flexible )
- Frames 5 to 21 (unisex frames). Plastic, metal or flexible frames. Flexible frames are frames that can be bent in all directions and come back to their original shape. Frames must come in various sizes. Frames 22 to 25 are at the Offeror's discretion between plastic or metal or flexible.
5. Frames 5 to 6: Rectangular or square plastic frames with regular screw or spring hinges
  6. Frames 7 to 8: Rectangular or square flexible frames with regular screw or spring hinges
  7. Frames 9 to 10: Rectangular or square metal frames with spring hinges
  8. Frames 11 to 12: Round or oval plastic frames with regular screw or spring hinges
  9. Frames 13 to 14: Round or oval flexible frames with regular screw or spring hinges
  10. Frames 15 to 16: Round or oval metal frames with regular screw or spring hinges
  11. Frames 17 to 21: Semi-rimless frames ,metal or plastic ,with regular screw or spring hinges
  12. Frames 22 to 23: frames for men (Offeror's discretion between plastic or metal or flexible)
  13. Frames 24 to 25: frames for women (Offeror's discretion between plastic or metal or flexible)
- b. **The following are not acceptable:**
- Bright colours (such as red, orange, neon colours or multi-coloured frames).  
Glitter eyeglass frames.  
Frames other than round and oval, square or rectangular (multi-shaped).
- c. Within the selection of frames, in terms of size and shape, all lens designs must be accommodated. The frames' sizes must fit adults with pupillary distances ranging from 52 to 74 mm. Frames must be easily adjustable to any face shape and retain their adjustment. If a member cannot find a frame because of his or her face (physical shape, injury or other reason), the contractor must make every effort to find a suitable frame for the member as far as possible while remaining within the standing order.

- d. Replaceable parts, such as nose pads, temples and temple tips, must be readily available from the Offeror's stock for frames in the selection at no cost. For all frames provided, a minimum of one (1) year warranty is specified in the General conditions of the contract. Frames bought by DND or a CF member must be adjusted at no additional cost.

## 2.1 DISPLAY OF FRAMES

All frames must be available and numbered at all times in accordance with Annex H, when they are displayed to CF members in cases at the on-site and off-site facilities. No reduction in the selection agreed to in this agreement will be tolerated.

## 3. LENSES

Lenses must be delivered and inserted into a frame at no additional cost to the identified users.

## 4. LENSES - STANDARD AND DELIVERY TIME

All lenses must be made of CR-39 plastic. All bifocal lenses ordered under code 604144, 604146, and 602099 must be flat top 28. Prescription glasses with two-sided coating must be delivered to CF members within seven calendar days of receipt of the order. If delivery cannot be met within the time frame indicated, the Offeror must inform the CF member directly, by telephone, 48 hours before the delivery date about the delay and the expected date of delivery.

4.1 In the case of a surge in demand for lenses, delivery time will be negotiated between the DND Site Authority and the Offeror (see Article 16 below).

## 5. DIGITAL PROGRESSIVE LENSES

The Offeror must indicate two (2) choices for **digital** progressive lenses, when completing Annex B, in multi-design suitable for large frames designated in the specifications as long corridor (18 mm and over) and progressive lenses in multi-design suitable for small frames designated in the specifications as short corridor (15 to 17 mm). Non-digital, mono-design, hard progressive lenses will not be accepted. Data sheets must be provided, as well as lens markings and logos.

The Offeror must offer a choice of at least two **DIGITAL** progressive lenses for long corridor and two **DIGITAL** progressive lenses for short corridor, for a minimum of 4:

Contractors may choose from the following lenses:

Confort 360 ,VX Physio 360, Biofit FF, Biofit, Definity 3, Biofit FFF, GT2 3D Wrap, GT 2 , Choice Plus, Sola HDV, Life Style, Nikon W, Zeiss individual progressive 2, RDL Persona Phd, RDL Persona, Signature HD, Authentik, BKS Technology, Balance Digital FP.

Digital progressive lenses with inner side progressive suitable for large frames designated as long corridor (18 mm and over);

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Digital progressive lenses with progressive suitable for small frames designated as short corridor (15 to 17 mm).

The offeror must indicate the brand of DIGITAL progressives for short and long corridor and provide a detailed description of the lenses offered. The technical specifications for the lenses must come from the manufacturer and stipulate that the lenses are multi-design.

Note: progressives other than multi-design will not be accepted.

The lenses must have anti-reflective and scratch-resistant coatings on both sides.

If the lenses are discontinued, a letter from the manufacturer which indicates the replacement model must be presented for approval by DND.

5.1 CF members will have from thirty (30) to sixty (60) calendar days to try the progressive lenses. If a member is not able to adjust, he or she may a) go back to the medical clinic for assessment and advice or b) return the lenses to the Offeror for another set of progressive lenses free of charge.

## **6. HIGH INDEX LENSES**

High index lenses will be made only of CR-39 plastic and a certification card will be given to the member. They will have an index of refraction of 1.6 mm, 1.67 mm or 1.74 mm, according to the prescription below:

- For corrections with spherical equivalent of -6.00 to -7.75 (negative cylinder) and +5.00 to +5.75, an index of refraction of 1.6 must be used;
- For corrections with spherical equivalent of -8.00 to -9.75 (negative cylinder) and +6.00 to +7.75, an index of refraction of 1.67 must be used;
- For corrections with spherical equivalent of -10.00 and over (negative cylinder), and +8.00 and over, an index of refraction of 1.74 must be used.

If a high index order is made outside the criteria (i.e. a prescription less than -6.00 or less than +5.00), the offeror must provide a 1.6 at no additional cost and the price must be the same as the price of high index -6.00 to -7.75 or +5.00 to +5.75.

The lenses must have anti-reflective and scratch-resistant coating on both sides. A certification card must be given to the member.

## **7. LENSES (SAFETY)**

Lenses for safety frames must comply with the current Canadian Standards Association (CSA) standards for Industrial Eye & Face Protectors at no additional cost to DND or to the member.

The lenses must have scratch-resistant coatings on both sides.

## **8. LENSES (BALLISTIC)**

All lenses for ballistic protection frames must be made of polycarbonate and have a scratch-resistant coating on both sides. No additional costs such as prism, coating or additional treatment will be accepted. The Offeror must use the modification table provided by the DND Site Authority, at the time of standing offer award, to modify all prescriptions for ballistic eyewear inserts.

**Procedures to be followed by offerors:**

- The CF member will be responsible for bringing the ballistic protection frame to the Offeror for which polycarbonate lenses are to be provided.
- Only single distance vision or flat top bifocals will be used for ballistic protection glasses. Progressive lenses and reading lenses will not be offered.
- Only polycarbonate lenses with scratch-resistant coating will be used for ballistic protection glasses. CR-39 plastic must not be used.

The Offeror must then perform an Rx modification on the Rx which is then to be recorded on the DND 1615 form. The Offeror must use the modification table "Correction for Lens Rotation in Safety Inserts," which has been provided to the Offeror.

- The Offeror must indicate the new, modified Rx and interpupillary distance on the 1615 form in the comments section so that the modified Rx is used for lenses for ballistic protection glasses.
- The inserts must not be modified. Either they fit the member or they do not.
- Breakage of inserts. These lenses should not break, although some breakage of the insert itself may occur. In this case, the Offeror is to transfer the lenses into a new insert at no additional cost to DND or to the CF member. The Offeror must return the broken insert to the CF member to enable DND to monitor the quality of this piece of kit.

## **9. COATINGS**

Anti-reflective and scratch-resistant coatings will be applied to all simple, bifocal, progressive and high index lenses (inner and outer), at no additional cost to DND or the member.

For polycarbonate ballistic lenses, scratch-resistant on both sides must be offered.

Tints in colored grey neutral with a minimum of fifteen percent (15%) light transmission. Only neutral grey tint with a minimum of fifteen percent light transmission will be used when colored lenses are requested. No substitute, photochromic or clip on will be authorized. No transition lenses are accepted.

Warranty for coatings and tints on all lenses must be offered for a minimum of two (2) years to cover manufacturing defects or normal use.

## **10. REPLACEMENT OF APPROVED FRAMES**

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Should any of the frames identified in Annex H become obsolete, the Offeror must submit to the Technical Authority a selection of replacement frames. The replacement frames offered must be of similar or better quality as the frame that has become obsolete and approval must be obtained from the DND Technical Authority prior to it being offered to CF members. The Technical Authority may delegate authority for approval of frames replacement to the DND Site Authority.

#### **11. BACK-ORDER OF APPROVED FRAMES**

Should an approved frame in Annex H become back-ordered for more than ten (10) business days, the Offeror must notify the Technical Authority for further instructions. The DND Technical Authority may authorize the removal of the back-ordered frame from the approved selection of frames for an extended period of time or may request the Offeror to provide a replacement frame.

#### **12. FRAME REPAIRS**

The Offeror must make every effort to repair an existing frame, even if the Offeror did not originally supply the frame. Repairs shall be completed and the eyewear returned to the CF member within ten (10) business days. If repair is not possible within that time frame, the Offeror must notify the CF member immediately to advise them of the delay and the expected time of delivery. All repairs to frames are to be submitted on the Monthly Report, attached hereto as Annex E.

Note. The Offeror will replace nose pads and screws, if required, at no cost.

#### **13. REPAIR COSTS**

Repairs will be made free of charge, unless the breakage is caused by the member's negligence. If so, the pricing schedule is in Annex B- Basis of payment.

#### **14. UPGRADE**

- No upgrades are allowed for recruits and service on the base.
- **No upgrade or excluded product will be offered at St-Jean base.**
- Frames and lenses that do not comply with the restrictions in para 15. A DND member who still wants to have an upgrade or extra in accordance with the list in para 15, must pay the full cost of the frame and lenses. The items listed in Article 15 "EXCLUDED PRODUCTS" must not be offered to CF members as upgrades.

#### **15. EXCLUDED PRODUCTS**

The following optical frames and lenses shall not be offered under the Standing Offer to CF members as upgrades:

- a) Non-prescription sunglasses;
- b) Transition lenses;
- c) Lenses made of glass;
- d) Reading glasses to be used over self-purchased contact lenses;
- e) Sport frames;

- 
- f) Clip-on sunglasses in lieu of prescription sunglasses; and  
g) Prescriptions other than prescribed on "DND 1615 Pre-authorization Vision (Eye) Care - Program 14 (Annex F).

## **16. ADDITIONAL WORK**

Upon a minimum of three (3) business days advance written notice from the Site Authority or Technical Authority, the Offeror shall, at no additional cost, augment existing services by providing additional qualified optician(s) and/or additional hours of service to meet an anticipated increase in demand. Optical services shall be sufficiently augmented to meet the anticipated need for an increased volume of services within a limited period of time (surge in demand) and shall be mutually agreed upon by the Site Authority and the Offeror.

## **17: OTHER CONSTRAINTS:**

### **QUALITY CONTROL**

The offeror must have quality control processes and measures to ensure the quality requirements of the work as described in this Statement of requirement.

As a minimum the following information must be addressed:

Review to ensure prescriptions are accurately completed;  
One dedicated resource responsible for the coordination of all the work;  
Must ensure that no frames or lenses are out of stock;  
Must agree to inventory audits, service quality surveys on services as a whole;  
It is very important that the contractor's personnel are provided with the basic instruments (lens meter, pupillometer, service records and computerized records, for example).



**DELETE:**

**ANNEX "G"**

**MANDATORY TECHNICAL EVALUATION CRITERIA**

**Notice to offerors:**

**IMPORTANT**

**The information that appears in this evaluation grid must be submitted at the closing date and hour of this invitation.**

**Failure to complete the requirement information will render the offer non responsive.**

Mandatory criteria		Page number of your offer	Supporting documentation with your offer
a	The offeror must be certified by a professional association (Opticians or optometrists of Quebec)		A letter or certification from the order of optometrists or opticians must be provided with a certification date no more than 60 days prior to the offer and the original must be included with the offer. <b><i>The offerer must submit this information in detail with their offer using separate papers, since this space in this block is limited.</i></b>
b	<b><u>Organizational experience</u></b>  The offeror must submit a list of all subcontractors proposed to provide the services. They must be either:  a. a registered optician who holds and maintains an active licence with no restrictions to practise their profession in Quebec.  <b>OR</b>  b. An optometrist who holds and maintains an active licence with no restrictions to practise their profession in Quebec.		To demonstrate that they meet this requirement, the Offeror must provide the following information when the bid is closed for each optician/optometrist at a St-Jean base/detachment.  <b><u>For Accreditation</u></b>  <b><u>A. Optician</u></b>  Provide a letter dated no later than six months from bid closing from the provincial opticians' professional association indicating:  i) that the member is a member in good standing; and ii) the certificate number and expiry date.

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**MTA309**  
 N° CCC / CCC No./ N° VME - FMS

			<p><b><i>After the Standing offer has been issued, a new letter with the same information from the provincial opticians' professional association must be sent within one (1) week of written notice, from the PWGSC's Contracting officer, for each option year.</i></b></p> <p><b>OR</b></p> <p><b>B. <u>Optometrist</u></b></p> <p>Provide a letter dated no more than six months from bid closing from the optometrist's provincial professional association indicating:</p> <p>i) That the member is a member in good standing; and</p> <p>ii) The certificate number and expiry date.</p> <p><b><i>After the Standing offer has been issued, a new letter with the same information from the provincial optometrists' professional association must be sent within one (1) week of written notice, from the PWGSC's Contracting officer, for each option year.</i></b></p> <p><b><i>The offeror must submit this information in details with their offer using separate sheets since the space in this block is limited.</i></b></p>
c	<p>The Offeror must have actively practised their profession and provided dispensing and prescription optical services on a permanent basis, for two years preceding the bid closing date. The location where services are provided outside the DND St. Jean Garrison base must be within 20 minutes by car, calculated from the gate at the main entrance to the base and while obeying all traffic signals and speed limits during the</p>		<p>In order to demonstrate that the Offeror meets this requirement, the offer must provide as a minimum, the following information:</p> <ol style="list-style-type: none"> <li>1. The date of incorporation (month/year), if applicable;</li> <li>2. The location where services are being provided;</li> <li>3. Indicate if the services offered are/were optical services with prescription or of similar nature.</li> </ol> <p><b><i>The offeror must submit this information in details with their offer using separate sheets since the space in this block is limited.</i></b></p>

	trip, except in adverse weather conditions. These services must be similar to the work described in the Statement of requirement at Annex A.		
d	<p><b><u>Frames</u></b></p> <p>The offeror's technical bid must describe:</p> <p>A detailed work plan for carrying out the work in Annex A – Statement of requirement.</p>		<p><b><i>In order to demonstrate that the offeror satisfies this requirement, the offeror must:</i></b></p> <p><b><i>Present a work plan that describes their proposed delivery method, planned steps and tasks related to the following:</i></b></p> <p>The method used to display frames 'on site' and 'off site' upon request;</p> <p>The process to be taken for tasks, for normal requests, as outlined at Annex A – Statement of requirement, will be handled in order to meet the delivery requirements;</p> <p>The expected turnaround times for receiving replacement frames;</p> <p>The corrective action taken if delays in obtaining the prescribed eyewear are encountered;</p> <p>The process to be taken for tasks described at Annex A – Statement of requirement, in case sudden increases in the requirement occur and how delivery requirements will be addressed.</p> <p><b><i>The offeror must submit this information in details with their offer using separate sheets since the space in this block is limited.</i></b></p>
e	The offeror must submit the list of proposed frames according to Annex H - Selection of frames. They must also provide the frames without cost for two weeks for technical evaluation.		<p><b><i>The offeror must complete Annex H – Selection of frames. The proposed frames must meet the requirements listed at item no. 2 – Frames, of Annex A – Statement of requirement.</i></b></p> <p>Examples of the shapes of various frames are also identified at Annex A, item no. 2.</p>

f	<p><b><u>Regular lenses</u></b>          All lenses other than high index and ballistic lenses must be made of CR-39 (index of 1.49). They must include anti-reflective and scratch resistant coatings on both sides.</p>		<p>The offeror must certify that no other lens will be used for regular lenses.</p> <p><b><i>The offeror must submit this information in details with their offer using separate sheets since the space in this block is limited</i></b></p>
g	<p><b><u>Digital progeessive lenses</u></b></p> <p>The Offeror must offer a choice of at least two <b>DIGITAL</b> progressive lenses for long corridor and two <b>DIGITAL</b> progressive lenses for short corridor, for a minimum of 4:</p> <p>Contractors may choose from the following lenses:          Confort 360 ,VX Physio 360, Biofit FF, Biofit, Definity 3, Biofit FFF, GT2 3D Wrap, GT 2 , Choice Plus, Sola HDV, Life Style, Nikon W, Zeiss individual progressive 2, RDL Persona Phd, RDL Persona, Signature HD, Authentik, BKS Technology, Balance Digital FP.</p> <p>Digital progressive lenses with inner side progressive suitable for large frames designated as long corridor (18 mm and over);</p> <p>Digital progressive lenses with progressive suitable for small frames designated as short corridor (15 to 17 mm).</p>		<p>The offer must indicate the brand of <b>DIGITAL</b> progressives for short and long corridor and provide a detailed description of the lenses offered. The technical specifications for the lenses must come from the manufacturer and stipulate that the lenses are multi-design.</p> <p>Note: Progressives other than multi-design will not be accepted.</p> <p>The lenses must have anti-reflective and scratch-resistant coating on both sides.</p> <p><b><i>The offerors must provide technical data sheets for each brand name digital progressive lense for long and short corridors.</i></b></p> <p>N.B. If the lenses are discontinued, please provide a manufacturer's letter which indicates the replacement model. The replacement models are subject to be approved by DND.</p>
h	<p><b><u>High index lenses</u></b></p> <p>The Offeror must be able to offer the requirements for high index lenses as identified under Article 6 of Annex A - Statement of requirement.</p> <p>If a high index order is made outside the criteria (i.e. a prescription less that -6.00 or less than +5.00), the offeror must provide a 1.6 at no</p>		<p>In order to demonstrate that the Offeror meets this requirement, the offeror must state that the high index lenses proposed are available in all of the following refraction sizes:</p> <p>For corrections -6.00 to -7.75 spherical equivalent, and from +5.00 to +5.75 (negative cylinder without spherical equivalent), an index of refraction of 1.6 must be used.</p>

	additional cost and the price must be the same as the price of high index -6.00 to -7.75 or +5.00 to +5.75.		<p>For corrections -8.00 to -9.75 spherical equivalent and +6.00 to +7.75 (negative cylinder without spherical equivalent), an index of refraction of 1.67 must be used.</p> <p>For corrections over -10.00 spherical equivalent and over +8.00 (negative cylinder without spherical equivalent), an index of refraction of 1.74 must be used.</p> <p>The lenses must have anti-reflective and scratch-resistant coating on both sides. A certification card must be given to the member.</p> <p><b><i>The offeror must submit this information in details with their offer using separate sheets since the space in this block is limited.</i></b></p>
i.	<p><b><u>Safety lenses</u></b></p> <p>All lenses for safety frames provided by the Offeror must be in accordance with the current Canadian Standards Association (CSA) standards for Industrial Eye &amp; Face protectors.</p>		<p>To demonstrate that the Offeror meets this requirement, the Offeror must include a certification that the safety lenses offered meet the current Canadian Standards Association (CSA) Standards for Industrial Eye &amp; Face Protectors, i.e. CR-39 with a minimum central thickness of 3 mm.</p> <p>The lenses must have anti-reflective and scratch-resistant coatings on both sides.</p> <p><b><i>The offeror must submit a certification with their offer.</i></b></p>
j	<p><b><u>Lenses (Ballistic)</u></b></p> <p>The Offeror must ensure all lenses for ballistic inserts are made of polycarbonate material with a scratch-resistant coating.</p>		<p>In order to demonstrate that the Offeror meets this requirement, the offer must describe in detail the ballistic inserts being offered.</p> <p><b><i>The offeror must submit this information in details with their offer using separate sheets since the space in this block is limited.</i></b></p>
k	<b><u>Coatings</u></b>		

	<p>The following coatings must be provided:</p> <ol style="list-style-type: none"> <li>1. For all lenses—simple, bifocal, high index and <b>digital</b> progressive lenses—anti-reflective and scratch-resistant coatings on both sides (inner and outer) at no additional cost and with a warranty of at least two years for any manufacturing defect or normal use.</li> <li>2. For polycarbonate ballistic lenses, scratch-resistant.</li> <li>3. Tints in colored grey neutral with a minimum of fifteen percent (15%) light transmission.</li> </ol>		<p>In order to demonstrate that the Offeror meets this requirement, the offer must describe in detail the following:</p> <ol style="list-style-type: none"> <li>1. Anti-reflective coatings on both sides and scratch-resistant coatings will be applied to lenses at no additional cost and with a minimum two-year warranty;</li> <li>2. Scratch-resistant coatings will be applied to polycarbonate lenses on both sides;</li> <li>3. Only neutral grey tint with a minimum of fifteen percent (15%) light transmission will be used when colored lenses are requested. No substitute, photochromic or clip on will be authorized.</li> </ol> <p><b><i>The offeror must submit this information in details with their offer using separate sheets since the space in this block is limited.</i></b></p>
<b>I</b>	<p><b><u>Options</u></b></p> <p>No upgrade options will be offered</p>		<p><b><i>The Offeror must provide a written statement that no upgrade options will be offered.</i></b></p>
<b>m</b>	<p><b><u>Facility</u></b></p> <p>The Offeror must describe a facility in accordance with Annex A - Statement of requirement.</p> <p><b>A. For Off-Site Services</b></p> <p>The location of the facility for which off-site services are to be rendered accessible to members of the Canadian Forces (CF) and authorized civilians of the Department of National Defence (DND) must be within 20 minutes by car calculated from the gate at the main entrance to the DND St Jean Garrison base and while obeying all traffic signals and</p>		<p><b><i>The Offeror must provide a description of the facility being proposed for the St. Jean Garrison by addressing the following:</i></b></p> <p><b>A. For Off-Site Services</b></p> <p>The distance in minutes of the Offeror's facility from the DND St Jean Garrison base site.</p> <p>Location and name of the facility;  Date the company opened for business;</p> <p>The facility's business days and hours: at least 9.00 to 17.00 , five days a week;  The name, telephone number and fax number.</p>

	<p>speed limits during the trip, except in adverse weather conditions.</p> <p><b>B. For On-Site Services</b></p> <p>A local will be provided to the Offeror.</p> <p>Written confirmation that the work schedule identified (day and times) in the offer can be met.</p> <p>The Offeror must provide their own equipment, for example lens meter, pupillometer, etc.</p> <p>Note: Once the standing offer has been issued, the Offeror will have up to two (2) weeks from its issuance date to get set up in the new location to provide the service.</p>		<p><b>B. For On-Site Services</b></p> <p>The Offeror must be able to perform the work in accordance with the work schedule for the DND St. Jean Garrison base site.          (NB: Service hours may vary: From 07:00 in the morning up to 22:00 at night from Monday to Friday. On weekends, 07:00 to 16:00 could be required).</p> <p>The name, telephone number of the contact, if that information is different from paragraph A above.</p> <p>The Offeror or sub-contractor must be physically present on the days and during the times in accordance with the work schedule for the DND St. Jean Garrison base site.</p> <p>Note:          The Offeror cannot use the space provided by National Defence for services to the civilian population.</p> <p>Only DND 1615 form (Annex F) must be used to provide services to a military member.</p> <p><b><i>The offeror must submit this information in details with their offer using separate sheets since the space in this block is limited.</i></b></p>
n	<p><b><u>Provision of ongoing services</u></b></p> <p>The Offeror must have procedures to maintain uninterrupted services and respond to normal or sudden increase in demands.</p>		<p>The Offeror must describe its proven procedures to maintain uninterrupted services and respond to normal and sudden increase in demands.</p> <p>Extended hours of operations (before or beyond normal business hours).</p> <p>Weekend hours.</p>

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			<p>Team made up exclusively of qualified opticians/optometrists with a valid licence.</p> <p>Replacement scheme during vacation and/or busy periods.</p> <p>Note: The Offeror must be able to provide 'on-site' and 'off-site' service at the same time.</p> <p><b><i>The offeror must submit this information in details with their offer using separate sheets since the space in this block is limited.</i></b></p>
o	<p><b><u>Quality control</u></b></p> <p>The Offeror must have quality control processes and measures to ensure the quality requirements of the work as described at Annex A – Statement of requirement are met.</p>		<p>In order to meet this requirement, the Offeror is to provide details to demonstrate their quality control processes and measures. As a minimum, the following information must be addressed:</p> <p>Review to ensure prescriptions are accurately completed.</p> <p>One dedicated resource responsible for the coordination of all the work.</p> <p>Must ensure that no frames or lenses are out of stock.</p> <p>Must agree to inventory audits, service quality surveys on services as a whole.</p> <p>It is very important that the contractor's personnel are provided with the basic instruments (lens meter, pupillometer, service records and computerized records, for example).</p> <p><b><i>The offeror must submit this information in details with their offer using separate sheets since the space in this block is limited.</i></b></p>
p	<p>Provide <b>two references</b> for two different clients for which the offeror provided eye wear services and services for accessories in a regular</p>		<p><b><i>The Offeror must complete the following sections mandatorily for a minimum of two (2) different clients :</i></b></p>



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	manner during the <u>past 3 years</u> from the closing date of the tender.		<p><b>1. Name of client for a contract that was executed:</b> Description of the mandate: Period of the mandate: From/to date. Name of the contact person at the client: Telephone number of the contact person at the client.</p> <p><b>2.Name of client for a contract that was executed:</b> Description of the mandate: Period of the mandate: From/to date. Name of the contact person at the client. Telephone number of the contact person at the client.</p> <p>Note: The Crown reserves the right to check the references listed.</p> <p><b><i>The offeror must submit this information in details with their offer using separate sheets since the space in this block is limited.</i></b></p>
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**INSERT:**

**VERSION 2 ANNEX "G"**

**MANDATORY TECHNICAL EVALUATION CRITERIA**

**Notice to offerors:**

**IMPORTANT**

**The information that appears in this evaluation grid must be submitted at the closing date and hour of this invitation.**

**Failure to complete the requirement information will render the offer non responsive.**

Mandatory criteria		Page number of your offer	Supporting documentation with your offer
a	The offeror must be certified by a professional association (Opticians or optometrists of Quebec)		A letter or certification from the order of optometrists or opticians must be provided with a certification date no more than 60 days prior to the offer and the original must be included with the offer. OR Proof that the Offeror requested this letter in a timely manner will be accepted. An identification card is not acceptable. <b><i>The offerer must submit this information in detail with their offer using separate papers, since this space in this block is limited.</i></b>
b	<b><u>Organizational experience</u></b>  The offeror must submit a list of all subcontractors proposed to provide the services. They must be either:  a. a registered optician who holds and maintains an active licence with no restrictions to practise their profession in Quebec.  or		To demonstrate that they meet this requirement, the Offeror must provide the following information when the bid is closed for each optician/optometrist at a St-Jean base/detachment.  <b><u>For Accreditation</u></b>  <b>A. <u>Optician</u></b>  Provide a letter dated no later than six months from bid closing from the provincial opticians' professional association indicating:

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	<p>b. an optometrist who holds and maintains an active licence with no restrictions to practise their profession in Quebec.</p>	<p>1. that the member is a member in good standing; and          2. the certificate number and expiry date.</p> <p>OR Proof that the Offeror requested this letter in a timely manner will be accepted.          An identification card is not acceptable.</p> <p><b><i>After the Standing offer has been issued, a new letter with the same information from the provincial opticians' professional association must be sent within one (1) week of written notice, from the PWGSC's Contracting officer, for each option year.</i></b></p> <p><b>OR</b></p> <p><b>B. <u>Optometrist</u></b></p> <p>Provide a letter dated no more than six months from bid closing from the optometrist's provincial professional association indicating:</p> <p>i) That the member is a member in good standing; and          ii) The certificate number and expiry date.</p> <p>OR Proof that the Offeror requested this letter in a timely manner will be accepted.          An identification card is not acceptable.</p> <p><b><i>After the Standing offer has been issued, a new letter with the same information from the provincial optometrists' professional association must be sent within one (1) week of written notice, from the PWGSC's Contracting officer, for each option year.</i></b></p> <p><b><i>The offeror must submit this information in details with their offer using separate sheets since the space in this block is limited.</i></b></p>
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c	<p>The Offeror must have actively practised their profession and provided dispensing and prescription optical services on a permanent basis, for two years preceding the bid closing date. The location where services are provided outside the DND St. Jean Garrison base must be within 20 minutes by car, calculated from the gate at the main entrance to the base and while obeying all traffic signals and speed limits during the trip, except in adverse weather conditions. These services must be similar to the work described in the Statement of requirement at Annex A.</p>		<p>In order to demonstrate that the Offeror meets this requirement, the offer must provide as a minimum, the following information:</p> <ul style="list-style-type: none"> <li>i. The date of incorporation (month/year), if applicable;</li> <li>ii. The location where services are being provided;</li> <li>iii. Indicate if the services offered are/were optical services with prescription or of similar nature.</li> </ul> <p><b><i>The offeror must submit this information in details with their offer using separate sheets since the space in this block is limited.</i></b></p>
d	<p><b><u>Frames</u></b></p> <p>The offeror's technical bid must describe:</p> <p>A detailed work plan for carrying out the work in Annex A – Statement of requirement.</p>		<p><b><i>In order to demonstrate that the offeror satisfies this requirement, the offeror must:</i></b></p> <p><b><i>Present a work plan that describes their proposed delivery method, planned steps and tasks related to the following:</i></b></p> <p>The method used to display frames 'on site' and 'off site' upon request;</p> <p>The process to be taken for tasks, for normal requests, as outlined at Annex A – Statement of requirement, will be handled in order to meet the delivery requirements;</p> <p>The expected turnaround times for receiving replacement frames;</p> <p>The corrective action taken if delays in obtaining the prescribed eyewear are encountered;</p> <p>The process to be taken for tasks described at Annex A – Statement of requirement, in case sudden increases in the requirement occur and how delivery requirements will be addressed.</p>

			<b><i>The offeror must submit this information in details with their offer using separate sheets since the space in this block is limited.</i></b>
e	The offeror must submit the list of proposed frames according to Annex H - Selection of frames. They must also provide the frames without cost for two weeks for technical evaluation.		<b><i>The offeror must complete Annex H – Selection of frames. The proposed frames must meet the requirements listed at item no. 2 – Frames, of Annex A – Statement of requirement.</i></b>  Examples of the shapes of various frames are also identified at Annex A, item no. 2.
f	<b><u>Regular lenses</u></b> All lenses other than high index and ballistic lenses must be made of CR-39 (index of 1.49). They must include anti-reflective and scratch resistant coatings on both sides.		The offeror must certify that no other lens will be used for regular lenses.  <b><i>The offeror must submit this information in details with their offer using separate sheets since the space in this block is limited.</i></b>
g	<b><u>Digital progressive lenses</u></b>  The Offeror must offer a choice of at least two <b>DIGITAL</b> progressive lenses for long corridor and two <b>DIGITAL</b> progressive lenses for short corridor, for a minimum of 4:  Contractors may choose from the following lenses: Confort 360 ,VX Physio 360, Biofit FF, Biofit, Definity 3, Biofit FFF, GT2 3D Wrap, GT 2 , Choice Plus, Sola HDV, Life Style, Nikon W, Zeiss individual progressive 2, RDL Persona Phd, RDL Persona, Signature HD, Authentik, BKS Technology, Balance Digital FP.  Digital progressive lenses with inner side progressive suitable for large frames designated as long corridor (18 mm and over);		The offer must indicate the brand of <b>DIGITAL</b> progressives for short and long corridor and provide a detailed description of the lenses offered. The technical specifications for the lenses must come from the manufacturer and stipulate that the lenses are multi-design.  Note: Progressives other than multi-design will not be accepted.  The lenses must have anti-reflective and scratch-resistant coating on both sides.  <b><i>The offerors must provide technical data sheets for each brand name digital progressive lense for long and short corridors.</i></b>  N.B. If the lenses are discontinued, please provide a manufacturer's letter which indicates the replacement model. The replacement models are subject to be approved by DND.

	Digital progressive lenses with progressive suitable for small frames designated as short corridor (15 to 17 mm).		
<b>h</b>	<p><b><u>High index lenses</u></b></p> <p>The Offeror must be able to offer the requirements for high index lenses as identified under Article 6 of Annex A - Statement of requirement.</p> <p>If a high index order is made outside the criteria (i.e. a prescription less than -6.00 or less than +5.00), the offeror must provide a 1.6 at no additional cost and the price must be the same as the price of high index -6.00 to -7.75 or +5.00 to +5.75.</p>		<p>In order to demonstrate that the Offeror meets this requirement, the offeror must state that the high index lenses proposed are available in all of the following refraction sizes:</p> <p>For corrections -6.00 to -7.75 spherical equivalent, and from +5.00 to +5.75 (negative cylinder without spherical equivalent), an index of refraction of 1.6 must be used.</p> <p>For corrections -8.00 to -9.75 spherical equivalent and +6.00 to +7.75 (negative cylinder without spherical equivalent), an index of refraction of 1.67 must be used.</p> <p>For corrections over -10.00 spherical equivalent and over +8.00 (negative cylinder without spherical equivalent), an index of refraction of 1.74 must be used.</p> <p>The lenses must have anti-reflective and scratch-resistant coating on both sides. A certification card must be given to the member.</p> <p><b><i>The offeror must submit this information in details with their offer using separate sheets since the space in this block is limited.</i></b></p>
<b>i</b>	<p><b><u>Safety lenses</u></b></p> <p>All lenses for safety frames provided by the Offeror must be in accordance with the current Canadian Standards Association (CSA) standards for Industrial Eye &amp; Face protectors.</p>		<p>To demonstrate that the Offeror meets this requirement, the Offeror must include a certification that the safety lenses offered meet the current Canadian Standards Association (CSA) Standards for Industrial Eye &amp; Face Protectors, i.e. CR-39 with a minimum central thickness of 3 mm.</p> <p>The lenses must have scratch-resistant coatings on both sides.</p>

			<b><i>The offeror must submit a certification with their offer.</i></b>
j	<p><b><u>Lenses (Ballistic)</u></b></p> <p>The Offeror must ensure all lenses for ballistic inserts are made of polycarbonate material with a scratch-resistant coating.</p>		<p>In order to demonstrate that the Offeror meets this requirement, the offer must describe in detail the ballistic inserts being offered.</p> <p><b><i>The offeror must submit this information in details with their offer using separate sheets since the space in this block is limited.</i></b></p>
k	<p><b><u>Coatings</u></b></p> <p>The following coatings must be provided:</p> <ol style="list-style-type: none"> <li>1. For all lenses—simple, bifocal, high index and <b>digital</b> progressive lenses—anti-reflective and scratch-resistant coatings on both sides (inner and outer) at no additional cost and with a warranty of at least two years for any manufacturing defect or normal use.</li> <li>2. For polycarbonate ballistic lenses, scratch-resistant.</li> <li>3. Tints in colored grey neutral with a minimum of fifteen percent (15%) light transmission.</li> </ol>		<p>In order to demonstrate that the Offeror meets this requirement, the offer must describe in detail the following:</p> <ol style="list-style-type: none"> <li>1. Anti-reflective coatings on both sides and scratch-resistant coatings will be applied to lenses at no additional cost and with a minimum two-year warranty;</li> <li>2. Scratch-resistant coatings will be applied to polycarbonate lenses on both sides;</li> <li>3. Only neutral grey tint with a minimum of fifteen percent (15%) light transmission will be used when colored lenses are requested. No substitute, photochromic or clip on will be authorized.</li> </ol> <p><b><i>The offeror must submit this information in details with their offer using separate sheets since the space in this block is limited.</i></b></p>
l	<p><b><u>Options</u></b></p> <p>No upgrade options will be offered .</p>		<b><i>The Offeror must provide a written statement that no upgrade options will be offered.</i></b>
m	<p><b><u>Facility</u></b></p> <p>The Offeror must describe a facility in accordance with Annex A - Statement of requirement.</p>		<b><i>The Offeror must provide a description of the facility being proposed for the St. Jean Garrison by addressing the following:</i></b>

	<p><b>A. For Off-Site Services</b>          The location of the facility for which off-site services are to be rendered accessible to members of the Canadian Forces (CF) and authorized civilians of the Department of National Defence (DND) must be within 20 minutes by car calculated from the gate at the main entrance to the DND St Jean Garrison base and while obeying all traffic signals and speed limits during the trip, except in adverse weather conditions.</p> <p><b>B. For On-Site Services</b></p> <p>A local will be provided to the Offeror.</p> <p>Written confirmation that the work schedule identified (day and times) in the offer can be met.</p> <p>The Offeror must provide their own equipment, for example lens meter, pupillometer, etc.</p> <p>Note: Once the standing offer has been issued, the Offeror will have up to two (2) weeks from its issuance date to get set up in the new location to provide the service.</p>		<p><b>A. For Off-Site Services</b>          The distance in minutes of the Offeror's facility from the DND St Jean Garrison base site.          Location and name of the facility;          Date the company opened for business;</p> <p>The facility's business days and hours: at least 9.00 to 17.00 , five days a week;          The name, telephone number and fax number.</p> <p><b>B. For On-Site Services</b></p> <p>The Offeror must be able to perform the work in accordance with the work schedule for the DND St. Jean Garrison base site.          (NB: Service hours may vary: From 07:00 in the morning up to 22:00 at night from Monday to Friday. On weekends, 07:00 to 16:00 could be required).</p> <p>The name, telephone number of the contact, if that information is different from paragraph A above.</p> <p>The Offeror or sub-contractor must be physically present on the days and during the times in accordance with the work schedule for the DND St. Jean Garrison base site.</p> <p>Note:          The Offeror cannot use the space provided by National Defence for services to the civilian population.</p> <p>Only DND 1615 form (Annex F) must be used to provide services to a military member.</p> <p><b><i>The offeror must submit this information in details with their offer using separate sheets since the space in this block is limited.</i></b></p>
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N° de l'invitation - Solicitation No.  
**W3380-14K029/B**  
N° de réf. du client - Client Ref. No.  
**W3380-14K029**

N° de la modif - Amd. No.  
**04**  
File No. - N° du dossier  
**MTA 4-37394**

Id de l'acheteur - Buyer ID  
**MTA309**  
N° CCC / CCC No./ N° VME - FMS

n	<p><b><u>Provision of ongoing services</u></b></p> <p>The Offeror must have procedures to maintain uninterrupted services and respond to normal or sudden increase in demands.</p>		<p>The Offeror must describe its proven procedures to maintain uninterrupted services and respond to normal and sudden increase in demands.</p> <p>Extended hours of operations (before or beyond normal business hours).</p> <p>Weekend hours.</p> <p>Team made up exclusively of qualified opticians/optometrists with a valid licence.</p> <p>Replacement scheme during vacation and/or busy periods.</p> <p>Note: The Offeror must be able to provide 'on-site' and 'off-site' service at the same time.</p> <p><b><i>The offeror must submit this information in details with their offer using separate sheets since the space in this block is limited.</i></b></p>
o	<p><b><u>Quality control</u></b></p> <p>The Offeror must have quality control processes and measures to ensure the quality requirements of the work as described at Annex A – Statement of requirement are met.</p>		<p>In order to meet this requirement, the Offeror is to provide details to demonstrate their quality control processes and measures. As a minimum, the following information must be addressed:</p> <p>Review to ensure prescriptions are accurately completed.</p> <p>One dedicated resource responsible for the coordination of all the work.</p> <p>Must ensure that no frames or lenses are out of stock.</p> <p>Must agree to inventory audits, service quality surveys on services as a whole.</p> <p>It is very important that the contractor's personnel are provided with the basic instruments (lens meter, pupillometer,</p>

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			service records and computerized records, for example).  <b><i>The offeror must submit this information in details with their offer using separate sheets since the space in this block is limited.</i></b>
p	Provide <b>two references</b> for two different clients for which the offeror provided eye wear services and services for accessories in a regular manner during the <u>past 3 years</u> from the closing date of the tender.		<b><i>The Offeror must complete the following sections mandatorily for a minimum of two (2) different clients :</i></b>  <b>1. Name of client for a contract that was executed:</b> Description of the mandate: Period of the mandate: From/to date. Name of the contact person at the client: Telephone number of the contact person at the client.  <b>2.Name of client for a contract that was executed:</b> Description of the mandate: Period of the mandate: From/to date. Name of the contact person at the client. Telephone number of the contact person at the client.  Note: The Crown reserves the right to check the references listed.  <b><i>The offeror must submit this information in details with their offer using separate sheets since the space in this block is limited.</i></b>

- All other terms and conditions remain the same.