



RETURN BIDS TO:
RETOURNER LES SOUMISSIONS À:
Bid Receiving - PWGSC / Réception des
soumissions - TPSGC
11 Laurier St. / 11, rue Laurier
Place du Portage , Phase III
Core 0B2 / Noyau 0B2
Gatineau, Québec K1A 0S5
Bid Fax: (819) 997-9776

REQUEST FOR PROPOSAL
DEMANDE DE PROPOSITION

**Proposal To: Public Works and Government
Services Canada**

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: Travaux Publics et Services
Gouvernementaux Canada**

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

Title - Sujet Shuttle Bus Service in the NCR	
Solicitation No. - N° de l'invitation W5942-16TN01/A	Date 2015-12-18
Client Reference No. - N° de référence du client W5942-16TN01	
GETS Reference No. - N° de référence de SEAG PW-\$\$LP-003-68668	
File No. - N° de dossier Ip003.W5942-16TN01	CCC No./N° CCC - FMS No./N° VME
Solicitation Closes - L'invitation prend fin at - à 02:00 PM on - le 2016-01-27	Time Zone Fuseau horaire Eastern Standard Time EST
F.O.B. - F.A.B. Plant-Usine: <input type="checkbox"/> Destination: <input type="checkbox"/> Other-Autre: <input type="checkbox"/>	
Address Enquiries to: - Adresser toutes questions à: Tremblay, Jacynthe	Buyer Id - Id de l'acheteur 1p003
Telephone No. - N° de téléphone (819) 420-2995 ()	FAX No. - N° de FAX (819) 956-4944
Destination - of Goods, Services, and Construction: Destination - des biens, services et construction: Specified Herein Précisé dans les présentes	

Instructions: See Herein

Instructions: Voir aux présentes

Vendor/Firm Name and Address

**Raison sociale et adresse du
fournisseur/de l'entrepreneur**

Issuing Office - Bureau de distribution

Travel Procurement Services Division/Division des services
d'approvisionnement en voyage
Place due Portage, Phase III, 7B3
Portage III 7B3
11, rue Laurier/11 Laurier St.
Gatineau
Québec
K1A 0S5

Delivery Required - Livraison exigée See Herein	Delivery Offered - Livraison proposée
Vendor/Firm Name and Address Raison sociale et adresse du fournisseur/de l'entrepreneur	
Telephone No. - N° de téléphone Facsimile No. - N° de télécopieur	
Name and title of person authorized to sign on behalf of Vendor/Firm (type or print) Nom et titre de la personne autorisée à signer au nom du fournisseur/ de l'entrepreneur (taper ou écrire en caractères d'imprimerie)	
Signature	Date

**REQUEST FOR PROPOSAL
SHUTTLE BUS SERVICE FOR THE DEPARTMENT OF NATIONAL DEFENCE (DND)**

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PART 1 - GENERAL INFORMATION

1.1 Statement of Work

The Department of National Defence (DND) Canadian Forces Support Unit Ottawa [CFSU(O)] provides shuttle bus service support to all military and civilian personnel within the National Capital Region (NCR). The CFSU(O) has a number of shuttle bus routes; however, with the amalgamation of the Carling Campus and the state of the current shuttle bus service provided by Transport Uplands, a contracted shuttle bus service is required to manage the heavier than usual workload.

The requirement is to acquire a shuttle bus service for the NCR that is efficient, speedy and flexible, and that meets our customers' requirements as stipulated at Annex A. – Statement of Work.

The service will be provided from 01 July 2016 to 31 July 2018, with two (2) optional period of one (1) year (01 August 2018 to 31 July 2019 and 01 August 2019 to 31 July 2020).

The Contractor must, on a daily basis (Monday-Friday), provide a shuttle bus service to all military and civilian personnel employed by the Department of National Defence and the Canadian Armed Forces (DND/CAF) and supported by the CFSU(O) within the NCR.

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 period under the same conditions. The Contractor agrees that, during the extended period of the Contract, it will be paid in accordance with the applicable provisions as set out in the Basis of Payment.

Canada may exercise this option at any time by sending a written notice to the Contractor at least thirty (30) calendar days 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 contract amendment.

1.2 Debriefings

After contract award, 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.

1.3 Trade Agreements

The requirement is subject to the provisions of the Agreement on Internal Trade (AIT).

1.4 Canadian Content

The requirement is limited to Canadian goods and/or services.

PART 2 - BIDDER INSTRUCTIONS

2.1 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>) 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.

The 2003 (2015-02-25) Standard Instructions - Goods or Services - Competitive Requirements, are incorporated by reference into and form part of the bid solicitation.

Subsection 5.4 of [2003](#), Standard Instructions - Goods or Services - Competitive Requirements, is amended as follows:

Delete: 60 days Insert: 90 days

2.2 Submission of Bids

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

2.3 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 FPSs, 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 FPSs 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.

2.4 Enquiries - Bid Solicitation

All enquiries must be submitted in writing to the Contracting Authority no later than five (5) calendar day 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 questions or may request that the Bidder do so, so that the proprietary nature of the question is eliminated, and the enquiry can be answered with copies to all bidders. Enquiries not submitted in a form that can be distributed to all bidders may not be answered by Canada.

2.5 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

3.1 Bid Preparation Instructions

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

Section I: Technical Bid (1 hard copy)

Section II: Financial Bid (1 hard copy)

Section III: Certifications (1 hard 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.

In April 2006, Canada issued a policy directing federal departments and agencies to take the necessary steps to incorporate environmental considerations into the procurement process [Policy on Green Procurement](http://www.tpsgc-pwgsc.gc.ca/ecologisation-greening/achats-procurement/politique-policy-eng.html) (<http://www.tpsgc-pwgsc.gc.ca/ecologisation-greening/achats-procurement/politique-policy-eng.html>). To assist Canada in reaching its objectives, bidders should:

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

Section I: Technical Bid

1. In their technical bid, bidders should explain and demonstrate how they propose to meet the requirements on how they will carry out the Requirement defined at Annex "A" – Statement of Work.

Section II: Financial Bid

Bidders must submit their financial bid in accordance with the Basis of Payment at Annex D. The total amount of applicable taxes must be shown separately, if applicable.

Section III: Certifications

Bidders must submit the certifications required under Part 5.

PART 4 - EVALUATION PROCEDURES AND BASIS OF SELECTION

4.1 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.

4.1.1 Technical Evaluation

4.1.1.1 Mandatory Technical Criteria

Bidders are required to comply with all the mandatory criteria below to be considered responsive; a bid must meet all of the mandatory requirements of this bid solicitation. Bidders that submit proposals that are determined to be non-responsive will receive no further consideration.

Each mandatory technical criterion should be addressed separately.

- M.1** The Bidder must certify in their bid that they can meet all of the requirements and specifications stipulated in the Statement of Work at Annex A.

Bidder Instructions:

In addition to the certification, the Bidder should provide details on their proposed vehicles, including the following:

1. proposed make(s) and model(s) of vehicles; and
2. for each proposed make and model of vehicle:
 - a. seating capacity (number of passenger seats) per vehicle;
 - b. inside height;
 - c. wheel chair access capacity of load in kg or lbs;
 - d. wheel chair access width usable of the platform in mm or inches; and
 - e. wheel chair access length usable of the platform in mm or inches.

- M.2** The Bidder must demonstrate in their bid that they possess at least three (3) years, within the last five (5) years, of experience delivering shuttle bus services with a minimum of two (2) shuttle buses operating simultaneously. Client references may be contacted to verify this information.

Bidder Instructions:

- The Bidder should provide complete details as to where, when, month and year, and how the stated experience was obtained.
- The Bidder is requested to provide two (2) client references and any additional client references necessary to verify the minimum experience required. The following

information is requested: business name, address, contact person and contact information, as well as the period(s) (start and end dates) during which services were provided.

4.1.2 Financial Evaluation

The price of the bid will be evaluated in Canadian dollars, the Goods and Services Tax or the Harmonized Sales Tax excluded, as submitted in Annex D - Basis of Payment.

4.2 Basis of Selection

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.

Lowest evaluated price of this requirement will be based on the sum of the total monthly rates for the period of July 01, 2016 to August 31, 2018 inclusive and the total monthly rates for the two (2) optional years as described at Annex D –Basis of Payment.

PART 5 - CERTIFICATIONS AND ADDITIONAL INFORMATION

Bidders must provide the required certifications and additional 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 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 will render the bid non-responsive or constitute a default under the Contract.

5.1 Certifications Required with the Bid

Bidders must submit the following duly completed certifications as part of their bid.

5.1.1 Declaration of Convicted Offences

As applicable, pursuant to subsection Declaration of Convicted Offences of section 01 of the Standard Instructions, the Bidder must provide with its bid, a completed [Declaration Form](http://www.tpsgc-pwgsc.gc.ca/ci-if/formulaire-form-eng.html) (<http://www.tpsgc-pwgsc.gc.ca/ci-if/formulaire-form-eng.html>), to be given further consideration in the procurement process.

5.2 Certifications Precedent to Contract Award and Additional Information

The certifications and additional information listed below should be submitted with the bid, but may be submitted afterwards. If any of these required certifications or additional information 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 provide the certifications or the additional information listed below within the time frame provided will render the bid non-responsive.

5.2.1 Integrity Provisions - List of Names

Bidders who are incorporated, including those bidding as a joint venture, must provide a complete list of names of all individuals who are currently directors of the Bidder.

Bidders bidding as sole proprietorship, as well as those bidding as a joint venture, must provide the name of the owner(s).

Bidders bidding as societies, firms or partnerships do not need to provide lists of names to provide the related documentation or to comply with the request of the Contracting Authority for additional information will also render the bid non-responsive.

5.2.2 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](http://www.labour.gc.ca/eng/standards_equity/eq/emp/fcp/list/inelig.shtml)" list (http://www.labour.gc.ca/eng/standards_equity/eq/emp/fcp/list/inelig.shtml) available from Employment and Social Development Canada (ESDC) - 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.

5.2.3 Additional Certifications 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 so inform the Bidder and provide the Bidder with a time frame within which to meet the requirement. Failure to comply with the request of the Contracting Authority and meet the requirement within that time period will render the bid non-responsive.

5.2.3.1 Canadian Content Certification

5.2.3.1.1 *SACC Manual* clause A3050T (2010-01-11) Canadian Content Definition

5.2.3.1.2 This procurement is limited to Canadian services.

The Bidder certifies that:

() the service offered is a Canadian service as defined in paragraph 2 of clause A3050T.

PART 6 - RESULTING CONTRACT CLAUSES

6.1 Security Requirement

There is no security requirement associated with the requirement.

6.2 Statement of Requirement

The Contractor must provide the services described at Annex A - Statement of Work.

6.3 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.

6.3.1 General Conditions

2010C (2015-09-03), General Conditions - Services (Medium Complexity) apply to and form part of the Contract.

6.4 Term of Contract

6.4.1 Period of Contract

The Period of the contract is from the date of issuance to August 31, 2018 inclusive.

6.4.2 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 period under the same conditions. The Contractor agrees that, during the extended period of the Contract, it will be paid in accordance with the applicable provisions as set out in the Basis of Payment.

Canada may exercise this option at any time by sending a written notice to the Contractor at least thirty (30) calendar days 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 contract amendment.

6.5 Authorities

6.5.1 Contracting Authority

The Contracting Authority for the Contract is:
Jacynthe Tremblay, Supply Specialist
PWGSC -Travel Procurement Services Division - LP
11 Laurier Street, 6B3-12
Gatineau QC K1A 0S5
Telephone: 819-934-0768
Facsimile: 819-956-4944
E-mail address: jacynthe.tremblay@tpsgc-pwgsc.gc.ca

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.

6.5.2 Project Authority

The Project Authority for the Contract is: ***To be inserted at Contract award.***

The Project 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 Project Authority, however the Project 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.

6.5.3 Procurement Authority

The Procurement Authority for the Contract is: ***To be inserted at Contract award.***

The Procurement Authority is the representative of the department or agency for whom the Work is being carried out under the Contract. The Procurement Authority is responsible for the implementation of tools and processes required for the administration of the Contract. The Contractor may discuss administrative matters identified in the Contract with the Procurement Authority however the Procurement Authority has no authority to authorize changes to the scope of the Work. Changes to the scope of Work can only be made through a contract amendment issued by the Contracting Authority.

6.5.4 Contractor's Representative

To be added at the award of the Contract

6.6 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.

6.7 Payment

6.7.1 Basis of Payment

In consideration of the Contractor satisfactorily completing all of its obligations under the Contract, the Contractor will be paid firm rates, as specified in Annex D, Basis of Payment, Goods and Services Tax or Harmonized Sales Tax is extra, if applicable.

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

6.7.2 Limitation of Price

SACC *Manual* clause [C6000C](#) (2011-05-16) Limitation of Price

6.7.3 Method of Payment - Monthly Payment

Canada will pay the Contractor on a monthly 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.

6.8 Invoicing

6.8.1 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.

6.8.1.2 Invoices must be distributed as follows:

- a) The original and one (1) copy must be forwarded to the following address for certification and payment.

To be inserted at Contract award.

- b) One (1) copy must be forwarded to Contracting Authority.

6.9 Certifications

6.9.1 Compliance

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.

6.10 Applicable Laws

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

6.11 Priority of Documents

If there is a discrepancy between the wordings 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 (2015-09-03), General Conditions - Services (Medium Complexity);
(c) annex A, Statement of Requirement;
(d) annex D, Basis of Payment;
(e) the Contractor's bid dated _____

6.12 Insurance Requirements

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

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

Solicitation No. - N° de l'invitation
W5942-16TN01/A
Client Ref. No. - N° de réf. du client
W5942-16TN01

Amd. No. - N° de la modif.
File No. - N° du dossier
Ip003W5942-16TN01

Buyer ID - Id de l'acheteur
Ip003
CCC No./N° CCC - FMS No./N° VME

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

Annex A – Statement of Work

Shuttle Bus Service

1. Background

- 1.1 The Department of National Defence (DND) Canadian Forces Support Unit Ottawa [CFSU(O)] provides shuttle bus service support to all military and civilian personnel within the National Capital Region (NCR). The CFSU(O) has a number of shuttle bus routes; however, with the amalgamation of the Carling Campus and the state of the current shuttle bus service provided by Transport Uplands, a contracted shuttle bus service is required to manage the heavier than usual workload.

2. Objective

- 2.1 The Objective is to acquire a shuttle bus service for the NCR that is efficient, speedy and flexible, and that meets our customers' requirements.

3. Scope

- 3.1 The Contractor must, on a daily basis (Monday-Friday), provide a shuttle bus service to all military and civilian personnel employed by the Department of National Defence and the Canadian Armed Forces (DND/CAF) and supported by the CFSU(O) within the NCR. The service will be provided from 01 July 2016 to 31 July 2018, with two (2) optional period of one (1) year (01 August 2018 to 31 July 2019 and 01 August 2019 to 31 July 2020)

4. Requirement

- 4.1 To provide a dedicated shuttle bus service for the DND/CAF in the NCR. This service is required between the following locations:
- Carling Campus – **3500 Carling Avenue**, Ottawa Ontario;
 - National Defence Headquarters (NDHQ) – **101 Colonel by Drive**, Ottawa Ontario;
 - Albert/Kent – **294 Albert Street**, Ottawa Ontario;
 - Queen/Kent – **300 Queen Street**, Ottawa Ontario;
 - National Printing Bureau (NPB) – **45 boulevard Sacré-Cœur, Hull Sector**, Gatineau Quebec;
 - Hôtel-de-Ville (HDV) – **105 rue de l'Hôtel-de-Ville, Hull Sector**, Gatineau Québec;
 - Louis Saint-Laurent (LStL) – **555 boulevard de la Carrière, Hull Sector**, Gatineau Québec;
 - Star Top – **1600 Star Top Road**, Ottawa Ontario;
 - Montfort Hospital – **713 Montreal Road**, Ottawa Ontario;
 - Labelle/CANEX – **4210 Labelle Street**, Ottawa Ontario; and
 - Coventry – **285 Coventry Road**, Ottawa Ontario.

Note: There may be a requirement during all or part of the contract period to add or remove one (1) or two (2) shuttle stops.

5. Specifications

- 5.1 Seven (7) shuttle buses, each equipped with wheel chair lift access and a qualified driver, are required to deliver service as per the schedule detailed in Annex B. The daily schedule starts with the first departure as early as 7:00 hrs and ends with the last drop off as late as 16:10 hrs or later in the event of delays due to traffic or other reasons. The shuttle bus service is required Monday through Friday, excluding statutory and provincial holidays (i.e. 1st Monday in August for the

province of Ontario and the 24th of June for the province of Quebec). During the Christmas/New Year holiday season, only five (5) buses will be required. A special schedule will be provided for the following periods:

- A. 23 December 2016 to 06 January 2017;
- B. 22 December 2017 to 05 January 2018;
- C. 21 December 2018 to 04 January 2019 if the option period is exercised; and
- D. 23 December 2019 to 03 January 2020 if the option period is exercised.

6. **Operating Requirements**

6.1 The Contractor must meet the following requirements:

- a. the Contractor must be licensed to transport passengers between all locations in Ontario and Quebec specified herein, as per the scope of work detailed herein and in accordance with the applicable law(s), during the entire period of the Contract. Within three (3) weeks of contract award, the Contractor must provide proof of licensing; and
- b. the Contractor must have liability insurance during the entire period of the Contract.

7. **Shuttle Bus Requirements**

7.1 The seven (7) shuttle buses and any replacement bus must meet the following requirements:

- c. the minimum passenger seating capacity per bus must be between seventeen (17) and twenty-seven (27) seats, plus one (1) designated wheel chair position;
- d. buses must not be more than three (3) years old at any time during the entire period of the contract;
- e. buses must be of stand up type with at least 72 inches in height inside;
- f. passenger access on buses must be located on the right side of the vehicle;
- g. buses must be equipped with wheel chair lift access and it must be located on the right side or at the back of the vehicle;
- h. each bus seat must be equipped with a functioning seat belt;
- i. buses must be equipped with a sufficiently stocked first aid kit and a functioning fire extinguisher during the entire period of the contract;
- j. buses must have functioning heating and air conditioning systems providing comfortable temperatures;
- k. if a bus becomes unserviceable, a replacement bus of equal standard or better must be provided within two (2) hours of the call being placed with the Contractor;
- l. buses must be properly maintained/serviced to reduce the potential for breakdowns;
- m. buses must be cleaned on a regular basis to ensure an acceptable level of cleanliness;
- n. buses must have valid vehicle safety certificates, registrations and insurance required to operate in Ontario or Ontario and Quebec, as applicable, in accordance with the applicable law(s), during the entire period of the Contract; and

- o. bilingual (English and French) signage must be displayed in buses to identify the Transportation Section telephone number for complaints, **will be inserted at award.**

8. **Wheel Chair Access Specifications**

8.1 The minimum wheel chair access specifications are as follows:

- a. rated capacity of load: 363 kg (800 lbs);
- b. width usable of the platform: 838 mm (33");
- c. length usable of the platform: 1270 mm (50");
- d. must have a manual auxiliary system; and
- e. proper tie-downs for wheel chairs must be provided.

9. **Driver Requirements and Tasks**

9.1 The Contractor must provide seven (7) drivers and as required, back-up drivers. All drivers and back-up drivers must meet the following requirements/perform the following tasks:

- a. drivers must meet the standards of the profession, be fully bilingual (English and French), courteous and professional at all times, and provide quality service;
- b. drivers must have passed a criminal records check and at any time during the entire period of the Contract, must not have been convicted or found guilty within the preceding five (5) years of any offence under the Criminal Code of Canada;
- c. drivers must provide continuous service as per the scheduled detailed in Appendix 1 (approximately eight (8) to ten (10) hours per day, including a thirty (30) minute break over the lunch period);
- d. back-up drivers must be available in case of illness or vacation for the entire period of the Contract;
- e. drivers must possess a valid driver's license required to operate the vehicle during the entire period of the Contract; Drivers must possess a valid driver's license and a vehicle safety certificate must be available at all times.
- f. when requested, drivers must show the vehicle safety certificate;
- g. drivers must gather statistical information on log sheets regarding the number of passengers per run (the log sheets to be used will be provided in electronic format – the Contractor is responsible for printing copies);
- h. drivers must verify passengers' identification passes (samples will be provided);
- i. drivers must wear clothes and other apparel that are clean and suitable for a business environment;
- j. drivers must each have a mobile telephone (or similar device) while operating a bus to ensure smooth and efficient service;

-
- k. drivers must display bilingual (English and French) signage in buses to identify destination;
 - l. drivers must be fully trained in and perform the safe operation of the wheel chair lift and the proper securing of the wheel chair or scooter and its occupant, as required;
 - m. if required, drivers must move the bus closer to the building to facilitate the loading of an individual with a wheel chair or scooter;
 - n. drivers must ensure that aisles in buses remain clear at all times; no standees are permitted;
 - o. idle policy – no vehicle idle is permitted at designated shuttle stops while stopped and waiting for the next departure, while the driver is not on board or beyond a 3-minute warm-up/cool down period, except while the driver is operating the wheel chair lift;
 - p. no ignition key must be left on board buses at designated shuttle stops while the driver is not on board, except while the driver is operating the wheel chair lift; and
 - q. parking at designated shuttle stops is not authorized during driver breaks.

10. **Other Requirements and Tasks**

10.1 The Contractor must ensure that the following requirements are met/tasks are performed:

- a. all log sheets completed by drivers to gather statistical information regarding the number of passengers per run must be attached to monthly invoices;
- b. in the event of a vehicle breakdown, accident or delay, the Transportation Section must be contacted immediately at (will be inserted at award) and advised of the interruption in service. A written letter or report may also be required; and
- c. the Transportation Section must be advised of any problem encountered with the clients using the shuttle service. A written letter or report may be required.

Annex B

Shuttle Schedules

ROUTE 1

Carling	Kent (Queen)	NDHQ	Carling
0700	0730	0745	0830
0835	0905	0920	1005
1010	1040	1055	1140
1215	1245	1300	1345
1350	1420	1435	1520
1525	1555	1610	

ROUTE 1-A

NDHQ	Kent (Albert)	Carling	NDHQ
0700	0715	0745	0830
0835	0850	0920	1005
1010	1025	1055	1140
1215	1230	1300	1345
1350	1405	1435	1520
1525	1540	1610	

ROUTE 2

LSL	NDHQ	LSL
0730	0800	0830
0835	0905	0935
0940	1010	1040
1045	1115	1145
1215	1245	1315
1320	1350	1420
1425	1455	1525
1530	1600	

ROUTE 3

NDHQ	Coventry	Labelle	Montford	NDHQ
0700	0715	0730	0745	0800
0805	0820	0835	0850	0905
0910	0925	0940	0955	1010
1015	1030	1045	1100	1115
1120	1135	1150	1205	1220
1250	1305	1320	1335	1350
1355	1410	1425	1440	1455
1500	1515	1530	1545	1600

ROUTE 3A

Montford	Labelle	Coventry	NDHQ	Montford
0730	0745	0800	0815	0830
0830	0845	0900	0915	0930
0930	0945	1000	1015	1030
1030	1045	1100	1115	1130
1130	1145	1200	1215	1230
1300	1315	1330	1345	1400
1400	1415	1430	1445	1500
1500	1515	1530	1545	1600

ROUTE 4

Star Top	Montford	NDHQ	Star Top
0730	0740	0755	0815
0820	0830	0845	0905
0910	0920	0935	0955
1000	1010	1025	1045
1050	1100	1115	1135
1140	1150	1205	1225
1300	1310	1325	1355
1330	1340	1355	1415
1420	1430	1445	1505
1510	1520	1535	1555

ROUTE 5

NPB	HDV	NDHQ	NPB
0700	0710	0725	0745
0810	0818	0835	0845
0850	0858	0915	0925
0930	0938	0955	1005
1010	1018	1035	1045
1050	1058	1115	1125
1130	1138	1155	1205
1235	1243	1300	1310
1315	1323	1340	1350
1355	1403	1420	1430
1435	1443	1500	1510
1515	1523	1540	1550

CARLING	3500 Carling Avenue, Ottawa
KENT	300 Queen Street, Ottawa 294 Albert Street, Ottawa
NDHQ	101 Colonel By Drive, Ottawa
COVENTRY	285 Coventry Road, Ottawa
LABELLE	4210 Labelle Street, Ottawa
LSL	555 Boulevard de la Carrière, Gatineau
MONTFORT	713 Montreal Road, Ottawa
STAR TOP	1600 Star Top Road, Ottawa
NPB	45 Boulevard Sacré-Coeur, Gatineau
HDV	105 Rue de l'Hôtel de Ville, Gatineau

ANNEX C
INFORMATION and CONTACTS

1. Bidder Information	
Name:	
Position/Title:	
Telephone number:	
Cellular number:	
Fax number:	
E-mail address:	
2. Company Information	
Name:	
Street Address:	
City:	
Province:	
Postal Code:	
Direct Phone Number:	
Fax Number:	
Toll Free Number:	
Website Address:	
PBN:	

Note: Procurement Business Number (PBN)

If you do not have a PBN, please obtain your number using the following instructions:

Canadian suppliers are required to have a Procurement Business Number (PBN) before contract Award. Suppliers may register for a PBN in the Supplier Registration Information system (SRI) on line at: <https://buyandsell.gc.ca/for-businesses/selling-to-the-government-of-canada/register-as-a-supplier>

For non-Internet registration, suppliers may contact SRI InfoLine at 1-800-811-1148 to obtain the telephone number of the nearest Supplier Registration Agent.

ANNEX D
BASIS OF PAYMENT

The bidder must provide services in accordance with Annex A – Statement of Work at the following rates.

Basis of payment will be firm monthly rate per bus, applicable taxes are extra.

Pricing first period (25 months) from July 01, 2016 to July 31, 2018, inclusive.

Bus #1: \$ _____ firm monthly rate per driver and vehicle.
Bus #1-A: \$ _____ firm monthly rate per driver and vehicle.
Bus #2: \$ _____ firm monthly rate per driver and vehicle.
Bus #3: \$ _____ firm monthly rate per driver and vehicle.
Bus #3-A: \$ _____ firm monthly rate per driver and vehicle.
Bus #4: \$ _____ firm monthly rate per driver and vehicle.
Bus #5: \$ _____ firm monthly rate per driver and vehicle.

GST or HST - extra to above monthly rates.

Pricing optional one (1) year from August 01, 2018 to July 31, 2019, inclusive.

Bus #1: \$ _____ firm monthly rate per driver and vehicle.
Bus #1-A: \$ _____ firm monthly rate per driver and vehicle.
Bus #2: \$ _____ firm monthly rate per driver and vehicle.
Bus #3: \$ _____ firm monthly rate per driver and vehicle.
Bus #3-A: \$ _____ firm monthly rate per driver and vehicle.
Bus #4: \$ _____ firm monthly rate per driver and vehicle.
Bus #5: \$ _____ firm monthly rate per driver and vehicle.

GST or HST - extra to above monthly rates.

Solicitation No. - N° de l'invitation
W5942-16TN01/A
Client Ref. No. - N° de réf. du client
W5942-16TN01

Amd. No. - N° de la modif.
File No. - N° du dossier
Ip003W5942-16TN01

Buyer ID - Id de l'acheteur
Ip003
CCC No./N° CCC - FMS No./N° VME

Pricing optional one (1) year from August 01, 2019 to July 31, 2020, inclusive.

Bus #1: \$ _____ firm monthly rate per driver and vehicle.

Bus #1-A: \$ _____ firm monthly rate per driver and vehicle.

Bus #2: \$ _____ firm monthly rate per driver and vehicle.

Bus #3: \$ _____ firm monthly rate per driver and vehicle.

Bus #3-A: \$ _____ firm monthly rate per driver and vehicle.

Bus #4: \$ _____ firm monthly rate per driver and vehicle.

Bus #5: \$ _____ firm monthly rate per driver and vehicle.

GST or HST - extra to above monthly rates.

ANNEX E - INSURANCE REQUIREMENT

1. COMMERCIAL GENERAL LIABILITY INSURANCE

- 1.1 The Contractor must obtain Commercial General Liability Insurance, and maintain it in force throughout the duration of the Contract, in an amount usual for a contract of this nature, but for not less than \$2,000,000 per accident or occurrence and in the annual aggregate.
- 1.2 The Commercial General Liability policy must include the following:
- a) Additional Insured: Canada is added as an additional insured, but only with respect to liability arising out of the Contractor's performance of the Contract. The interest of Canada should read as follows: Canada, as represented by Public Works and Government Services Canada.
 - b) Bodily Injury and Property Damage to third parties arising out of the operations of the Contractor.
 - c) Products and Completed Operations: Coverage for bodily injury or property damage arising out of goods or products manufactured, sold, handled, or distributed by the Contractor and/or arising out of operations that have been completed by the Contractor.
 - d) Personal Injury: While not limited to, the coverage must include Violation of Privacy, Libel and Slander, False Arrest, Detention or Imprisonment and Defamation of Character.

2. AUTOMOBILE LIABILITY INSURANCE

- 2.1 The Contractor must obtain Automobile Liability Insurance, and maintain it in force throughout the duration of the Contract, in an amount usual for a contract of this nature, but for not less than \$2,000,000 per accident or occurrence.
- 2.2 The policy must include the following:
- a) Third Party Liability - \$2,000,000 Minimum Limit per Accident or Occurrence
 - b) Accident Benefits - all jurisdictional statutes
 - c) Uninsured Motorist Protection
 - d) Notice of Cancellation: The Insurer will endeavour to provide the Contracting Authority thirty (30) days written notice of cancellation.
 - e) Permission to Carry Passengers for Compensation or Hire
 - f) Public Passenger Vehicles Endorsement
 - g) OPCF/SEF/QEF #6f - Public Passenger Vehicles - Combined Limits for Passengers and road liability Passenger Hazard/Bodily Injury Minimum Limits required:
 - 8 to 12 Passengers: \$5,000,000
 - 13 or more Passengers: \$8,000,000
 - h) Liability for Physical Damage to Non-owned Automobiles: Ontario OPCF 27 or 27B / Quebec:QEF #27 / Other Provinces: SEF#27