

Annex A – Statement of work Small Appliance Repairs

The Correctional Service Canada has a requirement to provide, on an as and when required basis, maintenance services on approximately 35 automatic washer and dryers and 25 refrigerators, of various makes and models, located throughout Dorchester Penitentiary medium sector and Shepody Healing centre in Dorchester, New Brunswick, and 74 fridges, 37 washers & dryers of various makes and models, located throughout Dorchester Penitentiary minimum sector.

1.1 Background:

Daily usage causes wear and tear of these machines. In the medium sector for all ranges, the washers and dryers are the only laundry facilities available to the offenders and are used numerous times throughout the day. In the minimum sector, the appliances function similar to apartment living with between 6-8 occupants so the appliances are used daily as well.

1.2 Objectives:

To provide specialized service in the repair of appliances to maintain good working order for all small appliances in the Dorchester Complex.

1.3 Tasks:

The supplier must provide all labour tools, equipment, parts and travel costs necessary to provide the required service. ** The supplier must be responsible to obtain parts as required which then be reimbursed by CSC at Manufacturer's list price. ** The contractor must request direction from the Departmental Representative prior to replacing any component.

Service must be provided within 24 hours of receipt of a call-up during regular institutional business hours (Monday to Friday).

The supplier must be equipped to receive problem calls via telephone, telephone answering machine, beeper, cell phone or other communication devices and must respond within one hour with Dorchester Penitentiary to arrange a time to come in to perform the repair and maintenance service.

1.4 Deliverables

The contractor must analyse and recommend solutions for the repair or replacement of appliances. The supplier must make good on any loss or damage caused as a result of this work. No work can be started until authorization is given to do so by the Project Authority or his / her delegate. All work will be performed subject to the inspection and acceptance by the Project Authority.

The supplier must be escorted at all times by either a member of Correctional Service Canada or Corp. of Commissionaires. The supplier must provide a list of tools which will be brought into institution. The commissionaire will check the tools list to verify that all tools brought into the institution are leaving the institution. After the tool list check is completed and all the tools are accounted for, then the supplier may leave the institution with his tools. If there is a missing tool, the commissionaire reports the missing item to the correctional manager to have search done for missing tool. This tool check is a security requirement by the Dorchester Penitentiary Complex.

1.5 Location of Work:

The Contractor must perform the work at the following locations:

Site # 1& 2 - Dorchester Penitentiary Medium Sector /Shepody Healing Centre

4902 Main Street

Dorchester NB E4K 2Y9

Project Authority; Claude Chavarie Chief Material Management/SIS

(506) 379-4614

Site # 3 –Dorchester Penitentiary Minimum Sector

4902A Main Street

Dorchester NB E4K 2Y9

Project Authority; Claude Chavarie Chief Material Management/SIS

(506) 379-4614

Travel to the locations mentioned above will be required for performance of the work under this contract.

1.6 Language of Work:

The contractor must perform all work in either French or English