



**RETURN BIDS TO:
RETOURNER LES SOUMISSIONS À:**

Office of the Secretary to the Governor General
Bureau du secrétaire du gouverneur général
Email: OSGGContracts@gg.ca
Attn: Anik Devlin

**REQUEST FOR PROPOSAL
DEMANDE DE PROPOSITION**

Proposal To: Office of the Secretary to the Governor General

We hereby offer to sell to 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 thereof.

Proposition aux: Bureau du secrétaire du gouverneur général

Nous offrons par la présente de vendre au 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-annexées, au(x) prix indiqué(s).

Instructions : See Herein
Instructions: Voir aux présentes

Issuing Office – Bureau de distribution

Office of the Secretary to the Governor General
Bureau du secrétaire du gouverneur général
Materiel Management | Gestion du matériel
1, promenade Sussex Drive
Ottawa, Ontario K1A 0A1

Title – Sujet	
Hospitality Services	
Solicitation No. – N° de l'invitation	Date
OSGG-BSGG-15-1611	March 23, 2016
Solicitation Closes – L'invitation prend fin	Time Zone Fuseau horaire
at – à 2:00 PM on – le May 3, 2016	Eastern Daylight Savings Time (EDST)
F.O.B. - F.A.B.	
Plant-Usine: <input type="checkbox"/> Destination: <input checked="" type="checkbox"/> Other-Autre: <input type="checkbox"/>	
Address Inquiries to: - Adresser toutes questions à :	
OSGGContracts@gg.ca	
Telephone No. – N° de téléphone :	
613-949-4820	
Destination – of Goods, Services, and Construction: Destination – des biens, services et construction :	
See Herein	
Delivery required - Livraison exigée	
See Herein	
Vendor/firm Name and address Raison sociale et adresse du fournisseur/de l'entrepreneur	
Facsimile No. – N° de télécopieur Telephone No. – N° de téléphone	
Name and title of person authorized to sign on behalf of Vendor/firm Nom et titre de la personne autorisée à signer au nom du fournisseur/de l'entrepreneur	
(type or print)/ (taper ou écrire en caractères d'imprimerie)	
Signature	Date



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PART 1 - GENERAL INFORMATION

1.1 Security Requirements

1.1.1 At the date of bid closing, the following conditions must be met:

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

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

1.2 Statement of Work

1.2.1 The Work to be performed is detailed under Article 6.2 of the resulting contract clauses

1.3 Office of the Procurement Ombudsman (OPO)

1.3.1 The Office of the Procurement Ombudsman (OPO) was established by the Government of Canada to provide an independent avenue for suppliers to raise complaints regarding the award of contracts under \$25,000 for goods and under \$100,000 for services. You have the option of raising issues or concerns regarding the solicitation, or the award resulting from it, with the OPO by contacting them by telephone at 1-866-734-5169 or by email at opo-boa@opo-boa.gc.ca. You can also obtain more information on the OPO services available to you at their website at www.opo-boa.gc.ca

1.4 Debriefings

1.4.1 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 from receipt of the results of the bid solicitation process. The debriefing may be in writing, by telephone or in person.

1.5 Trade Agreements

1.5.1 The requirement is subject to the provision of the World Trade Organization Agreement on Government Procurement (WTO-AGP), the North American Free Trade Agreement (NAFTA), and the Agreement on Internal Trade (AIT).



PART 2 - BIDDER INSTRUCTIONS

2.1 Standard Instructions, Clauses and Conditions

- 2.1.1 All instructions, clauses and conditions identified in the bid solicitation by number, date and title are set out in the [Standard Acquisition Clauses and Conditions Manual](https://buyandsell.gc.ca/policy-and-guidelines/standard-acquisition-clauses-and-conditions-manual) (<https://buyandsell.gc.ca/policy-and-guidelines/standard-acquisition-clauses-and-conditions-manual>) issued by Public Works and Government Services Canada.
- 2.1.2 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.
- 2.1.3 The [2003](#) (2015-07-03) Standard Instructions - Goods or Services - Competitive Requirements, are incorporated by reference into and form part of the bid solicitation.
- 2.1.4 Subsection 5.4 of [2003](#), Standard Instructions - Goods or Services - Competitive Requirements, is amended as follows:

Delete: sixty (60) days
Insert: ninety (90) days

2.1.5 SACC Manual Clauses

ID	Date	Title
A7035T	2007-05-25	List of Proposed Subcontractors

2.2 Submission of Bids

- 2.2.1 Bids must be submitted only to the Office of the Secretary to the Governor General (OSGG) by the **3rd day of May 2016 at 2:00 pm, Eastern Daylight Savings Time (EDST)**, as indicated on page 1 of the bid solicitation.
- 2.2.2 Due to the nature of the bid solicitation, bids transmitted by facsimile to the OSGG will not be accepted.

2.3 Enquiries - Bid Solicitation

- 2.3.1 All enquiries must be submitted in writing to the Contracting Authority no later than five (5) calendar days before the bid closing date. Enquiries received after that time may not be answered.
- 2.3.2 Bidders should reference as accurately as possible the numbered item of the bid solicitation to which the enquiry relates. Care should be taken by bidders to explain each question in sufficient detail in order to enable Canada to provide an accurate answer. Technical enquiries that are of a proprietary nature must be clearly marked "proprietary" at each relevant item. Items identified as "proprietary" will be treated as such except where Canada determines that the enquiry is not of a proprietary nature. Canada may edit the question(s) or may request that the Bidder do so, so that the proprietary nature of the question(s) is eliminated, and the enquiry can be answered to all bidders.



Enquiries not submitted in a form that can be distributed to all bidders may not be answered by Canada.

2.4 Applicable Laws

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

2.4.2 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 (one (1) electronic copy)

Section II: Financial Bid (one (1) electronic copy)

Section III: Certifications (one (1) electronic 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, and
- (c) use page numbering on the bottom right of each page of the proposal.

Section I: Technical Bid

In their technical bid, bidders should explain and demonstrate how they propose to meet the requirements and how they will carry out the Work. Bidders should demonstrate their capability and describe their approach in a thorough, concise and clear manner for carrying out the work.

The technical bid should address clearly and in sufficient depth the points that are subject to the evaluation. Simply repeating the stamen contained in the bid solicitation is not sufficient in order to facilitate the evaluation of the bid. Canada requests that bidders address and present topics in the order of the evaluation criteria, and under the same headings. To avoid duplication, bidders may refer to different sections of their bids by identifying the specific page number and paragraph where the subject topic has already been addressed.

Section II: Financial Bid

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

Financial proposals must clearly identify the personnel proposed and the associated category for evaluation purposes only. Proposed firm hourly rates must be in Canadian dollars.

The Bidder's firm hourly rates in response to this Request for Proposal (RFP) and resulting contract must include all overhead, general & administrative costs and profit. Included are the following costs that may be incurred in providing the required services: office space, computer



hardware and software, word processing, preparation of reports, photocopying, facsimile services and telephone services.

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.

4.2 Technical Evaluation

- 4.2.1 Bidders are advised to address each requirement in sufficient depth to permit a complete analysis and assessment by the evaluation team. Failure to provide sufficient detail in any criterion could result in a proposal being considered as NON-COMPLIANT. Each mandatory criterion should be addressed separately.
- 4.2.2 The Bidder **must** submit a signed bid. In the event of a bid submitted by a contractual joint venture, the bid must either be signed by all members of the joint venture or a statement must be provided to the effect that the signatory represents all parties of the joint venture.

4.3 Mandatory Technical Criteria

- 4.3.1 The bid must meet the mandatory technical criteria specified below. The Bidder must provide the necessary documentation to support compliance with this requirement.
- 4.3.2 Mandatory requirements are evaluated on a simple pass or fail basis. Failure by a Bidder to meet any one of the mandatory requirements will render the Bidder's proposal **non-responsive and will not be given further consideration**. The treatment of mandatory requirements in any procurement process is absolute. Each mandatory technical criterion should be addressed separately.

Mandatory Technical Criteria (MT)		
<p>For the purpose of the mandatory technical criteria specified below, the experience of the Bidder* will be considered.</p> <p><i>"Bidder" means the person or entity (or, in the case of a joint venture, the persons or entities) submitting a bid to perform a contract for goods, services or both. It does not include the parent, subsidiaries or other affiliates of the Bidder, or its subcontractors</i></p>		
Item No.	Mandatory Technical Criterion	MET / NOT MET
MT1	<p>Bidder's Experience</p> <p>The Bidder must have minimum of three (3) years' experience within the last ten (10) years, at bid closing, in providing similar professional hospitality services for large high-level events, as defined in Annex A, Statement of Work.</p>	



MT2	Bidder's Quality Assurance The Bidder must provide their performance and quality management methodology to ensure that they are able to meet the OSGG's requirements. *This criterion will be further assessed under RT2	
MT3	Bidder's Ability The Bidder must demonstrate, by providing a list of proposed resources for each of the categories, their ability to provide a total of 45 experienced resources as identified below. a) VIP Servers - 3 b) Servers - 25 c) Cook - 1 d) Buffet Food Server - 2 e) Dishwasher - 7 f) Kitchen Support - 4 g) Pastry Support - 1 h) Housekeeping Support - 2 *This criterion will be further assessed under RT5.	
MT4	Security Requirement The Bidder's proposed resources must hold valid security clearances issued by the Canadian and International Industrial Security Directorate (CISD), Public Works and Government Services Canada (PWGSC) at the time of bid closing and valid for the period of services. The Bidder must provide the following details in its bid: a) Name of individual as it appears on the security clearance application form; b) Level of security clearance obtained. c) Validity period of security clearance obtained; and Security Certificate and Briefing Form File.	

4.4 Point Rated Technical Criteria

- 4.4.1 Each Technical Bid that meets all the Mandatory Requirements specified above will be evaluated and scored in accordance with the following point-rated evaluation criteria table. Each point rated technical criterion should be addressed separately.



Point Rated Technical Criteria (RT)

For the purpose of the point rated technical criteria specified below the experience of the Bidder* will be considered.

"Bidder" means the person or entity (or, in the case of a joint venture, the persons or entities) submitting a bid to perform a contract for goods, services or both. It does not include the parent, subsidiaries or other affiliates of the Bidder, or its subcontractors.

Item No.	Description	Scoring Methodology
<p>RT1</p>	<p>Bidder's Experience</p> <p>The Bidder should provide a minimum of five (5) similar projects within the past ten (10) years.</p> <p>* similar is defined as providing a variety of resources for hospitality services of large high-level events as defined in Annex A, Statement of Work in section 9.0.</p> <p>To be considered acceptable each project should contain the following information:</p> <ol style="list-style-type: none"> a) the name and full contact information of the client organization; b) the Project Authority, name, title, phone number, email; c) brief description and nature of the services provided; d) the start and end date of the work; and e) the number of resources provided. <p>Note: OSGG may contact the Client organization / project authority to obtain feedback on the work completed by the bidder.</p>	<p>Maximum 25 points</p> <ul style="list-style-type: none"> • 5 points per projects where similar hospitality services for large high-level events where provided.
<p>RT2</p>	<p>Bidder's Quality Assurance</p> <p>The Bidder's Work Plan, provided in MT2, should outlined the general approach that will be followed to address the following factors:</p> <ol style="list-style-type: none"> a) recruitment and training of resources; b) administrative procedures including but not limited to, timesheets, invoicing, etc.; c) communication procedures; d) procedures related to ensuring professionalism and discretion; and e) procedures dealing with resources' poor performance situations. 	<p>Maximum 25 points</p> <ul style="list-style-type: none"> • 5 points per explanation for each of the factors (a, b, c, d, and e). <p>The explanation should demonstrate attention to detail, understanding of requirements and thoroughness.</p>



	Sufficient details should be provided to allow a complete and full understanding of the procedures to be employed.	
RT3	<p>Scheduling</p> <p>The Bidder should describe the processes used to respond to the OSGG's requirements.</p> <p>The Bidder should ensure that their response addresses:</p> <ol style="list-style-type: none"> when and how liaison would be maintained with the OSGG Project Authority; how they would integrate and accommodate last minute requests; and how they would accommodate insufficient qualified resources available and/or when resources need to be replaced at the last minute. <p>Sufficient details should be provided to allow a complete and full understanding of the procedures to be employed.</p>	<p>Maximum 15 points</p> <p>5 points per explanation of each of the factors (a, b, c).</p> <p>The explanation should demonstrate attention to detail, understanding of requirements and thoroughness.</p>
RT4	<p>Coordinator</p> <p>The Bidder should demonstrate within the proposed coordinator's resume that they possess a minimum of three (3) years of experience in the last five (5) years coordinating hospitality services.</p> <p>The Bidder should demonstrate within the proposed coordinator's resume, the following information:</p> <ol style="list-style-type: none"> the name and full coordinates of the client organization(s) the Project Authority name, title, telephone number, email for each client organization; brief description of the services provided; the start and end date of the work; the number of resources supervised; and the volume of work supervised. <p>Note: OSGG may contact the Client organization/ project authority to get feedback on the work completed by the coordinator.</p>	<p>Maximum 10 points</p> <p>For experience and expertise</p> <ul style="list-style-type: none"> 0 points = < 3 years of experience 7 points = 3 years of experience 8 points = 4 years of experience 10 points = 5 or more years of experience



RT5	<p>Resources</p> <p>The Bidder should demonstrate that each of the proposed resources, provided in MT3, possess a minimum of two (2) years of experience within the last five (5) years providing high profile hospitality services.</p> <p>The Bidder should provide for each of the proposed resources a detailed resume that contain the following information:</p> <p style="margin-left: 40px;">a) academic qualifications and/or training; b) experience in the relevant field; c) languages spoken and understood.</p>	<p>Maximum 25 points</p> <ul style="list-style-type: none"> • 0.5 points per resource for each's experience and expertise, including languages; • 2.5 points for clear presentation of the material
Total of points		100
Minimum Points Required		60

4.5 Financial Evaluation

- 4.5.1 Only the proposals that are technically responsive will be considered for financial evaluation.
- 4.5.2 For bid evaluation and contractor selection purposes only, the evaluated price of a bid will be determined in accordance with Annex B, Basis of Payment. The Bidder must provide firm hourly rate for the Categories of Resources being proposed in accordance with the bid solicitation for the initial contract period and option period(s).
- 4.5.3 The volumetric data included in Annex B, Basis of Payment is provided for bid evaluated purposes only. There are not to be considered as a contract guarantee.

4.6 Basis of Selection

4.6.1 Lowest Price per Point

4.6.1.1 To be declared responsive, a bid must:

- a. comply with all the requirements of the bid solicitation;
- b. meet all mandatory technical evaluation criteria; and
- c. obtain the required minimum of sixty (60) points overall for the technical evaluation criteria which are subject to point rating. The rating is performed on a scale of one hundred (100) points.

4.6.1.2 Bids not meeting (a) or (b) or (c) will be declared non-responsive. Neither the responsive bid that receives the highest number of points nor the one that proposed the lowest price will necessarily be accepted. The responsive bid with the lowest evaluated price per point will be recommended for award of a contract.



PART 5 - CERTIFICATIONS

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

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

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

5.1 Certifications Precedent to Contract Award and Certifications Required with the Bid

5.1.1 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 inform the Bidder of a time frame within which to provide the information. Failure to comply with the request of the Contracting Authority and to provide the certifications within the time frame provided will render the bid non-responsive.

5.1.1.1 Integrity Provisions - Associated Information

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

5.1.1.2 Federal Contractors Program for Employment Equity - Bid Certification

By submitting a bid, the Bidder certifies that the Bidder, and any of the Bidder's members if the Bidder is a Joint Venture, is not named on the Federal Contractors Program (FCP) for employment equity "[FCP Limited Eligibility to Bid](#)" list (http://www.labour.gc.ca/eng/standards_equity/eq/emp/fcp/list/inelig.shtml) 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.

5.1.2 Certifications Required with the Bid

Bidders must submit the following duly completed certifications with their bid.



5.1.2.1 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.

5.1.2.2 Status and Availability of Resources

The Bidder certifies that, should it be awarded a contract as a result of the bid solicitation, every individual proposed in its bid will be available to perform the Work as required by Canada's representatives and at the time specified in the bid solicitation or agreed to with Canada's representatives. If for reasons beyond its control, the Bidder is unable to provide the services of an individual named in its bid, the Bidder may propose a substitute with similar qualifications and experience. The Bidder must advise the Contracting Authority of the reason for the substitution and provide the name, qualifications and experience of the proposed replacement. For the purposes of this clause, only the following reasons will be considered as beyond the control of the Bidder: death, sickness, maternity and parental leave, retirement, resignation, dismissal for cause or termination of an agreement for default.

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

5.1.2.3 Education and Experience

The Bidder certifies that all the information provided in the résumés and supporting material submitted with its bid, particularly the information pertaining to education, achievements, experience and work history, has been verified by the Bidder to be true and accurate.



Furthermore, the Bidder warrants that every individual proposed by the Bidder for the requirement is capable of performing the Work described in the resulting contract.

Certification

By submitting a bid, the Bidder certifies that the information submitted by the Bidder in response to the above requirements is accurate and complete.

Authorized Firm's Signature

Date



PART 6 - RESULTING CONTRACT CLAUSES

The following clauses and conditions apply to and form part of any contract resulting from the bid solicitation.

6.1 Security Requirements

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

6.1.1.1 The Contractor must, at all times during the performance of the Contract, hold a valid Personnel Assigned (PA) Facility Security Clearance at the level of **SECRET**, issued by the Canadian Industrial Security Directorate (CISD), Public Works and Government Services Canada (PWGSC).

6.1.1.2 The Contractor personnel requiring access to sensitive work site(s) must EACH hold a valid personnel security screening at the level of **RELIABILITY STATUS** or **SECRET**, granted or approved by CISD/PWGSC.

6.1.1.3 Subcontracts which contain security requirements are NOT to be awarded without the prior written permission of the OSGG.

6.1.1.4 The Contractor must comply with the provisions of the:

- a. Security Requirements Check List, attached at Annex C;
- b. [Industrial Security Manual](#) (Latest Edition).

6.2 Statement of Work

6.2.1 The Contractor must perform the Work in accordance with Annex A, Statement of Work.

6.3 Standard Clauses and Conditions

6.3.1 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>) issued by Public Works and Government Services Canada.

6.3.2 General Conditions

6.3.2.1 [2010C](#) (2015-09-03) General Conditions – Service (Medium Complexity)

6.3.3 Supplemental General Conditions

6.3.3.1 The following SACC manual Clauses are incorporated by reference and form part of this Contract:

ID	Date	Title
A9117C	2007-11-30	T1204 – Direct Request by Customer Department



C0705C	2010-01-11	Discretionary Audit
B9028C	2007-05-25	Access to Facilities and Equipment
A9068C	2010-01-11	Government Site Regulations
C0711C	2008-05-12	Time Verification

6.4 Term of Contract

6.4.1 Period of the Contract

6.4.1.1 The Contractor must, from date of contract award and the **XX** day of **[month] [year]**, perform and complete with care, skill, diligence and efficiency the work described in the Annex "A" entitled "Statement of Work".

6.4.2 Option to Extend the Contract

6.4.2.1 The Contractor grants Canada, the irrevocable right to extend the term of the Contract by up to four (4) additional one (1) year periods 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 Annex B, Basis of Payment.

6.4.2.2 Canada may exercise this option at any time by sending a written notice to the Contractor at least thirty (30) calendar days before the Contract expiry date. 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

6.5.1.1 The Contracting Authority for the Contract is:

Name: Anik Devlin
Title: Contracting Officer
Organization: Office of the Secretary to the Governor General
Materiel Management
Address: 1, Sussex Drive
Ottawa, Ontario K1A 0A1

Telephone: 613-949-4820
E-mail: anik.devlin@gg.ca

6.5.1.2 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

6.5.2.1 The Project Authority for the Contract is:



The Project Authority will be identified at Contract award

6.5.2.2 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 Technical Authority

6.5.3.1 The Technical Authority for the Contract is:

The Technical Authority will be identified at Contract award

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

6.5.4 Contractor's Representative

General Enquiries

Name: _____
Title: _____

Telephone: ____ - ____ - ____

Fax: ____ - ____ - ____

Email: _____

Backup

Name: _____
Title: _____

Telephone: ____ - ____ - ____

Fax: ____ - ____ - ____

Email: _____

6.6 Proactive Disclosure of Contracts with Former Public Servants
Will be removed if not applicable

6.6.1 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 Limitation of Expenditure

6.7.1.1 Canada's total liability to the Contractor under the Contract must not exceed \$ _____. Customs duties are _____ (*insert "included", "excluded" or "subject to exemption"*) and applicable taxes are extra, if applicable.

6.7.1.2 No increase in the total liability of Canada or in the price of the Work resulting from any design changes, modifications or interpretations of the Work, will be authorized or paid to



the Contractor unless these design changes, modifications or interpretations have been approved, in writing, by the Contracting Authority before their incorporation into the Work. The Contractor must not perform any work or provide any service that would result in Canada's total liability being exceeded before obtaining the written approval of the Contracting Authority. The Contractor must notify the Contracting Authority in writing as to the adequacy of this sum:

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

whichever comes first.

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

6.7.2 Subcontracts

6.7.2.1 The Contractor will be reimbursed the expenses for subcontracts reasonably and properly incurred in the performance of the Work. These expenses will be paid at actual cost without mark-up, upon submission of a copy of invoice (supported by receipt vouchers (as applicable)) the contractor received from the subcontractor.

6.7.3 Multiple Payments

6.7.3.1 Canada will pay the Contractor upon completion and delivery of units 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 delivered has been accepted by Canada.

6.8 Invoicing Instructions

6.8.1 The Contractor must submit invoices in accordance with the section entitled "Invoice Submission" of the general conditions. Invoices cannot be submitted until all work identified in the invoice is completed.

Each invoice must be supported by:

- a. a copy of time sheets to support the time claimed;
- b. a copy of the invoices, receipts and vouchers for all direct expenses.



6.8.2 Invoices must be distributed as follows:

- a. The original copy must be forwarded to the address shown on page 1 of the Contract or by email at OSGGContracts@gg.ca for certification and payment.

6.9 Certifications

6.9.1 Compliance

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

6.10 Applicable Laws

6.10.1 The Contract must be interpreted and governed, and the relations between the parties determined, by the laws in force in _____. (*Insert the name of the province or territory as specified by the Bidder in its bid, if applicable*)

6.11 Priority of Documents

6.11.1 If there is a discrepancy between the wording of any documents that appear on the list, the wording of the document that first appears on the list has priority over the wording of any document that subsequently appears on the list.

- (a) the Articles of Agreement;
- (b) the general conditions 2010C (2015-09-03), General Conditions – Services (Medium Complexity);
- (c) Annex A, Statement of Work;
- (d) Annex B, Basis of Payment
- (e) Annex C, Security Requirements Check List;
- (f) Annex D, Non-Disclosure Agreement;
- (g) the Contractor's bid dated _____ (*insert date of bid*) (*If the bid was clarified or amended, insert at the time of contract award: “, as clarified on _____” or “, as amended on _____” and insert date(s) of clarification(s) or amendment(s)*)

6.12 Insurance Requirements

6.12.1 The Contractor is responsible for deciding if insurance coverage is necessary to fulfill its obligation under the Contract and to ensure compliance with any applicable law. Any insurance acquired or maintained by the Contractor is at its own expense and for its own benefit and protection. It does not release the Contractor from or reduce its liability under the Contract.



6.13 Closure of Government Offices

6.13.1 Contractor personnel are employees of the Contractor and are paid by the Contractor on the basis of services rendered. Where Contractor's employees are providing services on government premises pursuant to this Contract and the said premises become non accessible and consequently no Work is being performed as a result of the closure, Canada will not be liable for payment to the Contractor for the period of closure.

6.14 Non-Disclosure Agreement

6.14.1 The Contractor must obtain from its employee(s) or subcontractor(s) the completed and signed non-disclosure agreement, found in Annex D, Non-Disclosure Agreement, and provide it to the Contracting Authority before they are given access to information by or on behalf of Canada in connection with the Work.

6.15 Dispute Resolution

6.15.1 The parties understand that the Procurement Ombudsman appointed pursuant to Subsection 22.1(1) of the *Department of Public Works and Government Services Act* will, on request, and consent of the parties, to participate in an alternative dispute resolution process to resolve any dispute between the parties respecting the interpretation or application of a term and condition of this contract and their consent to bear the cost of such process, provide to the parties a proposal for an alternative dispute resolution process to resolve their dispute. The Office of the Procurement Ombudsman may be contacted by telephone at 1-866-7345169 or by e-mail at opo-boa@opa-boa.gc.ca.

6.16 Contract administration

6.16.1 The parties understand that the Procurement Ombudsman appointed pursuant to Subsection 22.1(1) of the *Department of Public Works and Government Services Act* will review a complaint filed by *[the supplier or the contractor or the name of the entity awarded this contract]* respecting administration of this contract if the requirements of Subsection 22.2(1) of the *Department of Public Works and Government Services Act* and Sections 15 and 16 of the *Procurement Ombudsman Regulations* have been met, and the interpretation and application of the terms and conditions and the scope of the work of this contract are **not** in dispute. The Office of the Procurement Ombudsman may be contacted by telephone at 1-866-734-5169 or by e-mail at opo-boa@opa-boa.gc.ca.



ANNEX "A"

STATEMENT OF WORK

1.0 SCOPE OF SERVICES

1.1 Purpose

- 1.1.1 To provide the Office of the Secretary to the Governor General with high-level hospitality support services on an “as and when required basis” for a full range of hospitality functions, related to food and cleaning services at the Office of the Secretary the Governor General, located at 1 Sussex Drive, Ottawa, Ontario, K1A 0A1.
- 1.1.2 Our overall departmental goal is to provide the highest possible level of service in the most efficient, responsible and cost-effective way.

1.2 Background

- 1.2.1 In the course of a year, the Office of the Secretary to the Governor General (OSGG) plans, organizes and implements hundreds of events, almost all of which have a hospitality component. Although most of the events are held indoors, there are several outdoor events over the course of the year as well. The OSGG employs a core team of permanent hospitality professionals, but due to the number and scale of the events, requires the services of additional hospitality staff to support high-level special events. The additional hospitality workers assist OSGG hospitality team in the delivery of high quality hospitality services at Rideau Hall, the Official Residence of the Governor General of Canada. The two groups must work side by side in such a way that service is seamless for our guests. To guests at our events, they must see no difference between the two groups as they work together to deliver the high quality hospitality services.
- 1.2.2 While the events of the OSGG vary greatly in size, format and tone (see section 9.0 Description of Events), it is imperative that the hospitality service provided be of the highest and most professional caliber at all times. The additional hospitality staff members will be required to provide professional, discrete, courteous and efficient service to clientele ranging from Heads of State to public figures to members of the general public.
- 1.2.3 The additional hospitality staff are also required to be experienced in different styles of high-level hospitality service, including plate and platter service. They must have experience in the following areas:
- a) providing VIP reception-style service, where they pass canapés and beverages;
 - b) bartending, as well as, serving beverages at coffee and other stationary bars;
 - c) serving at high profile formal banquets with both VIP plated service and silver platter service, using such styles as Russian service and French service;
 - d) serving beverages at high profile formal banquets (wine and water service, coffee service, etc.);
 - e) providing other guest relations services (for example, greeting and directing guests, coat check services etc).



f) providing housekeeping support (for example cleaning, laundry, ironing, etc.)

1.2.4 Given the importance of the Office of the Governor General and the protocol nature of many of our events, precision, professionalism and discretion are essential. Small mistakes in service or indiscretions could have significant impact on the national and even the international stages.

2.0 REQUIREMENT

2.1 A Contractor is required to provide expert hospitality support services of personnel, including but not limited to: servers, cooks, dishwashers, kitchen support staff and housekeeping support staff for approximately 200 events per year, ranging in size, scope, format and duration. The services required will not exceed 12 hours per day.

2.2 The Contractor and its resources must be available 365 days per year, on an “as and when required” basis.

2.3 The criteria for the service provided to guests are determined by the Project Authority (Events, Household and Visitor Services); normal hours for service range from 9 a.m. to 11 p.m.

2.4 On occasion, service to guests will be required by the Contractor’s resources at other times (i.e. overnight; starting as early as 6 a.m., or ending as late as 1 a.m.).

2.5 OSSG must be able to amend the level of service required, up to 24 hours before a scheduled event.

2.6 The OSGG will provide any updates and/or additional requirements to the Contractor no later than 12:00 Standard Time on Friday for the upcoming week.

2.7 On occasion, events can be added at the last minute, for which the OSGG can have a service need. The Contractor will be notified 12 to 24 hours of the start of the events of the required services needed. Such occasions can occur two (2) to three (3) times a year.

2.8 There are different categories of support service personnel required: VIP servers; Servers, Cooks, Pastry Support Cooks, Buffet Food Servers, Dishwashers, Kitchen Support Staff, and Housekeeping Support Staff. A detailed description of each category of resources is available in section 5.0 (Category of Resources) herein.

2.9 A description of each type of events held at Rideau Hall is available in section 9.0 (Description of Events) herein.

2.10 A sample of a typical yearly requirement is enclosed at Appendix A.

3.0 LANGUAGE

3.1 All proposed personnel dealing directly with the public and/or guests (VIP Servers, Servers, Cooks, Pastry Support Cooks, Buffet Food Servers), must be operationally bilingual in both official languages (French and English). As an example, at this level, a person must be able to ask and answer simple questions and give simple instructions on uncomplicated directions related to routine work situations.



All other resources must be able to communicate easily in either English or French.

4.0 RESOURCE REQUIREMENT

4.1 General

4.1.1 The Contractor must provide the services of a Coordinator to be available during offices hours. The Coordinator will be responsible for acting on behalf of the Contractor, ensuring the smooth coordination and compliance with deadlines including liaising with the Project Authority (PA). The services of the Coordinator will be considered as part of the overhead for this contract and will not be included as a category of personnel.

- a) The Contractor's coordinator must be available at all times during an event, either via cell phone or by e-mail.
- b) The Contractor's coordinator must be available after hours to receive and return urgent requests, via phone or email, within four (4) hours of notification receipt from the OSGG.

4.1.2 The Contractor must ensure that the resources are on-site and ready to work on time, in accordance with each scheduled work shift.

4.1.3 A list of resources who have never worked at OSGG must be provided by the Contractor, and their presence will be identified with an asterisk (*) on the staffing list for the first events they work as part of this contract.

4.1.4 At all times, every resource must:

- i. have signed a non-disclosure agreement before being allowed to work onsite at the OSGG;
- ii. greet and serve customers in a courteous and polite manner, in their official language of choice;
- iii. listen to customer suggestions and complaints and forward them to the Coordinator;
- iv. report any irregularities related to hygiene and safety to the Coordinator, in order to prevent accidents, injuries, infestations or the transmission of diseases.

4.1.5 Communicable Diseases: No resource who is known to be infected with a disease likely to be transmitted through food, or showing symptoms of such disease, is to be permitted to work in the kitchens. The Contractor is required to report to the PA when any resource handling food is suffering from a communicable disease or from symptoms which may be indicative of a communicable disease. Such symptoms could include, but not limited to, jaundice, diarrhea, vomiting, fever, sore throat with fever, visibly infected skin lesions, and discharge from the ears, eyes or nose. Proof of a clean bill of health must be provided to the PA before the resource(s) will be allowed to return to work in the kitchens.

4.2 Time Sheets

4.2.1 The Contractor must provide an effective system for monitoring the hours of work performed by his resources. The system must provide detailed reports of the hours worked by each resource on a daily, weekly and monthly basis.



4.2.2 The PA may at any time request a report from the Contractor in order to verify the hours of work performed by any resource.

4.2.3 A copy of the time sheets must be submitted with the monthly invoice for the purpose of verifying the hours worked.

5.0 CATEGORY OF RESOURCES

5.1 VIP Servers

5.1.1 VIP server is a resource required to perform diverse hospitality services at Rideau Hall for large events in all public rooms and private rooms. These resources work in close proximity to high ranking dignitaries. They are required to do overnight shifts with a minimum of supervision; they provide room service as well as table service for high-ranking dignitaries. The resource has greater access to the residence and must work in collaboration with OSGG employees.

5.1.2 At a minimum, the following services must be provided:

- i. assists with the set-up of tableware and food stations;
- ii. serves meals and refreshments to guests, including high ranking dignitaries, using both plate and platter services;
- iii. cleans up the room after the event is over;
- iv. occasionally greets guests;
- v. takes coats and handles luggage.

5.1.3 Tasks

- i. provide high calibre hospitality table service as well as reception service. Events range in size from 10 – 250 guests, with limited or without supervision;
- ii. engage in polite interactions with distinguished guests and to ensure a high level of satisfaction for all guests visiting Rideau Hall;
- iii. requires long periods of standing (the majority of the time);
- iv. carry trays weighed down significantly with food, glasses, dishes (weighing up to 30 pounds); they also must work with items of extreme hot or cold temperatures;
- v. work in a team and politely interact with colleagues and guests;
- vi. adhere to health and safety standards at all times.

5.1.4 Minimum Qualifications

The job requires:

- i. Basic knowledge of food and wine;
- ii. Basic knowledge of food handling practices; and
- iii. Level II - SECRET security clearance granted or approved by the Canadian Industrial Security Directorate (CISD), within Public Works and Government Services Canada.



5.2 Servers:

5.2.1 Servers are resources who work closely with OSGG staff as they perform diverse hospitality services at Rideau Hall for events and other activities. They do not have unaccompanied access to private rooms and areas in the residence and do not work unaccompanied in close proximity to high-ranking dignitaries.

5.2.2 At a minimum, the following services must be provided:

- i. assists with the set-up of tableware and food stations;
- ii. serves meals and refreshments;
- iii. cleans up the room after the event is over;
- iv. occasionally greets guests, takes coats and handles luggage.

5.2.3 Tasks

- i. provide high calibre hospitality table service as well as reception service. Events range in size from 10 – 250 guests;
- ii. engage in polite interactions with distinguished guests and to ensure a high level of satisfaction for all guests visiting Rideau Hall;
- iii. requires long periods of standing (the majority of the time);
- iv. carry trays weighed down significantly with food, glasses, dishes (weighing up to 30 pounds); they also must work with items of extreme hot or cold temperatures;
- v. work in a team and politely interact with colleagues and guests;
- vi. adhere to health and safety standards at all times.

5.2.4 Minimum Qualifications

The job requires:

- i. basic knowledge of food and wine;
- ii. basic knowledge of food handling practices; and
- iii. RELIABILITY security clearance granted or approved by the Canadian Industrial Security Directorate (CISD), within Public Works and Government Services Canada.

5.3 Cook:

5.3.1 Cooks are closely supervised resources required to cook and prepare a complete meal as per instruction from Rideau Hall chefs and cooks. They are sometimes called to serve food in the public rooms of the residence. They do not have unaccompanied access to other areas in the residence.

5.3.2 At a minimum, the following services must be provided:

- i. assist with the preparation of food, ranging from canapés to meals;
- ii. set-up and serve food during events.



5.3.3 Tasks:

- i. engage in polite interactions with distinguished guests and to ensure a high level of satisfaction for all guests visiting Rideau Hall;
- ii. requires long periods of standing (the majority of the time);
- iii. work in a team and politely interact with colleagues;
- iv. adhere to health and safety standards at all times.

5.3.4 Minimum Qualifications

The job requires:

- i. Successful completion of a certified cook program or an acceptable combination of education, training and experience. (an acceptable combination of education, training and/or experience must consist of:
 - a. successful completion of a secondary school diploma;
 - b. minimum of 3 years' experience working in the field of high caliber food creation and production.
- ii. food handling certification;
- iii. experience in food preparation, handling and service;
- iv. RELIABILITY security clearance granted or approved by the Canadian Industrial Security Directorate (CISD), within Public Works and Government Services Canada.

5.4 Buffet Food Server

5.4.1 Buffet Food Servers are closely supervised resources required to set-up and serve food at events or in the staff cafeteria at Rideau Hall. They do not have unaccompanied access to other areas in the residence.

5.4.2 At a minimum, the following services must be provided:

- i. assist with the set-up of the service of food, ranging from canapés to meals;
- ii. serve food during events or in the staff cafeteria.

5.4.3 Tasks:

- i. engage in polite interactions with distinguished guests and to ensure a high level of satisfaction for all guests visiting Rideau Hall;
- ii. requires long periods of standing (the majority of the time);
- iii. work in a team and politely interact with colleagues;
- iv. adhere to health and safety standards at all times.

5.4.4 Minimum Qualifications

The job requires:

- i. basic knowledge of food handling practices;



- ii. RELIABILITY security clearance granted or approved by the Canadian Industrial Security Directorate (CISD), within Public Works and Government Services Canada.

5.5 Dishwashers

5.5.1 Dishwashers are required to perform dish washing duties in the pantry, kitchen and basement dishwashing area. They do not have unaccompanied access to other areas in the residence

5.5.2 At a minimum, the following services must be provided:

- i. scrape, wash, clean and sanitize tableware;
- ii. remove trash in the Rideau Hall dishwashing area;
- iii. assist with the clean-up of service areas, including the cafeteria.

5.5.3 Tasks:

- i. using delicate care and attention, handle and maintain fine china, crystal glassware, dishes, stemware, silverware with special attention and thoroughness;
- ii. requires extended periods of standing and walking;
- iii. work in a team and politely interact with colleagues;
- iv. adhere to health and safety standards at all times.

5.5.4 Minimum Qualifications

The job requires:

- i. knowledge of sanitary guidelines and knowledge of basic dishwashing machine operations;
- ii. basic knowledge of food handling practices;
- iii. RELIABILITY security clearance granted or approved by the Canadian Industrial Security Directorate (CISD), within Public Works and Government Services Canada.

5.6 Kitchen Support

5.6.1 Kitchen Support Staff are closely supervised resources required to perform basic food preparation (ie. cleaning and peeling vegetables, etc), garbage handling, and dish and pot washing duties for the Rideau Hall kitchen. They do not have unaccompanied access to other areas in the residence.

5.6.2 At a minimum, the following services must be provided:

- i. wash, clean and sanitize pots and other kitchen equipment and materials;
- ii. remove trash, recycling and compost in the Rideau Hall kitchen;
- iii. clean up service areas, including fridges;
- iv. move food, materials and equipment from place to place, as required;



- v. clean and peel vegetables and perform other minor food preparations, as requested.

5.6.3 Tasks:

- i. using care and attention, handle and maintain pots and kitchen equipment;
- ii. constantly lifting up to 30 lbs at a time;
- iii. requires extended periods of standing;
- iv. work in a team and politely interact with colleagues;
- v. adhere to health safety standards at all times.

5.6.4 Minimum Qualifications

The job requires:

- i. knowledge of sanitary guidelines and knowledge of basic dishwashing machine operations;
- ii. knowledge of and experience in cleaning and sanitizing procedures for a commercial kitchen according to the Ottawa food safety regulation;
- iii. basic knowledge of food safety practices;
- iv. RELIABILITY security clearance, granted or approved by the Canadian Industrial Security Directorate (CISD), within Public Works and Government Services Canada.

5.7 Pastry Support

5.7.1 Pastry support staff are closely supervised resources required to prepare and assemble complete pastries and desserts as per instruction from the pastry chef and pastry cook at Rideau Hall. They are sometimes called to serve food in the public rooms of the residence. They do not have unaccompanied access to other areas in the residence and work under supervision at all times.

5.7.2 At a minimum, the following services must be provided:

- i. assist with the preparation of pastries, ranging from mignardises to traditional high calibre cakes to VIP plated desserts;
- ii. set up buffets during events and meals, as required;
- iii. serve food at official events, as required.

5.7.3 Tasks:

- i. engage in polite interactions with distinguished guests and to ensure a high level of satisfaction for all guests visiting Rideau Hall;
- ii. requires long periods of standing (the majority of the time);
- iii. work in a team and politely interact with colleagues;
- iv. adhere to health and safety standards at all times.



5.7.4 Minimum Qualifications

The job requires:

- i. Successful completion of a certified pastry program or an acceptable combination of education, training and experience. (an acceptable combination of education, training and/or experience must consist of:
 - a. successful completion of a secondary school diploma;
 - b. minimum of 3 years' experience working in the field of high caliber pastry creation and production.
- ii. food handling certification;
- iii. experience in pastry preparation, handling and service;
- iv. RELIABILITY security clearance granted or approved by the Canadian Industrial Security Directorate (CISD), within Public Works and Government Services Canada.

5.8 Housekeeping Support

5.8.1 Housekeeping support staffs are closely supervised resources required to work closely with OSGG staff as they perform diverse housekeeping support services at Rideau Hall for events and other activities. They do not have unaccompanied access to private rooms and areas in the residence.

5.8.2 At a minimum, the following services must be provided:

- i. Sweep and mop floors
- ii. vacuum clean carpets, and rugs
- iii. dust and polish furniture and fittings
- iv. clean metal fixtures and fittings
- v. empty and clean trash containers
- vi. dispose of trash in a sanitary manner
- vii. clean wash basins, mirrors, tubs, toilets and showers
- viii. wipe down glass surfaces
- ix. make up beds and change linens as required
- x. sort, wash, load and unload laundry
- xi. iron by hand and with professional ironing machine
- xii. operate mechanized cleaning equipment

5.8.3 Tasks

- i. provide high calibre housekeeping support service as well as laundry service;
- ii. requires long periods of standing (the majority of the time);
- iii. work in a team and politely interact with colleagues and guests;
- iv. adhere to health and safety standards at all times.



5.8.4 Minimum Qualifications

- i. knowledge of housekeeping tasks
- ii. basic knowledge of chemical usage for laundry and housekeeping duties
- iii. RELIABILITY security clearance granted or approved by the Canadian Industrial Security Directorate (CISD), within Public Works and Government Services Canada.

6.0 RESSOURCE TRAINING AND REQUIREMENTS

6.1 Prior to commencement of services, the Contractor must ensure each resource has received the following minimum training and orientation:

- i. General explanation on protocol and discretion;
- ii. General explanation on the role of the Governor General and the nature of the official residence as a national historic site;
- iii. General explanation of the individual's specific duties and assignment;
- iv. Explanation of the operation of kitchen equipment with the assistance of a qualified individual and of the safety procedures to be followed when using and cleaning it;
- v. Basic training on the WHMIS (Workplace Hazardous Materials Information System) program; the minimum length of training required varies according to the duties of each resource and the number of materials with which he or she is in daily contact. In each case, the Contractor must ensure that the resource has received the appropriate training;
- vi. The applicable provisions of the Canada Labour Code, in order to ensure that work procedures are carried out in complete safety. Including, but not limited to the reporting, to the Coordinator, of any hygiene and safety problems encountered in the performance of his or her duties, with a view to preventing accidents, injuries, infestations and the transmission of disease;
- vii. SMART SERVE training for servers;
- viii. The Food Safety Code of Practice published by the Canadian Restaurant and Foodservices Association (CRFA);
- ix. Explanation of the rules and principles of hygiene;
- x. Explanation of the Contractor's time monitoring methodology and work schedules;
- xi. Explanation of the context, organization and line of reporting (immediate supervisor, etc.);
- xii. Explanation of the policy on parking, use of telephone and cell phones, and social media;
- xiii. Explanation of the policy of the Federal Government regarding harassment and values and ethics in the workplace.

7.0 DRESS

7.1 The Contractor must be responsible to send to OSGG, extra resources with the proper style of uniforms (which will be approved by the Project Authority).



- 7.2 The project manager has the authority to accept or refuse any of the Contractor's extra resources for an event depending on the professional appearance, behavior and grooming of the staff.
- 7.3 The Contractor must ensure that each resource wears the standard footwear required in the food service industry.
- 7.4 The Contractor must ensure resources have:
- i. Black tuxedo (with pants; no skirts, if possible), white shirt, black bow tie, black close-toed shoes (for VIP servers, servers);
 - ii. White chef jacket, non-slip closed shoes and a chef's hat (for cooks, pastry support cooks and buffet food servers);
 - iii. Typical cleaner pants with shirt (no jeans allowed), and non-slip safety shoes (for kitchen support staff and dishwashers);
 - iv. Typical cleaner black pants with black shirt (no jeans allowed), and non-slip black shoes (for housekeeping support staff);
 - v. For safety reasons, resources should not wear bulky jewelry or watches;
 - vi. No visible tattoos, piercings are permitted for resources that interact directly with public (i.e. servers, cooks, pastry support cooks, buffet food servers).

8.0 CLIENT SUPPORT

- 8.1 A kick-off meeting will be held between the Contractor and the Project Authority (PA) before the commencement of work.
- 8.2 An information session with the Contractor's resources will take place at the beginning of the contract which will include a visit to and familiarization of premises and introduction to the Project Authority and other relevant OSGG Personnel.
- 8.3 Prior to commencement of services, the OSGG must ensure each resource has received the following minimum information and orientation:
- i. Explanation of the production sheet and compliance with prescribed portions in the presence of a qualified individual. No changes to recipes are authorized without the approval of the OSGG Kitchen personnel;
 - ii. Explanation of the procedure in the event of an accident and first aid procedures;
 - iii. Explanation of the procedure in the event of fire and location of alarms, fire protection and firefighting equipment;
 - iv. Location of the notice board where local directives on safety are posted.
- 8.4 OSGG will provide to resources:
- i. Hairnets and aprons;
 - ii. kitchen rags,
 - iii. knives; and
 - iv. other hospitality materials as required.



9.0 DESCRIPTION OF EVENTS

9.1 National Honours Ceremonies

- i. Frequency: approximately 14 to 16 / year
- ii. Type of events: Order of Canada, Order of Military Merit, Decorations of Bravery
- iii. Approximately 250 guests for a daytime ceremony followed by a luncheon stand-up reception;
- iv. Recipients are often high profile individuals being recognized for lifetime achievement (CEOs, celebrities, dignitaries, world-renowned researchers, etc.);
- v. Recipients attend with their families so there are often young children and older people present;
- vi. Some guests, especially for military ceremonies have mobility issues, dietary restrictions and other special requirements.

Typical number of resources required for this type of event:

Server	Cook/Buffer food server	Dishwasher	Kitchen Support
8 people 11:30a.m. - 3:30 p.m.	N/A	2 people 12p.m. - 4 p.m.	N/A

9.2 State Events

- i. Frequency: approximately 4 to 5 / year
- ii. Type of events: State Dinners, visiting delegations staying at the residence
- iii. Formal dinners for 100 guests;
- iv. High level of service (4 courses, Russian table service);
- v. Many of the guests are from the visiting country and may not speak English or French.

Typical number of resources required for this type of event:

Server	Cook/buffet food server	Dishwasher	Kitchen Support
35 people 6:30 p.m. - 11:30 p.m.	1 person 4 p.m. – 8 p.m.	4 people 4 p.m. – 12 a.m.	1 person 2 p.m. – 10 p.m. and/or 1 person 6 p.m. – 10 p.m.

9.3 Evening Dinner Receptions

- i. Frequency: approximately 8 to 11 /year
- ii. Type of events: Governor General’s Awards – Literature, Visual Arts, Performing Arts, etc.
- iii. Haute gamme reception for 250 guests, following an awards ceremony;
- iv. Food and drink stations in different rooms in the residence;
- v. Recipients are often high profile individuals being recognized for lifetime



achievement (CEOs, celebrities, dignitaries, world-renowned researchers, etc.).

Typical number of resources required for this type of event:

Server	Cook/buffet food server	Dishwasher	Kitchen Support
14 people 6:30 p.m. – 11 p.m.	1 person 4 p.m. – 8 p.m.	4 people 4 p.m. – 12 p.m.	1 person 2 p.m. – 10 p.m. and/or 1 person 6 p.m. – 10 p.m.

9.4 Working Luncheons and Dinner

- i. Frequency: approximately 10 to 15 / year
- ii. Working luncheons and dinners (plate service) for up to 40 people at a time, based on a specific theme;
- iii. Service needs to be very discrete as a meeting is taking place within the context of the same event.

Typical number of resources required for this type of event:

Server	Cook/buffet food server	Dishwasher	Kitchen Support
4 people 6 p.m. – 10 p.m.	N/A	N/A	N/A

9.5 Receptions

- i. Frequency: approximately 20 to 40 / year
- ii. Receptions can be during the day or in the evening, but normally involve passed canapés and refreshments;
- iii. They can be for groups as small as 30, or as large as, 300;
- iv. They may involve speeches by dignitaries or other kinds of presentations;
- v. Guests come from across the country and represent a cross-section of Canadians.

Typical number of resources required for this type of event:

Server	Cook/buffet food server	Dishwasher	Kitchen Support
5 people / 100 guests	N/A	1 person/ 100 guests	N/A

9.6 Public Events

- i. Frequency: approximately 4 to 5 /year
- ii. Type of event: Winter Celebration, Fall in the Hall, Summer Concerts or Movie Nights
- iii. Seasonal open house activities with outdoor activities for the general public (between 2000 – 8000 people depending on the event);



- iv. Seasonal hospitality is served outdoors (hot chocolate, lemonade).

Typical number of resources required for this type of event:

Server	Cook/buffet food server	Dishwasher	Kitchen Support
2 - 8 people 11:30 a.m. - 5:30 p.m.	1 person 10 a.m. – 2 p.m.	N/A	N/A



APPENDIX A

SAMPLE OF A TYPICAL YEAR

Name of Event	Frequency	Time of the year	Type of event	Timing	Number of servers	Timing	Number of Dishwashers	Timing	Kitchen Support
Michener Award	1 per year	June	Food station-bars-Passed canapés 200 guests	From 6:30 p.m. to 11:00 p.m.	14 servers Total of 70 hrs	From 7:00 p.m. to 12:00 a.m.	4 Dishwashers Total of 24 hrs	4:00 p.m. to 12:00 a.m.	1 pot washers Total of 8 hrs
MSD/MDV	2 per year	April May October November	Cold food stations-bars 220 guests	From 11:00 a.m. to 3:00 p.m.	8 servers Total of 32 hrs	From 11:30 a.m. to 3:30 p.m.	2 Dishwashers Total of 8hrs		
Silver Cross lunch	1 per year	November	Plated and russian service 100 guests	From 12:30 p.m. to 4:30 p.m.	20 servers Total of 80 hrs	From 1:00 p.m. to 3:30 p.m.	4 Dish washer Total of 16 hrs		
Literary Award	1 per year	November	Food station-Bars-Passed canapés 200 guests	From 6:30 p.m. to 11:00 p.m.	14 servers Total of 70 hrs	From 7:00 p.m. to 12:00 a.m.	4 Dishwashers Total of 24 hrs	4:00 p.m. to 12:00 a.m.	1 pot washers Total of 8 hrs
Persons Case Award	1 per year	October	Pass canapés-Bars 150 guests	From 11:00 a.m. to 3:00 p.m.	8 servers Total of 32 hrs	From 11:30 a.m. to 3:30 p.m.	2 Dishwashers Total of 8hrs		
Visual Arts Award	1 per year	March	Food stations-Bars-Passed canapés 220 guests	From 6:30 p.m. to 11:00 p.m.	14 servers Total of 70 hrs	From 7:00 p.m. to 12:00 a.m.	4 Dishwashers Total of 24 hrs	4:00 p.m. to 12:00 a.m.	1 pot washers Total of 8 hrs
OMM	2 per year	April May October November	Cold food stations –bars 220 guests	From 11:00 a.m. to 3:00 p.m.	8 servers Total of 32 hrs	From 11:30 a.m. to 3:30 p.m.	2 Dishwashers Total of 8hrs		
OMP	1 per year	April May October November	Cold food stations –bars 220 guests	From 11:00 a.m. to 3:00 p.m.	8 servers Total of 32 hrs	From 11:30 a.m. to 3:30 p.m.	2 Dishwashers Total of 8hrs		
Bravery	2 per year	April May October November	Cold food stations –bars 220 guests	From 11:00 a.m. to 3:00 p.m.	8 servers Total of 32 hrs	From 11:30 a.m. to 3:30 p.m.	2 Dishwashers Total of 8hrs		



Name of Event	Frequency	Time of the year	Type of event	Timing	Number of servers	Timing	Number of Dishwashers	Timing	Kitchen Support
CCA	1 per year	any time of the year	Passed canapés-Bars 150 guests	From 11:00 a.m. to 3:00 p.m.	8 servers Total of 32 hrs	From 11:30 a.m. to 3:30 p.m.	2 Dishwashers Total of 8hrs		
Performing Arts Award	1 per year	May	Food station-bars-Passed canapés 200 guests	From 6:30 p.m. to 11:00 p.m.	14 servers Total of 70 hrs	From 7:00 p.m. to 12:00 a.m.	4 Dishwashers Total of 24 hrs	4:00 p.m. to 12:00 a.m.	1 pot washers Total of 8 hrs
Outgoing Heads for Mission	1 per year	November	Passed canapés-Bars 100 guests	From 2:00 p.m. to 6:00 p.m.	6 servers Total of 24 hrs				
History Awards	1 per year	October	Food stations-Bars 130 guests	From 11:00 a.m. to 3:00 p.m.	8 servers Total of 32 hrs	From 11:30 a.m. to 3:30 p.m.	2 Dishwashers Total of 8hrs		
Diplomatic Winter Celebration	1 per year	January February	Food stations-bars 200 guests	From 6:30 p.m. to 11:00 p.m.	14 servers Total of 70 hrs	From 7:00 p.m. to 12:00 a.m.	4 Dishwashers Total of 24 hrs	4:00 p.m. to 12:00 a.m.	1 pot washers Total of 8 hrs
Poppy Campaign Launch	1 per year	November	Passed canapés-Bars 150 guests	From 10:00 a.m. to 2:00 p.m.	6 servers Total of 24 hrs	From 11:30 a.m. to 3:30 p.m.	1 Dishwashers Total of 4hrs		
Vanier Medal	1 per year	December	Passed canapés-Bars 150 guests	From 11:00 a.m. to 3:00p.m.	8 servers Total of 32 hrs	From 11:30 a.m. to 3:30 p.m.	1 Dishwashers Total of 4hrs		
State visit (overnight stay)	2 to 3 per year	any time of the year		From 11:00 p.m. to 7:00 a.m.	2 servers Total of 16 hrs				
State Dinner	2 to 3 per year	any time of the year	Plated menu and Russian service	From 5:30 p.m. to 11:00 p.m.	35 servers Total of 190 hrs	From 6:30 p.m. to 11:30 p.m.	4 Dishwashers Total of 20 hrs	4:00 p.m. to 12:00 a.m.	1 pot washers Total of 8 hrs
Order of Canada Reception	3 per year	April May October November	Passed canapés and bars 220 guests	From 11:00 a.m. to 3:00 p.m.	8 servers Total of 32 hrs	From 12:00 p.m. to 4:00 p.m.	2 Dishwashers Total of 8 hrs		
Order of Canada Dinner	3 per year	April May October November	Plated menu and Russian service	From 5:30 p.m. to 11:00 p.m.	35 servers Total of 190 hrs	From 6:30 p.m. to 11:30 p.m.	4 Dishwashers Total of 20 hrs	4:00 p.m. to 12:00 a.m.	1 pot washers Total of 8 hrs
Killam Prizes	1 per year	April	Food stations-Bars-Passed canapés 200 guests	From 6:30 p.m. to 11:00 p.m.	14 servers Total of 70 hrs	From 7:00 p.m. to 12:00 a.m.	4 Dishwashers Total of 24 hrs	4:00 p.m. to 12:00 a.m.	1 pot washers Total of 8 hrs



Name of Event	Frequency	Time of the year	Type of event	Timing	Number of servers	Timing	Number of Dishwashers	Timing	Kitchen Support
General reception (mid-day)	10 per year		Passed canapés and bars	From 11:00 a.m. to 3:00 p.m.	2 to 8 servers				
General reception (afternoon)	10 per year		Passed canapés and bars	From 2:00 p.m. to 6:00 p.m.	2 to 8 servers				
General dinner	6 per year		Plated dinner	From 6:00 p.m. to 10:00 p.m.	2 to 6 servers	From 7:00 p.m. to 11:00 p.m.	1 Dishwashers Total of 4hrs		



ANNEX "B"

BASIS OF PAYMENT

For bid evaluation and contractor selection purpose only, the evaluated price of a proposal will be determined in accordance with this Basis of Payment.

Note:

1. The volumetric data provided in the tables below are for bid evaluation purposes only. There are not to be considered as a contract guarantee.
2. Rates for statutory holidays are to be calculated in accordance with the applicable provincial law.

The Contractor will be paid in accordance with the following Basis of Payment for Work performed pursuant to the Contract.

Canada's total liability to the Contractor under the Contract shall not exceed \$_____ (to be inserted at contract award), including all options and applicable taxes.

A – Contract Period (From _____ to _____)

1. Professional Fees

- 1.1 The Contractor will be paid a firm hourly rate as follows, for work performed in accordance with the Contract. Customs duties are excluded and Applicable Taxes are extra.

Initial Contract (Contract Award to yyyy-mm-dd)

Item No.	Description	A Firm All Inclusive Hourly Rate	B ¹ Estimated Hours	C Total Evaluated Cost C = A x B
Category of Resources				
i.	VIP Server	\$_____	10 hours	\$_____
	² Rates on Statutory Holidays	\$_____	5 hours	\$_____
ii.	Servers	\$_____	10 hours	\$_____
	² Rates on Statutory Holidays	\$_____	5 hours	\$_____
iii.	Cook	\$_____	4 hours	\$_____
	² Rates on Statutory Holidays	\$_____	2 hours	\$_____
iv.	Buffet Food Server	\$_____	4 hours	\$_____
	² Rates on Statutory Holidays	\$_____	2 hours	\$_____
v.	Dishwasher	\$_____	10 hours	\$_____
	² Rates on Statutory Holidays	\$_____	5 hours	\$_____
vi.	Kitchen Support	\$_____	10 hours	\$_____



	² Rates on Statutory Holidays	\$ _____	5 hours	\$ _____
vii.	Pastry Support	\$ _____	4 hours	\$ _____
	² Rates on Statutory Holidays	\$ _____	2 hours	\$ _____
viii.	Housekeeping Support	\$ _____	4 hours	\$ _____
	² Rates on Statutory Holidays	\$ _____	2 hours	\$ _____
Evaluated price for the Initial Contract				\$ _____ (Subtotal 1)

Option Year 1 (yyyy-mm-dd) to yyyy-mm-dd)

Item No.	Description	A	B	C
		Firm All Inclusive Hourly Rate	Estimated Hours	Total Evaluated Cost C = A x B
Category of Resources				
i.	VIP Server	\$ _____	10 hours	\$ _____
	² Rates on Statutory Holidays	\$ _____	5 hours	\$ _____
ii.	Servers	\$ _____	10 hours	\$ _____
	² Rates on Statutory Holidays	\$ _____	5 hours	\$ _____
iii.	Cook	\$ _____	4 hours	\$ _____
	² Rates on Statutory Holidays	\$ _____	2 hours	\$ _____
iv.	Buffet Food Server	\$ _____	4 hours	\$ _____
	² Rates on Statutory Holidays	\$ _____	2 hours	\$ _____
v.	Dishwasher	\$ _____	10 hours	\$ _____
	² Rates on Statutory Holidays	\$ _____	5 hours	\$ _____
vi.	Kitchen Support	\$ _____	10 hours	\$ _____
	² Rates on Statutory Holidays	\$ _____	5 hours	\$ _____
vii.	Pastry Support	\$ _____	4 hours	\$ _____
	² Rates on Statutory Holidays	\$ _____	2 hours	\$ _____
viii.	Housekeeping Support	\$ _____	4 hours	\$ _____
	² Rates on Statutory Holidays	\$ _____	2 hours	\$ _____
Evaluated price for Option Year 1				\$ _____ (Subtotal 2)



Option Year 2 (yyyy-mm-dd) to yyyy-mm-dd)

Item No.	Description	A Firm All Inclusive Hourly Rate	B Estimated Hours	C Total Evaluated Cost C = A x B
Category of Resources				
i.	VIP Server	\$ _____	10 hours	\$ _____
	² Rates on Statutory Holidays	\$ _____	5 hours	\$ _____
ii.	Servers	\$ _____	10 hours	\$ _____
	² Rates on Statutory Holidays	\$ _____	5 hours	\$ _____
iii.	Cook	\$ _____	4 hours	\$ _____
	² Rates on Statutory Holidays	\$ _____	2 hours	\$ _____
iv.	Buffet Food Server	\$ _____	4 hours	\$ _____
	² Rates on Statutory Holidays	\$ _____	2 hours	\$ _____
v.	Dishwasher	\$ _____	10 hours	\$ _____
	² Rates on Statutory Holidays	\$ _____	5 hours	\$ _____
vi.	Kitchen Support	\$ _____	10 hours	\$ _____
	² Rates on Statutory Holidays	\$ _____	5 hours	\$ _____
vii.	Pastry Support	\$ _____	4 hours	\$ _____
	² Rates on Statutory Holidays	\$ _____	2 hours	\$ _____
viii.	Housekeeping Support	\$ _____	4 hours	\$ _____
	² Rates on Statutory Holidays	\$ _____	2 hours	\$ _____
Evaluated price for Option Year 2			\$ _____	
			(Subtotal 3)	

Option Year 3 (yyyy-mm-dd) to yyyy-mm-dd)

Item No.	Description	A Firm All Inclusive Hourly Rate	B Estimated Hours	C Total Evaluated Cost C = A x B
Category of Resources				
i.	VIP Server	\$ _____	10 hours	\$ _____
	² Rates on Statutory Holidays	\$ _____	5 hours	\$ _____
ii.	Servers	\$ _____	10 hours	\$ _____
	² Rates on Statutory Holidays	\$ _____	5 hours	\$ _____
iii.	Cook	\$ _____	4 hours	\$ _____
	² Rates on Statutory Holidays	\$ _____	2 hours	\$ _____



iv.	Buffet Food Server	\$ _____	4 hours	\$ _____
	² Rates on Statutory Holidays	\$ _____	2 hours	\$ _____
v.	Dishwasher	\$ _____	10 hours	\$ _____
	² Rates on Statutory Holidays	\$ _____	5 hours	\$ _____
vi.	Kitchen Support	\$ _____	10 hours	\$ _____
	² Rates on Statutory Holidays	\$ _____	5 hours	\$ _____
vii.	Pastry Support	\$ _____	4 hours	\$ _____
	² Rates on Statutory Holidays	\$ _____	2 hours	\$ _____
viii.	Housekeeping Support	\$ _____	4 hours	\$ _____
	² Rates on Statutory Holidays	\$ _____	2 hours	\$ _____
Evaluated price for Option Year 3			\$ _____ (Subtotal 4)	

Option Year 4 (yyyy-mm-dd) to yyyy-mm-dd)

Item No.	Description	A Firm All Inclusive Hourly Rate	B Estimated Hours	C Total Evaluated Cost C = A x B
Category of Resources				
i.	VIP Server	\$ _____	10 hours	\$ _____
	² Rates on Statutory Holidays	\$ _____	5 hours	\$ _____
ii.	Servers	\$ _____	10 hours	\$ _____
	² Rates on Statutory Holidays	\$ _____	5 hours	\$ _____
iii.	Cook	\$ _____	4 hours	\$ _____
	² Rates on Statutory Holidays	\$ _____	2 hours	\$ _____
iv.	Buffet Food Server	\$ _____	4 hours	\$ _____
	² Rates on Statutory Holidays	\$ _____	2 hours	\$ _____
v.	Dishwasher	\$ _____	10 hours	\$ _____
	² Rates on Statutory Holidays	\$ _____	5 hours	\$ _____
vi.	Kitchen Support	\$ _____	10 hours	\$ _____
	² Rates on Statutory Holidays	\$ _____	5 hours	\$ _____
vii.	Pastry Support	\$ _____	4 hours	\$ _____
	² Rates on Statutory Holidays	\$ _____	2 hours	\$ _____
viii.	Housekeeping Support	\$ _____	4 hours	\$ _____
	² Rates on Statutory Holidays	\$ _____	2 hours	\$ _____



Evaluated price for Option Year 4	\$ _____ (Subtotal 5)
<u>TOTAL EVALUATED COST</u> The total price for all category of resources for Year 1, Option Year 1, 2, 3, and 4 is:	\$ _____ (Subtotal 1 + 2 + 3 + 4 + 5)



ANNEX "C"

SECURITY REQUIREMENTS CHECK LIST

Government of Canada / Gouvernement du Canada

Contract Number / Numéro du contrat 15-1611
Security Classification / Classification de sécurité UNCLASSIFIED

SECURITY REQUIREMENTS CHECK LIST (SRCL)
LISTE DE VÉRIFICATION DES EXIGENCES RELATIVES À LA SÉCURITÉ (LVERS)

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

TBS/SCT 350-103(2004/12)

Security Classification / Classification de sécurité
UNCLASSIFIED





Government of Canada
Gouvernement du Canada

Contract Number / Numéro du contrat 15-1611
Security Classification / Classification de sécurité UNCLASSIFIED

PART A (continued) / PARTIE A (suite)

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

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

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

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

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

Special comments:
Commentaires spéciaux : _____

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

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

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

INFORMATION / ASSETS / RENSEIGNEMENTS / BIENS

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

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

PRODUCTION

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

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

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

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



Government of Canada
Gouvernement du Canada

Contract Number / Numéro du contrat 15-1611
Security Classification / Classification de sécurité UNCLASSIFIED

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

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

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

SUMMARY CHART / TABLEAU RÉCAPITULATIF

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

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

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

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

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



ANNEX “D”

NON-DISCLOSURE AGREEMENT

I, _____, recognize that in the course of my work as an employee or subcontractor of _____, I may be given access to information by or on behalf of Canada in connection with the Work, pursuant to Contract Serial No. _____ between Canada, represented by the Office of the Secretary to the Governor General and _____, including any information that is confidential or proprietary to third parties, and information conceived, developed or produced by the Contractor as part of the Work. For the purposes of this agreement, information includes but not limited to: any documents, instructions, guidelines, data, material, advice or any other information whether received orally, in printed form, recorded electronically, or otherwise and whether or not labeled as proprietary or sensitive, that is disclosed to a person or that a person becomes aware of during the performance of the Contract.

I agree that I will not reproduce, copy, use, divulge, release or disclose, in whole or in part, in whatever way or form any information described above to any person other than a person employed by Canada on a need to know basis. I undertake to safeguard the same and take all necessary and appropriate measures, including those set out in any written or oral instructions issued by Canada, to prevent the disclosure of or access to such information in contravention of this agreement.

I also acknowledge that any information provided to the Contractor by or on behalf of Canada must be used solely for the purpose of the Contract and must remain the property of Canada or a third party, as the case may be.

I agree that the obligation of this agreement will survive the completion of the Contract Serial No.: _____

Signature

Date