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**LETTER OF INTEREST**

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Comments - Commentaires

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Gatineau, Québec K1A 0S5

<b>Title - Sujet</b> Services - conditionnement physique	
<b>Solicitation No. - N° de l'invitation</b> G9292-176330/A	<b>Date</b> 2016-07-05
<b>Client Reference No. - N° de référence du client</b> G9292-176330	<b>GETS Ref. No. - N° de réf. de SEAG</b> PW-\$\$ZH-144-30330
<b>File No. - N° de dossier</b> 144zh.G9292-176330	<b>CCC No./N° CCC - FMS No./N° VME</b>
<b>Solicitation Closes - L'invitation prend fin</b> <b>at - à 02:00 PM</b> <b>on - le 2016-08-05</b>	
<b>Time Zone</b> <b>Fuseau horaire</b> Eastern Daylight Saving Time EDT	
<b>F.O.B. - F.A.B.</b> <b>Plant-Usine:</b> <input type="checkbox"/> <b>Destination:</b> <input type="checkbox"/> <b>Other-Autre:</b> <input type="checkbox"/>	
<b>Address Enquiries to: - Adresser toutes questions à:</b> Lepage, Marie-C	<b>Buyer Id - Id de l'acheteur</b> 144zh
<b>Telephone No. - N° de téléphone</b> (873) 469-3945 ( )	<b>FAX No. - N° de FAX</b> ( ) -
<b>Destination - of Goods, Services, and Construction:</b> <b>Destination - des biens, services et construction:</b> EMPLOYMENT AND SOCIAL DEVELOPMENT CANADA NCR - GATINEAU 140 PROMENADE DU PORTAGE GATINEAU Quebec K1A0J9 Canada	

Instructions: See Herein

Instructions: Voir aux présentes

<b>Delivery Required - Livraison exigée</b> See Herein	<b>Delivery Offered - Livraison proposée</b>
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<b>Name and title of person authorized to sign on behalf of Vendor/Firm</b> <b>(type or print)</b> <b>Nom et titre de la personne autorisée à signer au nom du fournisseur/</b> <b>de l'entrepreneur (taper ou écrire en caractères d'imprimerie)</b>	
<b>Signature</b>	<b>Date</b>



Item Article	Description	Dest. Code Dest.	Inv. Code Fact.	Qty Qté	U. of I. U. de D.	Unit Price/Prix unitaire FOB/FAM Destination	Plant/Usine	Delivery Req. Livraison Req.	Del. Offered Liv. offerte
1	FITNESS SERVICES	G9292	I - 1	1	Each	\$	\$	See Herein	

**REQUEST FOR INFORMATION (RFI)  
FOR  
TURNKEY FITNESS CENTER SERVICES  
FOR  
EMPLOYMENT AND SOCIAL DEVELOPMENT CANADA (ESDC)**

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## **SECTION A - REQUEST FOR INFORMATION OBJECTIVES**

### **A1.0 Background**

As part of Treasury Board Policy on Workplace Fitness Programs, ESDC promotes workplace wellness to its employees via a membership based fitness center. The fitness center is located at 140 Promenade du portage (Portage IV), in a leased office building. The fitness center is currently operated under an agreement that is set to expire. The fitness center offers a wide range of health and fitness services to ESDC employees and other government department's employees of Place du Portage.

ESDC employees can enrol in various affordable membership packages offered by the fitness center such as peak-period and non-peak-period memberships (access to gym and some fitness classes) and punch-card access (package access to fitness classes). Currently, the fitness center manages approximately 1,000 memberships and offers per-class purchasing of instructor-led fitness classes.

The fitness center occupies approximately 550 square meters of a below-grade floor of the office building. In addition to space for fitness equipment and instructor-led classes, there are male and female changing rooms and showers and some storage space. A copy of the floor plan is attached in Annex C.

ESDC, which is leasing the building, currently pays for general maintenance of the space and provides basic cleaning services, listed in Annex D.

The fitness equipment and machines are designed to meet the basic needs of members, and the administration, operations and safety of the center are the responsibility of the services provider. The list of fitness equipment in the current center is available in Annex E.

The center offers various fitness instructor-led classes to its members. An example schedule is attached in Annex E.

### **A2.0 Objective**

The purpose of the RFI is to provide industry with an early opportunity to assess and comment on requirements, procurement strategy and evaluation criteria in order to maximize best value to Canada, while reducing potential problems when the bid solicitation is posted.

This feedback will assist Canada in finalizing the requirements of the bid solicitation. The RFI information herein will also provide potential service providers an update on the procurement in preparation for the eventual bid solicitation.

### **A3.0 Requirement Definition**

The information provided by Canada in this RFI is preliminary and may change. The final procurement approach may differ depending on responses to the RFI and other factors as the procurement process develops. This RFI is not a bid solicitation nor will it be used to pre-qualify or otherwise restrict participation in any future bid solicitation. A contract will not result from this RFI. Responses will not be formally evaluated.

Potential bidders may use this RFI to make known their comments on the draft Statement of Work, proposed procurement approach and methodology, potential evaluation and selection criteria or any other aspect of the requirement.

Suppliers are to send their written comments in response to this RFI by e-mail to the Contracting Authority named herein no later than **2:00 p.m. Eastern Daylight Time (EDT) on August 5, 2016**

## **SECTION B - ADMINISTRATIVE MATTERS**

### **B1.0 Site Visit**

Those interested in attending a site visit are asked to contact the Contracting Authority (B3.1. below) and express their interest in order for a list of interested parties to be compiled.

Attendance is not mandatory.

The site visit is an opportunity to view the fitness center and become familiar with existing conditions in order to provide comments to Canada in preparation of the solicitation process. Please note that the current plan (see Annex C) does not allow for any improvements or extensive repairs to the center space.

### **B2.0 Submission of Responses**

#### **B2.1 Number of Copies**

Responses submitted by e-mail - one copy.

#### **B2.2 Location**

Responses must be sent to the Contracting Authority by e-mail. Contact information is contained in B3.1.

The Respondent's name, address, RFI solicitation number and closing date should be clearly visible on the response. Responses to this RFI will not be returned.

### **B3.0 Authorities**

#### **B3.1 Contracting Authority**

The Contracting Authority (or delegated representative) responsible for the management of the procurement and RFI process is:

Marie-Claude Lepage  
Supply Officer  
Public Works and Government Services Canada  
Acquisitions Branch  
Professional Services Procurement Directorate  
Place du Portage, Phase III, 10C1  
11 Laurier Street  
Gatineau, Quebec  
K1A 0S5  
Telephone: 873-469-3945  
E-mail: [marie-claude.lepage@pwgsc-tpsgc.gc.ca](mailto:marie-claude.lepage@pwgsc-tpsgc.gc.ca)

### **B4.0 Industry Responses**

#### **B4.1 Response Format**

For ease of use and in order that the greatest value be gained from responses, Canada requests respondents to follow the structure outlined in Section D - Questions for Industry. There is no page limit on the information to be provided. Responses should be submitted in either Microsoft Word or Adobe PDF.

## **B4.2 Language of Response**

Responses may be in English or French, at the preference of the respondent.

## **B4.3 Response Parameters**

Responders are reminded that this is an RFI and not a bid solicitation and, in that regard, responders should feel free to provide their comments, concerns, and, where applicable, alternative recommendations on how the requirement may be satisfied. Also, in responding to this RFI, responders are asked to clearly explain any assumptions they may wish to make.

## **B4.4 Response Confidentiality**

Responders are requested to clearly identify those portions of their response that are proprietary to the responder. The confidentiality of each responders response will be maintained. However, due to the nature of the RFI activity, responders must be aware that aspects of their response may be used as a basis for modifying the draft documents as Canada prepares for the future procurement.

# **SECTION C - PROCUREMENT STRATEGY**

## **C1.0 Procurement Strategy**

### **C1.1 Contract Period**

The proposed length of the Contract is for a period of 1 year from date of issuance with options on the part of Canada to extend the period of the contract by up to 3 additional periods one-year each.

### **C1.2 Number of Contracts**

One contract will be awarded.

## **C2.0 Statement of Work**

The draft Statement of Work is contained in Annex A.

## **C3.0 Evaluation Strategy**

### **C3.1 Mandatory Technical Criteria**

The proposed Mandatory Technical Criteria are contained in Annex B.

## **SECTION D - QUESTIONS FOR INDUSTRY**

The respondent is requested to provide comments/feedback on the following set of questions preferably in the order in which they appear.

### **D1.0 General Question**

- 1.1 What is your general experience providing Corporate Fitness Services to 1,000 or more members?

### **D2.0 Questions Regarding the Statement of Work (SOW)**

- 2.1 Identify any concerns that you may have with the SOW. Considering the objectives of ESDC, are there recommendations you could make to improve the SOW? Is there anything missing that should be included?

#### **2.2 Membership**

- 2.2.1 Currently, eligible individuals can purchase access to the fitness center in various ways, such as memberships limited to gym access only, punch-cards (to buy packages of classes) and pay-as-you-go (for drop-in fitness classes), with higher prices during peak times. Do you have any recommendations about the types of purchasing options that should be offered to employees?

#### **2.3 Space**

- 2.3.1 The proposed approach for the fitness center does not permit any improvements to be made to the leased space (see floor plan in Annex D) by either the eventual Contractor or ESDC. Does this constraint represent any issues in terms of equipment setup/maintenance or raise other concerns?
- 2.3.2 Please comment on what details you would include in a proposed floor plan (such as the layout and storage of equipment, machines, and space for classes), or provide a sample floor plan.

#### **2.4 Cleaning and Maintenance of space**

- 2.4.1 The lease owner provides some routine cleaning in the fitness center (see cleaning plan in Annex E). Please comment on what additional facilities cleaning or maintenance might be necessary, in your experience, to ensure the fitness center space is sufficiently appealing.

## **2.5 Resources and Transition**

- 2.5.1 As per the requirements stated in the attached SOW (Annex A) do you have any recommendations of the categories/ number of resources that will be required to manage the fitness center?
- 2.5.2 Please comment on the availability and appropriateness of specific fitness and first aid certifications or other standards available to fitness instructors in the province of Quebec.
- 2.5.3 Please comment on what type of transition period or special provisions might be necessary for a new Contractor to begin enrolling members and operating in the space (e.g. installation of machines, initial high volume of membership sign-ups). For example, what timeframe might be necessary to ensure a successful transition between Contractors, and what steps are required?
- 2.5.4 You may provide a costing, breaking down the costs (fixed and non-fixed) you would incur in operating the Fitness Center.

## **2.6 Equipment**

- 2.6.1 The current fitness center operator has been providing the equipment listed in Annex F (sample list only). Given the constraints of the Center space and the high demand for memberships, ESDC expects the Contractor to provide the maximum possible amount of fitness machines and equipment as can be safely done within the portion of the Center space that is available for fitness machines and equipment. Please provide any comments to improve this list of equipment, or provide such a proposed list.
- 2.6.2 The current fitness center operator also provides stereo equipment and music, and provides and replenishes water coolers. Please provide any comments on your ability to provide this type of equipment and services.

## **2.7 Advertising and promotion**

- 2.7.1 Your firm may currently operate various facilities of which the public can become members, and which you may advertise and promote accordingly. The eventual Contractor will need to restrict availability to ESDC employees only. Please comment on the approach your organization would suggest for promoting this specific center on websites, in printed promotional materials, or through other appropriate methods, including any support from ESDC.

## **2.8 Handling of private information**

- 2.8.1 Your firm may currently handle the private or personal information of members, such as health information, names and addresses, and payment information. Please comment on the privacy management regime applicable to your firm (e.g., compliance with relevant laws or policies).



**D3.0 Questions regarding the proposed Evaluation Criteria to be used to evaluate supplier's proposals**

Attached as Annex B, are the proposed evaluation criteria.

**3.1** Please provide your feedback on these criteria.

**3.2** Do you have any suggestions for other criteria that should be considered in selecting a supplier(s) for this requirement?

**D4.0 Question Regarding the proposed financial strategy**

**4.1** Please provide your feedback on the financial strategy. ESDC will not pay the Contractor regularly for the services. Rather, the financial relationship is that ESDC pays the ongoing lease and lease-related costs (as detailed later) and the Contractor offers memberships to ESDC employees at an affordable rate in the 'rent-free' space. The Contractor is therefore expected to recoup its costs and earn any profits solely from the fees it charges Members, at affordable rates that reflect ESDC's contribution of the lease and of lease-related costs.

**D5.0 Other Issues**

**5.1** Please provide any other comments or suggestions that would benefit this process.

## **ANNEX A STATEMENT OF WORK**

### **Portage IV (140 promenade du Portage) Fitness Center Operations**

#### **1.0 GENERAL**

##### **1.1 Objective**

The objective of this contract is the delivery of turnkey fitness center services, including access to exercise equipment and fitness classes and use of associated facilities on a membership basis, to Employment and Social Development Canada (ESDC) employees only on their own personal time. The contract also includes related administrative duties. The fitness center is physically located within existing facilities located in the Portage IV federal building leased by ESDC in Gatineau, Quebec (140 promenade du Portage). Given that ESDC holds and will continue to pay for the lease and related costs, it is ESDC's strong intention that the Center be a wellness-oriented space with affordable memberships.

ESDC is seeking for a turnkey operator (the Contractor) to provide its employees who work nearby with convenient, affordable access to basic fitness services on their own personal time. Further to the Treasury Board Policy on Workplace Fitness Programs (available on the Treasury Board's website), ESDC wants to continue to promote workplace wellness, including healthy physical activity.

##### **1.2 Background**

ESDC currently has a fitness center space in its leased office building, operated under an agreement (memorandum) that is set to expire in the near future. ESDC seeks a Contractor to provide fitness services in the as-is space. The space occupies approximately 550 square meters of a below-grade floor of the office building. In addition to space for fitness machines and activities (such as instructor-led classes), there are male and female changing rooms and showers and some storage space.

ESDC has about 6,500 employees working in the area. Under the proposed contract, ESDC employees will be the only people eligible to use the fitness center. The center cannot physically accommodate all employees. Even considering the smaller group who may actually wish to obtain a fitness membership, the Contractor may need to maintain a significant but manageable waiting list for memberships. The center is also highly likely, based on past numbers, to need to operate at full capacity during peak periods (defined below).

In the past, the center has typically accepted a total of between 750 and 1,000 members, in a combination of on and off-peak memberships with varying prices and availability, alongside various fitness classes. In a recent year, the center had approximately 1,000 memberships overall, about 30% of which were held by other federal government employees (70% by ESDC employees). Of these, roughly 750 members held Peak period memberships, and 250 held Off-Peak memberships. As per the sample schedule in Annex F, the center offers 20 to 25 classes per week distributed throughout business hours, for a total of about 1,000 classes per year, with class sizes of 20 or more individuals (per class) during Peak periods and 10 or more individuals (per class) in Off-Peak periods.

## 2.0 Definitions

Fitness Center/Center	Center located in the sub-basement level (floor 02) of the Portage IV office building, 140 promenade du Portage, Gatineau, Quebec, inclusive of the shower and locker areas, exercise floors, reception area and storage (see floor plan in Annex D).
ESDC Employee(s)	Indeterminate, term and casual employee(s) of Employment and Social Development Canada (ESDC). This excludes, for example, contractors and consultants.
Members	ESDC Employees who have registered for a membership with the Fitness Center and are paying for ongoing regular access to the center.
Normal Business Hours/ Business Hours	6:00 am to 7:00 pm, on all weekdays except statutory holidays
Peak Time*	11:00 am to 2:00 pm, on all weekdays except statutory holidays
Off-Peak Time*	6:00 to 11:00 am and 2:00 to 7:00 pm, on all weekdays except statutory holidays  *The above 2 definitions flow into the definition of Peak and Off-Peak memberships as follows: Members holding Peak memberships may attend the Center at any time during Business Hours, while Members holding Off-Peak memberships may only attend the Center during Off-Peak periods.

## 3.0 Estimated Volume per year

The Contractor understands and agrees that the estimated volume does not constitute a Contract Guarantee. The number of active memberships in any given year estimated at 1,000 (of which approximately 750 would be Peak memberships, and 250 would be Off-Peak memberships). Interest for paid access to fitness classes during Peak periods is estimated to be strong and sufficient to easily fill classes held during Peak periods.

## 4.0 Requirements

### 4.1 General Operations of Fitness Center

- 4.1.1 Use the Fitness Center space solely to operate a Fitness Center during Normal Business Hours, according to the Requirements and Tasks detailed below, and for no other purposes
- 4.1.2 Manage the Fitness Center's operations and perform all required Tasks at its (the Contractor's) sole cost, and that of any subcontractors. There will be no payment other than consideration of \$1 from ESDC to the Contractor.
- 4.1.3 Staff a reception area within the Center.
- 4.1.4 Obtain all required permits, licenses, consents and other approvals, as the case may require, for the normal operation of a fitness center in the province of Quebec, Canada (for example, from the Office de la protection du consommateur).

## **4.2 Membership Eligibility and Types**

- 4.2.1 Make memberships available only to ESDC Employees, and verify that the person requesting a membership is an ESDC employee by viewing their ID card.
- 4.2.2 Offer both Peak memberships (for access during all Business Hours) and Off-Peak memberships (for access during Off-Peak periods).

## **4.3 Membership Satisfaction and Reports**

- 4.3.1 Provide the Project Authority an annual report on membership satisfaction, based on information it has gathered from members.
- 4.3.2 Participate in meetings with ESDC upon the Project Authority's request.

## **4.4 Fitness Machines and Equipment**

- 4.4.1 Within 1 week of the Contract's start date, provide the Project Authority with a plan (including floor layout) of proposed fitness machines and equipment for its review and written approval. Should the plan submitted by the Contractor require revisions for improvement, the Project Authority will provide those comments to the Contractor. The Contractor must then provide the Project Authority a revised plan within 5 working days. This plan must comply with the other requirements of section 4.4 and other relevant sections of this statement of work. (The Contractor should submit the machine/equipment layout plan to the Project Authority alongside the fitness class schedule required under 4.5.1.)
- 4.4.2 Within 2 weeks of approval of the plan from 4.4.1 by the Project Authority, the Contractor must install and continually provide at least the following fitness machines and equipment for use by Members within the portion of the Center space that is available for fitness machines and equipment, all in accordance with the plan that forms part of the deliverables:
  - 3 treadmill machines
  - 2 elliptical machines
  - 2 upright bicycle machines
  - 1 recumbent bicycle machine
  - 2 stair-climbing machines
  - 1 four-sided weight-training machine (or equivalent in multiple separate machines)
  - 1 free weight-training station with a minimum of 2 complete sets of weights (complete meaning at 10-pound or more frequent intervals ranging from 2 pounds to 60 pounds)
  - 20 exercise mats
  - 20 stackable steps (for cardio exercises)
  - 20 exercise bands (for stretching or strength-training)
  - 5 jump ropes
  - 2 water coolers, with a continual supply of water refillsElectronic/electrical fitness machines and equipment must be modern and 3 years of age or less, and all machines and equipment must be of commercial grade or equivalent.
- 4.4.3 The Contractor may provide additional fitness machines and equipment for use by Members, if this can be safely done within the portion of the Center space that is available for fitness machines and equipment. Electronic/electrical fitness machines and equipment must be modern and 3 years of age or less, and all machines and equipment must be of commercial grade or equivalent.

- 4.4.4 Annually (once each calendar year), provide the Project Authority with a list of planned (known) changes (removals, additions and changes) to exercise equipment for the coming calendar year.

#### **4.5 Instructor-Led Fitness Classes**

- 4.5.1 Within 1 week of the Contract's start date, provide the Project Authority with a schedule of proposed fitness classes for the Project Authority review and written approval. Should the fitness class schedule submitted by the Contractor require revisions for improvement, the Project Authority will provide those comments to the Contractor. The Contractor must then provide a revised plan within 5 working days. This fitness class schedule must comply with the other requirements of section 4.5 and other relevant sections of this statement of work. (The Contractor should submit the first fitness class schedule to the Project Authority alongside the machines/equipment layout plan required under 4.4.1)
- 4.5.2 At a minimum, provide at least 20 instructor-led classes with spaces for 20 or more Members each week during Normal Business Hours, at least 5 of which must take place during the Peak period, all in accordance with the planned schedule that forms part of the deliverables. Individually and/or in combination, the classes must include exercises that address these general aspects:
- Cardiovascular exercises;
  - Strength-training exercises; and
  - Stretching exercises.
- 4.5.3 The Contractor may provide additional instructor-led fitness classes if they can be held safely within the portion of the Center space that is available for fitness classes.
- 4.5.4 Annually (once each calendar year), provide the Project Authority with the proposed schedule for the coming calendar year.

### **5.0 Tasks**

#### **5.1 General Operations**

- 5.1.1 The Contractor must sell and manage the administration of memberships. The Contractor must charge and collect fees from Members and provide receipts. The Contractor must accept debit and credit.
- 5.1.2 The Contractor must operate the existing access card system, which is owned by ESDC, by maintaining the list of members and access cards in the required database system. As part of the membership sign-up process, the Contractor must provide Members with the required access cards, which are commercially available, and which the Contractor must purchase as needed to supply Members.
- 5.1.3 If demand for Peak or Off-Peak memberships exceeds availability, the Contractor must maintain waiting lists of ESDC Employees who have asked to be placed on a waiting list. The Contractor must then allocate all new memberships to the ESDC Employees on the waiting lists, as memberships become available.
- 5.1.5 The Contractor must, during Business Hours, have staff available in-person to handle administrative matters (such as membership sales and the distribution of access cards to Members). The responsible individual(s) must be in the Center during Normal Business Hours except for any break periods, to serve Members.
- 5.1.6 The Contractor must review the locker room at the end of each day to ensure the lockers are not being used for long-term storage (lockers are only for short-term use while a Member is exercising in the Center).

- 5.1.7 The Contractor must handle complaints and claims from members in relation to any loss or damage to property within the Center, or any accident and/or bodily injury occurring anywhere within the Center. The Contractor must manage and, as necessary, forward these complaints to the Project Authority, rather than having Members do so directly. The Contractor must notify the Project Authority of accidents and injuries within 24 hours of every such incident.
- 5.1.8 The Contractor must provide, and maintain in good working order, at least one automated external defibrillator. At least one Contractor staff person who is on site during Business Hours must have first aid training and have training in the use of automated external defibrillators.
- 5.1.9 The Contractor must have operational telephone and/or internet connections sufficient to operate the Center. All costs related to these ongoing services and any related fees, such as connection or setup costs, are the responsibility of the Contractor.
- 5.1.10 The Contractor must purchase and maintain, as needed, miscellaneous items it may require to operate the Center, such as telephones, computers, stationery, cleaning supplies and cleaning equipment. The Contractor must provide potable water for the 2 required water coolers, sufficient to meet Member demand.
- 5.1.11 The Contractor must promptly move the machines, equipment and other items out of the way of the cleaners, upon receiving reasonable advance notice from the Project Authority.
- 5.1.12 The Contractor may provide a website and printed and written matter, displayed or made available to Members and potential future members, for information and advertising purposes, including for example pamphlets about membership options, class schedules, and safety issues. Should the Contractor do so, it must make all such matter available in both official languages (English and French).
- 5.1.13 The Contractor may have its corporate logo installed on the outer walls of the Center, provided it gives the Project Authority 5 working days advance notice for installation purposes. The Contractor may also install on walls within the Center various posters (in both official languages) related to the Center.
- 5.1.14 The Contractor may also occasionally promote the Center in-person in such areas of the office complex as is reasonable, with the Project Authority's written pre-approval.

## **5.2 Fitness Machines and Equipment**

- 5.2.1 The Contractor must install, operate, maintain, repair and replace fitness equipment as needed, and perform the same activities for other related equipment and apparatuses as required.
- 5.2.2 The Contractor must maintain all machines and equipment in working order and have them available in the Center for Members to use during Business Hours.
- 5.2.3 Should the Contractor need to replace or remove any listed machine(s) or equipment, other than exact like for like replacement (or newer models of the same types), the Contractor must inform the Project Authority in writing, which has the right to reject such plans.
- 5.2.4 The Contractor must obtain the Project Authority's pre-approval of all delivery, installation and removal of machines and equipment, and of any maintenance of said items that is likely to disrupt Center operations. The Contractor must make such requests in writing to ESDC for review at least 5 working days before the proposed activities.

### **5.3 Instructor-Led Fitness Classes**

- 5.3.1 The Contractor must insure that certified instructors lead the classes at the scheduled times.
- 5.3.2 The Contractor must ensure all the fitness instructors and staff who assist Members with exercise have all required certifications or training as per industry standards for the operation of a fitness center in the province of Quebec, Canada. The Contractor may choose to recruit Members as volunteers only for the purposes of leading fitness classes, provided the Contractor applies the above requirements to those volunteers.
- 5.3.3 The Contractor must track any deviations from its proposed schedule; and, should the Contractor decide to remove classes from the schedule permanently, report the facts (the affected classes and times) and its rationale to the Project Authority.
- 5.3.4 The Contractor may temporarily move fitness machines and equipment to the side or into the Fitness Center's storage space to accommodate large classes, if it can do so safely.

### **5.4 Annual Report**

- 5.4.1 The Contractor must provide the Project Authority an annual report on membership satisfaction and on the operations of the center. At least 60 days before the end of each calendar year during the Contract, the Contractor must provide the Project Authority a written annual report on Center operations. The report must include information on the Center's offerings; numbers (participation rates and corresponding financial information) on the memberships, classes and other activities offered by the Center; and provide the Project Authority information on planned changes to exercise equipment and machines and to fitness class schedules, if any; and address any significant operational or other concerns. The Contractor must also provide, in its report, any other information about the Center reasonably requested in advance by the Project Authority.
- 5.4.2 If requested by the Project Authority, the Contractor must fully discuss with the Project Authority the content of the annual report.

## **6.0 Work location**

140 Promenade du Portage, Portage IV, Gatineau, Quebec (level 02, sub-basement).

## **7.0 Language Requirements**

The Contractor must maintain adequate staff, and certified fitness instructors, to provide the highest quality of service in both official languages of Canada (English and French).

The Contractor must provide all written materials, including websites, in both official languages of Canada (English and French). For further clarity, the requirement of providing English and French materials is applicable to, but not limited to, all signs, notices, and membership memos.

## **8.0 Meetings**

The Contractor and the Project Authority will plan one or more kick-off meetings as necessary to plan for the start of the Center's operations.

Once the Center begins operating, the Contractor and the Project Authority will meet only as necessary to discuss any new and ongoing issues about Center operations and related matters. Either the Project Authority or the Contractor may request such a meeting and may raise issues

for consideration. The Contractor must attend, with reasonable notice, and must work with the Project Authority to co-develop a written agenda for all such meetings. Electronic means such as teleconference are permissible, except upon express demand by either party.

## **9.0 Constraints**

- 9.1 ESDC holds and pays the lease for the facilities. ESDC will neither refit nor improve, nor permit the Contractor to refit or improve, the current facilities (such as but not limited to the showers, change rooms, lockers and walls, flooring and lighting). The facilities will remain as-is.
- 9.2 ESDC cannot allow its leased space to exceed safe occupancy requirements. The Contractor must insure that the number of individuals within the Center at any given time does not exceed 119 occupants or such other lower number as the Contractor or ESDC may deem safe.
- 9.3 The Contractor must not place, or cause to be placed, any additional locks upon any door of the Center without the written pre-approval of the Project Authority.
- 9.4 ESDC does not limit its rights as leaseholder whatsoever by virtue of this Contract. Without limiting the constraints and requirements noted above, as leaseholder ESDC may, on an ongoing basis and throughout the Contract, do the changes below, which may result in unavoidable necessary disruption or complete interruption to the normal operation of the Center and for which the Contractor will receive no compensation whatsoever:
  - (a) Alter, construct improvements to, and rearrange the Center, and/or construct additional fitness centers in the Portage office complex or elsewhere;
  - (b) Relocate the Center;
  - (c) Have pipes, wires, ducts or other installations installed, maintained, or repaired in, under or through the Center for the purpose of supplying any service to any part of the building;
  - (d) Do such things on or in the building as required to comply with any laws, by-laws, regulations, orders or directives affecting any part of the building or its surroundings; and,
  - (e) Do such other things on or in the building as ESDC determines to be advisable.
- 9.5 ESDC or its designated representatives will have the absolute right to enter the Center at any time, without advance notice.

## **10.0 Support provided by ESDC**

- 10.1 ESDC manages and pays operating costs related to rent, utilities (heat, hydro and water), and general building maintenance. The Contractor will not be obligated to repair any of the base building systems or equipment, such as HVAC, electricity or plumbing.
- 10.2 ESDC provides and pays for heat, air conditioning, ventilation, lighting and electric current.
- 10.3 ESDC provides the basic cleaning and janitorial services noted in Annex E.
- 10.4 ESDC provides and maintains adequate first-aid kits, per its standards.
- 10.5 ESDC provides an access card system for use by the Contractor to control access to the Fitness Center (which is currently and will continue to be owned by ESDC).



**ANNEX B  
EVALUATION CRITERIA**

**Part 1 - Mandatory Bidder Evaluation Criteria**

**Mandatory Criteria**

<b>MANDATORY CRITERIA</b>		<b>Information Required in Support of Each Criterion</b>
<b>M1</b>	<b>Experience in Corporate Fitness Services operations:</b> The bidder must demonstrate a minimum of 3 years' ongoing experience managing a full service corporate fitness facility of similar size. Similar is defined within articles a, b and c contained in the next column.	To be responsive, the bidder must demonstrate each of the following activities currently being managed: <ul style="list-style-type: none"> <li>a. The address(es) where fitness services took place and the name and contact information of a reference from the corporation (who received the services);</li> <li>b. A space of at least 400 square meters being managed with a minimum of 10 fitness machines (such as: elliptical machines, treadmills, other similar machines), and</li> <li>c. Provision of corporate fitness facility services in an on-site location to at least 3 different corporate organizations (public sector or private sector), having a combined minimum of 1,000 employees.</li> </ul>
<b>M2</b>	<b>Experience in membership management:</b> The bidder must demonstrate a minimum of 3 years' experience in managing the business of a corporate fitness facility for an organization (or multiple organizations, public sector or private sector) having a combined minimum of 1,000 employees.	To be responsive, the bidder must demonstrate each of the following activities currently being managed: <ul style="list-style-type: none"> <li>a. Collecting fees from members;</li> <li>b. Maintaining membership lists, and</li> <li>c. Managing the distribution of membership access passes (or equivalent).</li> </ul>
<b>M3</b>	<b>Certified instructors in fitness and first aid.</b>	The bidder must provide a list of the proposed fitness instructors who will be working at the Portage IV fitness center, with proof of valid fitness training certification and of valid first aid certificates
<b>M4</b>	<b>Fitness center manager</b>	The bidder must provide the name(s) of proposed resource(s) who will be responsible for managing the operations of the Portage IV fitness center, with proof that the proposed individual(s) each have a minimum of 2 years' experience in a management role responsible for the provision of corporate fitness services.

## ANNEX C FINANCIAL EVALUATION CRITERIA

### Part 2- Financial Evaluation Criteria

Bidders are to provide the monthly membership prices and pay-per-class prices that they will charge to members. The monthly membership price will be a firm price for the 1-year Contract Period and all 1-year Option Periods.

Type of Fee	A: Estimated Number of Users (in any given month)	B: Contract Period (1 October 2016 to 30 September 2017 )	C: Option Period 1 (1 October 2017 to 30 September 2018)	D: Option Period 2 (1 October 2018 to 30 September 2019)	E: Option Period 3 (1 October 2019 to 30 September 2020)
Monthly Peak Membership (11 am to 2 pm)	750				
Monthly Off-Peak Membership (6 am to 11 am, and 2 pm to 7 pm)	250				
Pay Per Class (to access exercise classes)	250				

### Evaluation Price: Calculation Method

Following is the calculation method for the total evaluation price.

#### Price Component 1 (Monthly Peak Membership)

(Column A multiplied by Column B) + (Column A multiplied by Column C) + (Column A multiplied by Column D) + (Column A multiplied by Column E) = Total Monthly Peak Membership Evaluation Price

#### Price Component 2 (Monthly Off-Peak Membership)

(Column A multiplied by Column B) + (Column A multiplied by Column C) + (Column A multiplied by Column D) + (Column A multiplied by Column E) = Total Monthly Off-Peak Membership Evaluation Price

#### Price Component 3 (Pay Per Class)

Pay Per Class (Column A multiplied by Column B) + (Column A multiplied by Column C) + (Column A multiplied by Column D) + (Column A multiplied by Column E) = Total Pay Per Class Evaluation Price

#### Final Calculation

Price Component 1 + Price Component 2 + Price Component 3 = total evaluation price

Type of Fee	A: Estimated Number of Users (in any given month)	B: Contract Period (1 October 2016 to 30 September 2017 )	C: Option Period 1 (1 October 2017 to 30 September 2018)	D: Option Period 2 (1 October 2018 to 30 September 2019)	E: Option Period 3 (1 October 2019 to 30 September 2020)
Monthly Peak Membership (11 am to 2 pm)	750	\$10	\$12	\$14	\$16
Monthly Off-Peak Membership (6 am to 11 am, and 2 pm to 7 pm)	250	\$8	\$10	\$12	\$14
Pay Per Class (to access exercise classes)	250	\$5	\$6	\$7	\$8

### Evaluation Price: Sample Calculation

Following is a sample calculation method for the total evaluation price.

#### Price Component 1 (Monthly Peak Membership)

Column A multiplied by Column B:  $750 \times \$10 = \$7,500$   
Column A multiplied by Column C:  $750 \times \$12 = \$9,000$   
Column A multiplied by Column D:  $750 \times \$14 = \$10,500$   
Column A multiplied by Column E:  $750 \times \$16 = \$12,000$   
Total Monthly Peak Membership Evaluation Price =  
 $\$7,500 + \$9,000 + \$10,500 + \$12,000 = \$39,000$

#### Price Component 2 (Monthly Off-Peak Membership)

Column A multiplied by Column B:  $250 \times \$8 = \$2,000$   
Column A multiplied by Column C:  $250 \times \$10 = \$2,500$   
Column A multiplied by Column D:  $250 \times \$12 = \$3,000$   
Column A multiplied by Column E:  $250 \times \$14 = \$3,500$   
Total Monthly Off-Peak Membership Evaluation Price =  
 $\$2,000 + \$2,500 + \$3,000 + \$3,500 = \$11,000$

#### Price Component 3 (Pay Per Class)

Column A multiplied by Column B:  $250 \times \$5 = \$1,250$   
Column A multiplied by Column C:  $250 \times \$6 = \$1,500$   
Column A multiplied by Column D:  $250 \times \$7 = \$1,750$   
Column A multiplied by Column E:  $250 \times \$8 = \$2,000$   
Total Pay Per Class Evaluation Price =  
 $\$1,250 + \$1,500 + \$1,750 + \$2,000 = \$6,500$

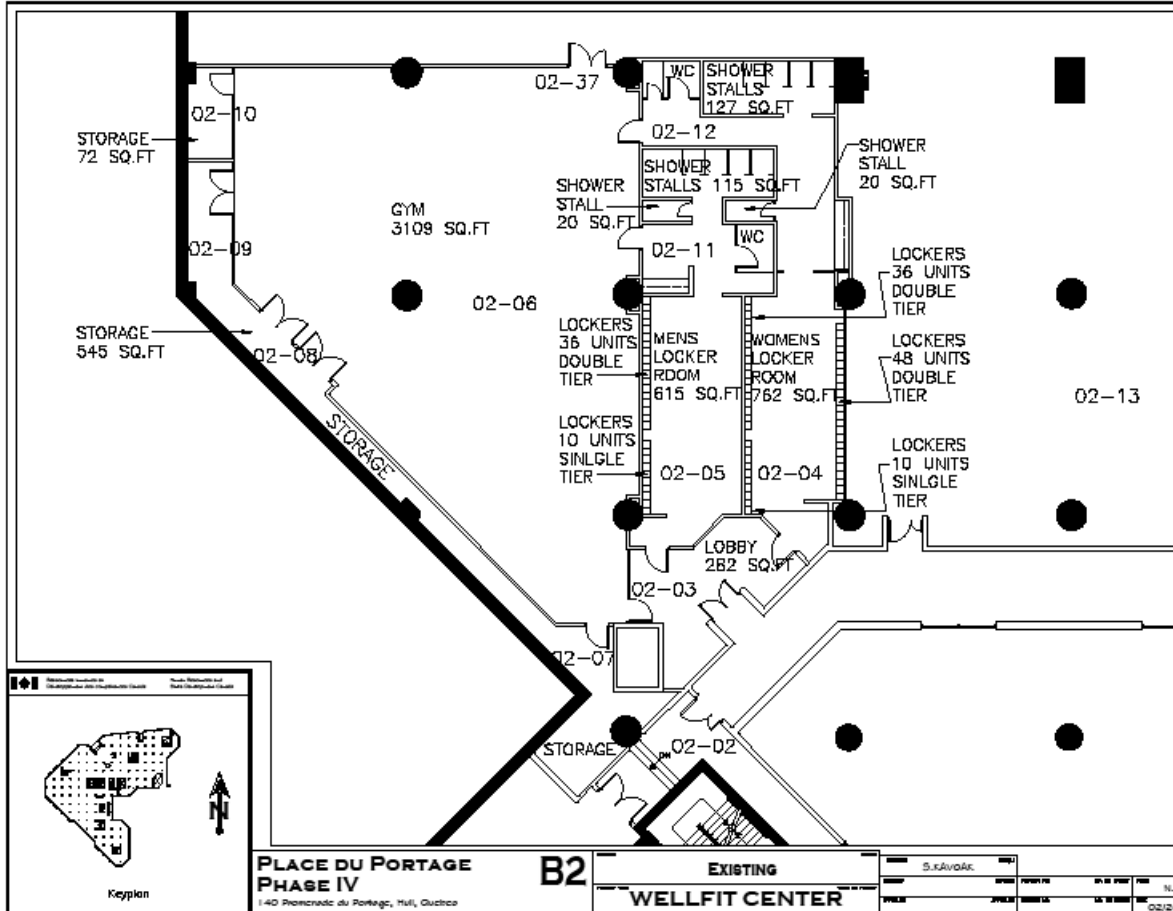
#### Final Calculation

Price Component 1 = \$39,000  
Price Component 2 = \$11,000  
Price Component 3 = \$6,500

**Total evaluation price = Price Component 1 + Price Component 2 +  
Price Component 3 = \$56,500**

## ANNEX D FLOOR PLAN

### FITNESS CENTER – PORTAGE IV 140 PROMENADE DU PORTAGE, GATINEAU, QUEBEC



**ANNEX E  
CLEANING PLAN**

**FITNESS CENTER – PORTAGE IV  
140 PROMENADE DU PORTAGE, GATINEAU, QUEBEC**

For the basic cleaning of the fitness center located in the lower level of the Portage IV office building in Gatineau, QC, Employment and Social Development Canada (ESDC) currently ensures the provision of the following services:

<b>Service</b>	<b>Frequency</b>
Toilets	2 times each day (change rooms)
Sweep and damp mop tile floors	1 time each day (gym space and change rooms)
Empty wastebaskets	1 time each day (gym space and change rooms)
Spot clean walls, mirrors doors/frames	2 times each week (gym space and change rooms)
Clean exposed surface of lockers, including tops	2 times each week (change rooms only)
Damp wipe of all benches	2 times each week (change rooms only)
Vacuum floors and carpets	2 times each week (gym space and change rooms)
Basic clean of mirrors	1 time each week (gym space and change rooms)
Machine scrub of shower floors using germicide	1 time each week (showers only)
Vacuum and dust air grills and their surroundings	1 time each year (gym space and change rooms)
Wash walls	1 time each year (gym space and change rooms)
Full wash of locker exteriors, and the interiors of lockers that have been emptied and unlocked	1 time each year (change rooms)
Replace burnt-out lighting (e.g. exit signs)	As required

**ANNEX F**  
**SAMPLE OF FITNESS CENTER EQUIPMENT AND CLASSES**

The operator of the fitness center located in the lower level of the Portage IV office building in Gatineau, QC, currently offers fitness center members the following exercise equipment and classes. This list is an approximation and is provided for reference purposes only.

**Fitness Equipment**

<b>Equipment Type</b>	<b>Quantity</b>
Lifecycle	3
Tetrix BikeMax-R	2
ClimbMax	1
Stairmaster	2
Star Trac 3900 Series	1
Precor C944	1
Star Trac Treadmill	1
LifeStep	1
Nautilus Leg Extension	1
Nautilus Prone Leg Curl	1
Nautilus Bench Press	1
Nautilus Compound Row	1
Nautilus 50-degree Chest/Shoulder	1
Incline Bench	1
Flat Bench	1
Multi-Gym (with various handle attachments)	1
Weight Rack (5-foot)	1
Free Weights	2 each: 60 pound, 55 pound, 50 pound, 45 pound, 40 pound, 35 pound, 30 pound, 25 pound, 12 pound, 8 pound
Free Weights	4 each: 20 pound, 15 pound, 10 pound
Free Weights	10 each: 5 pound, 2 pound
Free Weights	26 (13 sets) of 3 pound free weights
Ankle Weights	2
Exercise Mats	20
Steps (cardio)	25
Risers (cardio)	50
Exercise Bands	20
Exercise Tubes	20
Jump Ropes	1
Water Cooler (and the Contractor hires the service that refills/replaces the water bottles)	2

## Exercise Classes

Sample only; spring 2016 schedule.

Time	Monday	Tuesday	Wednesday	Thursday	Friday
6:30am - 7:15pm		Core Strength Training		Stretching	High Intensity Training
7:00am - 7:45pm	Running		Running		
11:00am - 11:30am	Cardio and Strength Training	Strength Training	Cardio and Strength Training	Boot Camp	Cardio and Strength Training
11:30am - 12:15pm	Spinning	Express Training	Spinning	Spinning	Spinning
12:15pm - 1:00pm	Muscle Toning	Zumba	Stepping Class	Cardio Training	Core Strength Training
1:00pm - 2:00pm	Yoga Class		Yoga Class		Yoga Class
5:00pm - 5:45pm	Core Strength Training	Spinning	Stretching	High Intensity Training	