



RETURN BIDS TO:
RETOURNER LES SOUMISSIONS À:
Réception des soumissions - TPSGC / Bid
Receiving - PWGSC
1550 Avenue d'Estimauville
1550 D'Estimauville Avenue
Québec
Québec
G1J 0C7

REQUEST FOR PROPOSAL DEMANDE DE PROPOSITION

Proposal To: Public Works and Government Services Canada

We hereby offer to sell to Her Majesty the Queen in right of Canada, in accordance with the terms and conditions set out herein, referred to herein or attached hereto, the goods, services, and construction listed herein and on any attached sheets at the price(s) set out therefor.

Proposition aux: Travaux Publics et Services Gouvernementaux Canada

Nous offrons par la présente de vendre à Sa Majesté la Reine du chef du Canada, aux conditions énoncées ou incluses par référence dans la présente et aux annexes ci-jointes, les biens, services et construction énumérés ici sur toute feuille ci-annexée, au(x) prix indiqué(s).

Comments - Commentaires

Vendor/Firm Name and Address
Raison sociale et adresse du
fournisseur/de l'entrepreneur

Issuing Office - Bureau de distribution
TPSGC - PWGSC
601 - 1550 Avenue d'Estimauville
Québec
Québec
G1J 0C7

Title - Sujet Service de buanderie	
Solicitation No. - N° de l'invitation W0106-16R106/A	Date 2016-11-23
Client Reference No. - N° de référence du client W0106-16R106	
GETS Reference No. - N° de référence de SEAG PW-\$QCW-028-16950	
File No. - N° de dossier QCW-6-39252 (028)	CCC No./N° CCC - FMS No./N° VME
Solicitation Closes - L'invitation prend fin at - à 02:00 PM on - le 2017-01-10	Time Zone Fuseau horaire Heure Normale du l'Est HNE
F.O.B. - F.A.B. Plant-Usine: <input type="checkbox"/> Destination: <input checked="" type="checkbox"/> Other-Autre: <input type="checkbox"/>	
Address Enquiries to: - Adresser toutes questions à: Simoneau, Steve	Buyer Id - Id de l'acheteur qcw028
Telephone No. - N° de téléphone (418) 649-2816 ()	FAX No. - N° de FAX (418) 648-2209
Destination - of Goods, Services, and Construction: Destination - des biens, services et construction: Ministère de la Défense Garnison Valcartier & Québec métropolitain COURCELETTE Québec Canada	

Instructions: See Herein

Instructions: Voir aux présentes

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

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TITLE: RISO – LAUNDRING AND DRY-CLEANING SERVICES – DEPARTMENT OF NATIONAL DEFENSE - QUEBEC REGION

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PART 1 - GENERAL INFORMATION

1. Introduction

The Request for Standing Offers (RFSO) is divided into seven parts plus attachments and annexes, as follows:

- | | |
|--------|---|
| Part 1 | General Information: provides a general description of the requirement; |
| Part 2 | Offeror Instructions: provides the instructions applicable to the clauses and conditions of the RFSO; |
| Part 3 | Offer Preparation Instructions: provides Offerors with instructions on how to prepare their offer to address the evaluation criteria specified; |
| Part 4 | Evaluation Procedures and Basis of Selection: indicates how the evaluation will be conducted, the evaluation criteria which must be addressed in the offer, and the basis of selection; |
| Part 5 | Certifications: includes the certifications to be provided; |
| Part 6 | Security and Financial Requirements: and |
| Part 7 | 7A, Standing Offer, and 7B, Resulting Contract Clauses: |
- 7A, includes the Standing Offer containing the offer from the Offeror and the applicable clauses and conditions;
- 7B, includes the clauses and conditions which will apply to any contract resulting from a call-up made pursuant to the Standing Offer.

The Annexes include the Statement of Requirement, the Basis of Payment, the list of collection points and collection schedule, and any other annexes.

2. Summary

Supply, on an as-and-when-ordered basis, laundering (washing) and dry-cleaning services for the washing, dry-cleaning and medical- and dental-care items lists of the Department of National Defence, 5 Area Support Group – Quebec Area, Valcartier Garrison and metropolitan Quebec, based on a pre-established collection schedule at 47 collection points (that may vary), in accordance with the specific requirements, and all in accordance with the statement of work available in Annex A of this standing offer request.

The approximate regular-service (once, twice and three times a week) percentage of use is 93%. The oncall service percentage of use is 5% and the emergency, 24-hour service percentage of use is 2%. That percentage may vary in accordance with the busier periods of the year, the missions underway and unforeseen circumstances.

The standing offer will cover three fixed years, from February 1st, 2017 to January 31, 2020.

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2.2 The requirement is subject to the provisions 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).

2.3 This procurement is limited to Canadian goods and Canadian services.

3. Security Requirements

This procurement does not have security requirements.

4. Debriefings

Offerors may request a debriefing on the results of the request for standing offers process. Offerors should make the request to the Standing Offer Authority within 15 working days of receipt of the results of the request for standing offers process. The debriefing may be in writing, by telephone or in person.

PART 2 - OFFEROR INSTRUCTIONS

2.1 Standard Instructions, Clauses and Conditions

All instructions, clauses and conditions identified in the Request for Standing Offers (RFSO) 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.

Offerors who submit an offer agree to be bound by the instructions, clauses and conditions of the RFSO and accept the clauses and conditions of the Standing Offer and resulting contract(s).

The [2006](#) (2016-04-04) Standard Instructions - Request for Standing Offers - Goods or Services - Competitive Requirements, are incorporated by reference into and form part of the RFSO.

2.2 Submission of Offers

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

2.3 Former Public Servant

Contracts awarded to former public servants (FPS) in receipt of a pension or of a lump sum payment must bear the closest public scrutiny, and reflect fairness in the spending of public funds. In order to comply with Treasury Board policies and directives on contracts awarded to FPS, offerors must provide the information required below before the issuance of a standing offer. If the answer to the questions and, as applicable the information required have not been received by the time the evaluation of offers is completed, Canada will inform the Offeror 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 offer 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 Offeror a FPS in receipt of a pension? **YES () NO ()**

If so, the Offeror must provide the following information, for all FPS 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, Offerors agree that the successful Offeror'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 Offeror a FPS who received a lump sum payment pursuant to the terms of the Work Force Adjustment Directive? **YES () NO ()**

If so, the Offeror 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.

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2.4 Enquiries - Request for Standing Offers

All enquiries must be submitted in writing to steve.simoneau@tpsgc-pwgsc.gc.ca, the Standing Offer Authority no later than 5 calendar days before the Request for Standing Offers (RFSO) closing date. Enquiries received after that time may not be answered.

Offerors should reference as accurately as possible the numbered item of the RFSO to which the enquiry relates. Care should be taken by Offerors 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 Offerors do so, so that the proprietary nature of the question(s) is eliminated, and the enquiry can be answered to all Offerors. Enquiries not submitted in a form that can be distributed to all Offerors may not be answered by Canada.

2.5 Applicable Laws

The Standing Offer and any contract resulting from the Standing Offer must be interpreted and governed, and the relations between the parties determined, by the laws in force in Quebec.

Offerors may, at their discretion, substitute the applicable laws of a Canadian province or territory of their choice without affecting the validity of their offer, 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 Offerors.

PART 3 - OFFER PREPARATION INSTRUCTIONS

3.1. Offer Preparation Instructions

Canada requests that Offerors provide their offer in separately bound sections as follows:

Section I: Financial Offer (1) hard copy and (1) soft copy of the **Annex B, Basis of Payment in Excel format** to the following e-mail address:

TPSGC.RQReceptionSoumissions-QRSupplyTendersReception.PWGSC@tpsgc-pwgsc.gc.ca

Section II: **Certifications** (1) hard copy

Prices must appear in the financial offer only. No prices must be indicated in any other section of the offer. Canada requests that Offerors follow the format instructions described below in the preparation of their offer.

- (a) use 8.5 x 11 inch (216 mm x 279 mm) paper;
- (b) use a numbering system that corresponds to that of the Request for Standing Offers.

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

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

Section I: Financial Offer

Offerors must submit their financial offer **in accordance with the Annex B – Basis of Payment**. The total amount of Applicable Taxes must be shown separately.

Section II: Certifications

Offerors must submit the certifications required under Part 5.

3.1.1 Payment by credit card

Canada requests that Offerors complete one of the following:

- (a) () Government of Canada Acquisition Cards (credit cards) will be accepted for payment of call-ups against the standing offer.

The following credit card(s) are accepted:

VISA _____
Master Card _____

- (b) () Government of Canada Acquisition Cards (credit cards) will not be accepted for payment of call-ups against the standing offer.

The Offeror is not obligated to accept payment by credit card. Acceptance of credit cards for payment of call-ups will not be considered as an evaluation criterion.

PART 4 - EVALUATION PROCEDURES AND BASIS OF SELECTION

4.1 Evaluation Procedures

- (a) Offers will be assessed in accordance with the entire requirement of the Request for Standing Offers including the financial evaluation criteria.
- (b) An evaluation team composed of representatives of Canada will evaluate the offers.

4.1.1 Financial Evaluation

4.1.1.1 Financial criteria

Offerors must submit their financial offer in accordance with Annex B – Basis of payment of this request for standing offers.

4.1.1.2 Evaluation of price – Offer

The price of the offer will be evaluated in Canadian dollars, Applicable Taxes excluded, FOB destination, Canadian customs duties and excise taxes included.

4.2 Basis of Selection

An offer must comply with the requirements of the Request for Standing Offer to be declared responsive. The price of a bid will be calculated by determining a total evaluation. Among the compliant bids, the responsive offer with the lowest evaluated price, according to the quantities and approximate values mentioned herein, will be recommended for issuance of a standing offer. The price of the bid will be evaluated in Canadian dollars, excluding the Goods and Services Tax or Harmonized Sales Tax, FOB destination for goods, including excise tax and customs duties in Canada.

The example below demonstrate which evaluation method will be used:

The evaluation amount for the standing offer period will be calculated by totalling the following items

*For all firm unit prices referred to in Annex B - Basis of Payment: for each item, the approximate quantities will be **multiplied** by the associated firm unit price. All the resulting amounts will be totalled. The sum for each year will then be added together to provide a total evaluation amount for all periods combined.*

Please refer to the table below as an example of the calculation of the evaluation amount for the standing offer period. Note that the rates shown in the table are fictitious rates given as examples only.

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Example of a bid financial evaluation table for the standing offer period :

A Description	B Qty approx.	C Price offered by <u>offeror 1</u> Year 1	D Total <u>offeror 1</u> D = B x C	E Price offered by <u>offeror 2</u> Year 1	F Total <u>offeror 2</u> F = B x E
Cloth, Face	21 000	\$0.12	\$2,520.00	\$0.11	\$2,310.00
Towel, bath 24 x 42 in.	18 500	\$0.35	\$6,475.00	\$0.37	\$6,845.00
Curtains, Shower	800	\$1.25	\$1,000.00	\$1.20	\$960.00
Cover, Mattress 47 x 77 in.	7 600	\$1.80	\$13,680.00	\$1.95	\$14,820.00
Bedspread, Cotton	4 500	\$4.00	\$18,000.00	\$4.25	\$19,125.00
Sheet, bed 71 x 95 in.	100 000	\$0.75	\$75,000.00	\$0.72	\$72,000.00
Total evaluation amount :			\$116,675.00		\$116,060.00

In the above example, offerer 2 offered a partial evaluation amount for the initial period that was lower than the amount offered by offeror 1.

PART 5 – CERTIFICATIONS AND ADDITIONAL INFORMATION

Offerors must provide the required certifications and additional information to be issued a standing offer.

The certifications provided by Offerors to Canada are subject to verification by Canada at all times. Canada will declare an offer non-responsive, will have the right to set-aside a standing offer, or will declare a contractor in default if any certification made by the Offeror is found to be untrue whether made knowingly or unknowingly during the offer evaluation period, during the Standing Offer period, or during the contract period.

The Standing Offer Authority will have the right to ask for additional information to verify the Offeror's certifications. Failure to comply and to cooperate with any request or requirement imposed by the Standing Offer Authority will render the offer non-responsive, result in the setting aside of the Standing Offer or constitute a default under the Contract.

5.1 Certifications Required with the Offer

Offerors must submit the following duly completed certifications as part of their offer.

5.1.1 Declaration of Convicted Offences

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

5.2 Certifications Precedent to the Issuance of a Standing Offer and Additional Information

The certifications and additional information listed below should be submitted with the offer, but may be submitted afterwards. If any of these required certifications or additional information is not completed and submitted as requested, the Standing Offer Authority will inform the Offeror of a time frame within which to provide the information. Failure to provide the certifications or the additional information listed below within the time frame provided will render the offer non-responsive.

5.2.1 Integrity Provisions – List of Names

Offerors who are incorporated, including those submitting offers as a joint venture, must provide a complete list of names of all individuals who are currently directors of the Offeror.

Offerors submitting offers as sole proprietorship, as well as those submitting offers as a joint venture, must provide the name of the owner(s).

Offerors submitting offers as societies, firms or partnerships do not need to provide lists of names.

5.2.2 Language Capability

By submitting an offer, the Offeror certifies that it has the language capability required to perform the Work, as described in the Annex A – Requirement.

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PART 6 – SECURITY AND FINANCIAL REQUIREMENTS

6.1 Security Requirements

This Standing Offer does not have Security Requirements.

6.2 Financial Capability

SACC *Manual* clause M9033T (2011-05-16) Financial Capability

PART 7 - STANDING OFFER AND RESULTING CONTRACT CLAUSES

7A. STANDING OFFER

7A.1 Offer

The Offeror offers to fulfill the requirement in accordance with the Statement of Work at Annex "A".

7A.2 Security Requirements

This Standing Offer does not have Security Requirements

7A.3 Standard Clauses and Conditions

All clauses and conditions identified in the Standing Offer and resulting contract(s) 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.

7A3.1 General Conditions

[2005](#) (2016-04-04) General Conditions - Standing Offers - Goods or Services, apply to and form part of the Standing Offer.

7A.3.2 Standing Offers Reporting

The Offeror must compile and maintain records on its provision of goods, services or both to the federal government under contracts resulting from the Standing Offer. This data must include all purchases, including those paid for by a Government of Canada Acquisition Card.

The Offeror must provide this data in accordance with the reporting requirements detailed in Annex "D". If some data is not available, the reason must be indicated. If no goods or services are provided during a given period, the Offeror must still provide a "nil" report.

The data must be submitted on a quarterly basis to the Standing Offer Authority.

The quarterly reporting periods are defined as follows:

1st quarter: February 1 to April 30;
2nd quarter: May 1 to July 30;
3rd quarter: August 1 to October 31;
4th quarter: November 1 to January 31.

The data must be submitted to the Standing Offer Authority no later than fifteen (15) calendar days after the end of the reporting period.

7A.4 Term of Standing Offer

7A.4.1 Period of Standing Offer

The period for making call-ups and providing services against the Standing Offer is **from contract award to January 31, 2020 inclusive**.

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7A.5 Authorities

7A.5.1 Standing Offer Authority

The Standing Offer Authority is:

Name: Steve Simoneau
Title: Supply Officer
Public Works and Government Services Canada
Acquisitions Branch
Address: 601-1550 D'Estimauville, Québec
Telephone: (418) 649-2816
Facsimile: (418) 648-2209
E-mail address: steve.simoneau@tpsgc-pwgsc.gc.ca

The Standing Offer Authority is responsible for the establishment of the Standing Offer, its administration and its revision, if applicable. Upon the making of a call-up, as Contracting Authority, he is responsible for any contractual issues relating to individual call-ups made against the Standing Offer by any Identified User.

7A.5.2 Project Authority

The Project Authority for the Standing Offer is: *(will be completed at contract award)*

Name: _____

Title: _____

Address: _____

Telephone: (____) ____ - _____

Facsimile: (____) ____ - _____

E-mail address: _____

7A.5.3 Offeror's Representative (to be completed by bidder)

Name: _____

Title: _____

Address: _____

Telephone: (____) ____ - _____

Facsimile: (____) ____ - _____

E-mail address: _____

7A.6 Proactive Disclosure of Contracts with Former Public Servants

By providing information on its status, with respect to being a former public servant in receipt of a [Public Service Superannuation Act](#) (PSSA) pension, the Contractor has agreed that this information will be reported on departmental websites as part of the published proactive disclosure reports, in accordance with [Contracting Policy Notice: 2012-2](#) of the Treasury Board Secretariat of Canada.

7A.7 Identified Users

The Identified Users authorized to make call-ups against the Standing Offer include any government department, agency or Crown corporation listed in Schedules I, I.1, II, III, of the **Financial Administration Act**, R.S., 1985, c. F-11 and located within a **55 km radius of 1550 D'Estimauville avenue, Quebec city, Qc, with the exception of the south shore of Quebec city.**

7A.8 Call-up Instrument

The Work will be authorized or confirmed by the Identified User(s) using form PWGSC-TPSGC 942, "Call-up Against a Standing Offer", or electronic document.

7A.9 Limitation of Call-ups

Individual call-ups against this Standing Offer must not exceed **\$5,000.00** (Applicable Taxes included).

7A.10 Financial Limitation

The total cost to Canada resulting from call ups against the Standing Offer must not exceed the sum of **\$2 300,000.00** (*Applicable Taxes excluded*) unless otherwise authorized in writing by the Standing Offer Authority. The Offeror must not perform any work or services or supply any articles in response to call ups which would cause the total cost to Canada to exceed the said sum, unless an increase is so authorized.

The Offeror must notify the Standing Offer Authority as to the adequacy of this sum when **75 percent** of this amount has been committed, or **3 months before the expiry date of the Standing Offer**, whichever comes first. However, if at any time, the Offeror considers that the said sum may be exceeded, the Offeror must promptly notify the Standing Offer Authority.

7A.11 Priority of Documents

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 call up against the Standing Offer, including any annexes;
- b) the articles of the Standing Offer;
- c) the general conditions 2005 (2016-04-04), General Conditions - Standing Offers - Goods or Services
- d) the General Conditions 2010C (2016-04-04), General Conditions – Services (Medium complexity)
- e) Annex A, Statement of Work;
- f) Annex B, Basis of Payment
- g) the Offeror's offer dated _____ (*will be completed at contract award*)

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7A.12 Certifications

7A.12.1 Compliance

The continuous compliance with the certifications provided by the Offeror with its offer and the ongoing cooperation in providing additional information are conditions of issuance of the Standing Offer (SO). Certifications are subject to verification by Canada during the entire period of the SO and of any resulting contract that would continue beyond the period of the SO. If the Offeror does not comply with any certification, fails to provide the additional information, or if it is determined that any certification made by the Offeror in its offer is untrue, whether made knowingly or unknowingly, Canada has the right to terminate any resulting contract for default and set aside the Standing Offer.

7A.13 Applicable Laws

The Standing Offer and any contract resulting from the Standing Offer must be interpreted and governed, and the relations between the parties determined, by the laws in force in Quebec.

7B. RESULTING CONTRACT CLAUSES

The following clauses and conditions apply to and form part of any contract resulting from a call-up against the Standing Offer.

7B.1 Statement of Work

The Contractor must perform the Work described in the call-up against the Standing Offer.

7B.2 Standard Clauses and Conditions

7B.2.1 General Conditions - Services

2010C (2016-04-04), General Conditions – Services (Medium Complexity) apply to and form part of the Contract.

7B.2.2 Liquidated Damages

In the event the Contractor fails to deliver the supplies or perform the services within the time specified in the Contract, the Contractor agrees to pay to Canada as liquidated damages the sum of **one percent (1%) of the contract price** for each calendar day of delay up to a maximum of **ten (10) days**, subject to the limitation that the total amount of liquidated damages shall not exceed **ten percent (10%)** of the Contract Price. The Parties agree that the aforesaid amount is their best pre-estimate of the loss to Canada in the event of such a failure, and that it is not intended to be, nor is it to be construed as, a penalty.

Canada shall have the right to hold back, drawback, deduct or set off from and against the amounts of any monies owing at any time by Canada to the Contractor, any liquidated damages owing and unpaid under this article.

Nothing in this article is to be interpreted as limiting the rights and remedies which Canada or the Minister may otherwise be entitled to under the Contract.

7B.3 Term of Contract

The Work must be completed in accordance with the call-up against the Standing Offer and Annex "C" List of collection points and collection schedule.

7B.4 Proactive Disclosure of Contracts with Former Public Servants

By providing information on its status, with respect to being a former public servant in receipt of a [Public Service Superannuation Act](#) (PSSA) pension, the Contractor has agreed that this information will be reported on departmental websites as part of the published proactive disclosure reports, in accordance with [Contracting Policy Notice: 2012-2](#) of the Treasury Board Secretariat of Canada.

7B.5 Payment

In consideration of the Contractor satisfactorily completing all of its obligations under the Contract, the Contractor will be paid a firm price, as specified in **Annex B, Basis of Payment**. Customs duties are included and Goods and Services Tax or Harmonized Sales Tax is extra, if applicable.

7B.5.1 Limitation of Price

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

7B.5.2 Single Payment

Canada will pay the Contractor upon completion and delivery of the Work 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.

7B.5.3 SACC Manual Clauses

A9117C (2007-11-30), T1204 - Direct Request by Customer Department

7B.5.4 Electronic Payment of Invoices – Call-up – if applicable

The Contractor accepts to be paid using any of the following Electronic Payment Instrument(s):

- a. Visa Acquisition Card; _____
- b. MasterCard Acquisition Card; _____

7B.6 Invoicing Instructions

1. The contractor must submit invoices in accordance with the section in the General Conditions entitled "Invoicing Instructions". Invoices must not be submitted until all the work to which the invoice pertains has been completed.
2. Invoices must be distributed as follows:
 - (a) Send the original and two (2) copies to the address which appears on article 7B.6.2 for certification and payment.
3. The Government of Canada will only pay accounts on receipt of a satisfactory invoice and any other documentation specified in the Standing Offer.
4. Submit invoices on a "per call-up" basis using the contractor's own documents and including (at least) the following:
 - (a) Contractor's name, address, procurement business number (PBN), etc
 - (b) Shipping address shown on the call-up
 - (c) Contractor's standing offer number, e.g.: W0106-16R106/001/QCL
 - (d) Call-up reference number quoted by the designated user (PO #)

-
- (e) Period of invoicing
 - (f) Description of any item or services billed
 - (g) Total amount payable, in accordance with the payment arrangements specified in the Standing Offer.

7B.7 Insurance Requirements

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.

7B.7.1 Commercial General Liability Insurance

1. The Contractor must obtain Commercial General Liability Insurance, and maintain it in force throughout the duration of the Contract, in an amount usual for a contract of this nature, but for not less than \$2,000,000 per accident or occurrence and in the annual aggregate.
2. The Commercial General Liability policy must include the following:
 - a. Additional Insured: Canada is added as an additional insured, but only with respect to liability arising out of the Contractor's performance of the Contract. The interest of Canada should read as follows: Canada, as represented by Public Works and Government Services Canada.
 - b. Bodily Injury and Property Damage to third parties arising out of the operations of the Contractor.
 - c. Products and Completed Operations: Coverage for bodily injury or property damage arising out of goods or products manufactured, sold, handled, or distributed by the Contractor and/or arising out of operations that have been completed by the Contractor.
 - d. Personal Injury: While not limited to, the coverage must include Violation of Privacy, Libel and Slander, False Arrest, Detention or Imprisonment and Defamation of Character.
 - e. Cross Liability/Separation of Insureds: Without increasing the limit of liability, the policy must protect all insured parties to the full extent of coverage provided. Further, the policy must apply to each Insured in the same manner and to the same extent as if a separate policy had been issued to each.
 - f. Blanket Contractual Liability: The policy must, on a blanket basis or by specific reference to the Contract, extend to assumed liabilities with respect to contractual provisions.
 - g. Employees and, if applicable, Volunteers must be included as Additional Insured.
 - h. Employers' Liability (or confirmation that all employees are covered by Worker's compensation (WSIB) or similar program)
 - i. Broad Form Property Damage including Completed Operations: Expands the Property Damage coverage to include certain losses that would otherwise be excluded by the standard care, custody or control exclusion found in a standard policy.

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- j. Notice of Cancellation: The Insurer will endeavour to provide the Contracting Authority thirty (30) days written notice of policy cancellation.
 - k. If the policy is written on a claims-made basis, coverage must be in place for a period of at least 12 months after the completion or termination of the Contract.
 - l. Owners' or Contractors' Protective Liability: Covers the damages that the Contractor becomes legally obligated to pay arising out of the operations of a subcontractor.
 - m. Non-Owned Automobile Liability - Coverage for suits against the Contractor resulting from the use of hired or non-owned vehicles.

7B.8 Canadian Forces Site Regulations

The Contractor must comply with all standing orders or other regulations, instructions and directives in force on the site where the Work is performed.

ANNEX A - STATEMENT OF WORK

DESCRIPTION

Provide, as and when needed, based on a pre-established collection schedule at 47 collection points (that may vary), in accordance with the specific requirements, laundering (washing) and dry-cleaning services for the washing, dry-cleaning and medical and dental-care lists of the Department of National Defense, 2nd Canadian Division, Valcartier Garrison and metropolitan Quebec.

1. LISTE OF ITEMS

The complete list of items to clean with the approximate annual quantities and the basis-of-payment table can be found in Annex B, Basis of Payment.

2. AVAILABILITY OF SERVICES

2.1. General

The collection, washing, dry-cleaning and delivery services will be available at all times during the standing offer (SO), i.e., during regular work hours, from 8:00 am to 4:00 pm, Monday to Friday inclusively, except on holidays. Occasionally, the services must be rendered on call and, in rare circumstances, in emergencies, with 24-hour service being provided during the summer cadet camps and during periods when CAF personnel are returning from exercises or missions.

2.2. Turnaround time – Day-to-day services

The day-to-day services will be available on site at one of the designated service points within 48 hours of a request being made by one of the designated representatives of the Department of National Defence (DND). Notwithstanding the laundry bags mentioned below, the items picked up on site will have to be returned washed or cleaned, depending on the case, within 72 hours of the day of the collection, or on the next business day.

2.3. Turnaround time – Emergency services and peak periods

Emergency services will be available on site within four (4) hours of the verbal request being made (by telephone) by a designated representative of the Department of National Defence (DND). The contractor must take into account the fact that peak periods or periods in which large quantities of items must be cleaned can occur at various times, eg, during cadet summer camps and during periods when CAF members are returning from exercises or missions.

2.4. Turnaround time – laundry bags (Annex B, Part 1, item 1.46)

The turnaround time for laundry and delivery services for clothing in laundry bags will be within 24 hours of the on-site collection. The contractor must be able to collect the laundry bags on site and wash up to one thousand (1,000) of them per day and/or service call.

Note: The clothing must remain in the laundry bags while being washed and dried.

3. SPECIFICATIONS

3.1. Items for kitchen personnel

3.1.1. Jackets, tablecloths and aprons must be ironed and folded.

3.1.2. Pants must not be ironed or folded and must be placed on hangers.

-
- 3.1.3. Smocks must be ironed, hung on a hanger and covered with a piece of plastic.
- 3.1.4. For building 505 kitchen only:
3.1.4.1. Jackets, pants and aprons must be dry cleaned, placed on hangers and covered with a piece of plastic.
- 3.2. Flakjackets and armoured vests (Annex B, Part 1, item 1.49)
These two (2) types of vests must not be machine washed. The proper process is to hand wash and air dry them far from any heat source. The metal plates in the armoured vests must be removed before washing and must be reinserted afterwards.
- 3.3. Chemical warfare coverall (NBCW) (Annex B, Part 1, item 1.49)
3.3.1. These suits are used exclusively for military training and have not been contaminated by any chemical agents whatsoever.
- 3.3.2. Combat coveralls must never be dry cleaned. Machine wash them in hot or cold water using a detergent that contains bleach. The detergent concentration in the water must not exceed 0.3%. Combat clothing must be dried in a tumble dryer at a minimum temperature of ninety (90) degrees Celsius for approximately 15 to 30 minutes. Drip drying at the same temperature is also acceptable.
- 3.4. Rain jackets and pants (Annex B, Part 2, item 1.62 et 1.90)
Rain jackets and pants must be washed in cold water with mild soap and hung to dry.
- 3.5. Medical and dental care items (Annex B, Part 3)
3.5.1. Pants, lab coats, nurses' uniforms and medical shirts must be washed, properly starched and carefully ironed (including the pockets and pant belts).
- 3.5.2. The shirts must be folded and bound together in bundles of five (5).
- 3.5.3. The pants must be folded and bound together in bundles of ten (10).
- 3.5.4. The lab coats must be hung up and covered with a piece of plastic.
- 3.5.5. Contaminated bags from the hospital are divided into two categories and must be handled as follows:
3.5.5.1. Bags from the operating room (red bags). The bags must be emptied of their contents for cleaning. The bags must also be cleaned and decontaminated.
- 3.5.5.2. Bags that are of white nylon canvas must be emptied of their contents for laundering. After laundering, they must be handled just like any other item.
- 3.6. Bundling of sheets and pillowcases (Cadet Camp) (Annex B, Part 1, items 1.103 and 1.104)
The sheets for the Cadet Camp must be tied in bundles of ten (10) and the pillowcases must be tied in bundles of twenty-five (25), using string or a plastic strip.

3.7. Environmental and governmental standards

- 3.7.1. The contractor is responsible for adhering to the strictest environmental and governmental standards in effect, and that applies to the laundry services as well as the washing procedures used in health establishments.
- 3.7.2. Within forty-eight (48) hours of receiving a request from the designated DND representative, the contractor will provide the datasheets of each of the products used for washing and cleaning the items.

4. ADMINISTRATION AND CONTROL

4.1. Pick slip and delivery

- 4.1.1. At the time of collection, the contractor will take an inventory note of the items in the order and will have the designated DND representative on site sign it.
- 4.1.2. A delivery slip will be issued by the contractor and signed by the designated DND representative on site for each collection point in question.

5. COLLECTION

5.1. General

- 5.1.1. The number and location of collection points to serve during a single service call will vary and is impossible to determine in advance.
- 5.1.2. The collection points and the collection frequency are listed in the table below. It is understood that the collection schedule does not constitute a formal commitment on the part of DND to the contractor.
- 5.1.3. A standard collection schedule may be established with one of the designated DND representatives on site according to requirements, including the possibility of daily service.
- 5.1.4. Potential recurring and/or different needs will subsequently be established and then confirmed in writing in a call-up.
- 5.1.5. The contractor must provide all of the labour, materials and equipment required for handling, loading, unloading and the return transportation of the items.
- 5.1.6. A DND representative will be available at each collection point to verify compliance and the quantity of items as well as sign the contractor's pick and delivery slips.
- 5.1.7. A copy of each slip will be given to the DND representative on site or to the person designated in the standing offer (5 Service Battalion, Supply, Valcartier Garrison, Building 188).

5.2. Collection locations

- 5.2.1. The collection locations and the common frequency of the collection are written in Annex C. The list is not restricted or limited to the service points set out in the standing offer.

Note: For Citadel Accommodation section located at 10, Côte de la Citadelle Québec the door leading inside the walls must allow access to a truck of "cube" type. In the event this is not possible, the customer must deliver or receive his material outside the fortifications of La Citadelle.

- 5.2.2. It is understood that the contractor is willing to provide collection services at Valcartier Garrison, regardless of the location.

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ANNEX B – BASIS OF PAYMENT

SEE ATTACHED EXCEL DOCUMENT

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ANNEX C – LIST OF COLLECTION POINTS AND COLLECTION SCHEDULE

See following pages

ANNEX « C »

LAUNDRY AND DRY CLEANING SERVICE

« LIST OF COLLECTION POINTS AND COLLECTION SCHEDULE »

AREA / LOCATION / ADDRESS	TELEPHONE	UNIT	PICK-UP DAY(S)
VALCARTIER GARRISON			
505		Personnel Support – Men's kitchen	(Monday, Wednesday and Friday)
504		Men's quarters	Monday
515		Single quarters	Monday and Wednesday
515		Men's quarters	Wednesday
532		Single quarters	Wednesday
510		Senior NCM quarters	Wednesday
521		Single quarters	Monday and Wednesday
511		Officers' quarters	Wednesday
511		Officers' Mess	Monday and Wednesday
324		5 Service Battalion (5 Svc Bon) - Maintenance	(Monday, Wednesday and Friday)
110		5 Service Battalion (5 Svc Bon) – Transport	(Monday, Wednesday and Friday)
104		5 Field Ambulance	Tuesday
323		5 Combat Engineer Regiment (5 CER)	Tuesday
CC118		Cadet Camp	Tuesday and Friday (June to August)
168		Dental clinic	Tuesday and Friday
109		Hospital	Tuesday and Friday
621		430 Tactical Helicopter Squadron (430 Tac Hel Sqn)	Tuesday and Friday
CSEM 3		Combat School (R22eR CS)	Tuesday
202		Men's quarters	Wednesday
276		Military Police holding cell	Wednesday
302/Y		Module 1 to 18	Wednesday
302 B		Module 19 to 36	Wednesday
310		12e Régiment Blindé du Canada (12 RBC) Quartermaster (QM)	Wednesday
311		5e Régiment d'Artillerie légère du Canada (5 RALC)	Wednesday
312		Headquarters and Signals Squadron (HQ Sigs) Quartermaster (QM)	Wednesday
313		2 Battalion, Royal 22e Régiment (2 R22eR) Quartermaster (QM)	Friday
314		1 Battalion, Royal 22e Régiment (1 R22eR) Quartermaster (QM)	Wednesday
510		Senior NCM Mess	Wednesday
188		5 Service Battalion (5 Svc Bon) – Clothing Store	Thursday

ANNEX « C »

LAUNDRY AND DRY CLEANING SERVICE

« LIST OF COLLECTION POINTS AND COLLECTION SCHEDULE »

AREA / LOCATION / ADDRESS	TELEPHONE	UNIT	PICK-UP DAY(S)
367		5 Service Battalion (5 Svc Bon) – RQM	Thursday
366		3 Battalion, Royal 22e Régiment (3 R22eR) Quartermaster (QM)	Thursday
531		Single quarters	Thursday
533		Single quarters	Thursday
188		Field Stores loan office	Upon request only
72		Construction Engineering (CE)	Upon request only
523		Fire Station (firefighters)	Upon request only
QUEBEC CITY ARMOURIES AND UNITS			
10 Côte de la Citadelle, Quebec City		Citadelle Accommodations	Tuesday
1020 Vincent Massey Street, Quebec City		35 Service Battalion (55 Svc Bon)	Thursday
1020 Vincent Massey Street, Quebec City		35 Medical Company	Thursday
535, Ste-Anne Blvd, #101, Beauport		713 Communications Squadron	Upon request only
805 Laurier Blvd, Quebec City		Voltigeurs de Québec	Upon request only
112 Dalhousie Street, Quebec City		Naval Reserve Headquarters (NAVRES HQ)	Upon request only
170 Dalhousie Street, Quebec City		HMCS Montcalm	Upon request only
St-Gabriel de Valcartier		École de Musique militaire	To be determined
140 Dalhousie St. Quebec City		Residence of ENFL(Q)	Tuesday - thursday
ARMOURIES IN LEVIS			
Lévis		6 ^e Régiment d'Artillerie de Campagne (6 RAC)	Upon request only
10 de l'Arsenal Street, Lévis		Régiment de la Chaudière	Upon request only

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Annex D - Reporting requirements

Please provide reports regarding the current standing offer at:

TPSGC.gestiondecontrats-quecontractmanagement.PWGSC@tpsgc-pwgsc.gc.ca

Report

Regional individual Standing Offer (RISO)

W0106-16R106/001/QCW, Laundry and Dry-cleaning services

Offeror : _____

Reporting period : from _____ to _____

Name of the Department / Client : _____

Description	Number of call ups	Total (\$)
Part 1: Washing		_____ \$
Part 2 : Dry cleaning		_____ \$
Part 3 : Medical and dental care		_____ \$
Total value of call ups made during this period :	-----	_____ \$
Total value of previous call ups already made:	-----	_____ \$
Total value of the Standing offer:	-----	_____ \$
Value of the Standing Offer left to use :	-----	_____ \$
Total amount : (taxes extra)		_____ \$

Signature : _____

Date (AAAA-MM-JJ) : _____

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