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## **PART 1 - GENERAL INFORMATION**

### **1.1 Introduction**

The Request for Standing Offers (RFSO) is divided into six 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 and Additional Information: includes the certifications and additional information to be provided; and
- Part 6            6A, Standing Offer, and 6B, Resulting Contract Clauses:
  - 6A, includes the Standing Offer containing the offer from the Offeror and the applicable clauses and conditions;
  - 6B, 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 Work, the Basis of Payment, the Insurance Requirements, the Periodic Usage Reports, and the Electronic Payment Instruments.

### **1.2 Summary**

- 1.2.1** The Department of National Defence (DND) 22 Wing North Bay requires the establishment of a Regional Individual Standing Offer (RISO) for the provision of all labour, materials, tools, transportation, equipment, supervision required to provide laundry and dry cleaning services, including pickup and delivery on an "as and when" requested basis. These services will be required at various buildings throughout 22 Wing North Bay.

It is the intention of the Crown to issue one (1) Standing Offer.

The period for placing call-ups against this RISO will be from 1 January 2018 to 31 December 2020.

- 1.2.2** 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), the Canada-European Union Comprehensive Economic and Trade Agreement (CETA), and the Canadian Free Trade Agreement (CFTA).

### 1.3 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>) 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 (2017-04-27) 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.

## **2.4 Enquiries - Request for Standing Offers**

All enquiries must be submitted in writing to the Standing Offer Authority no later than five (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 Ontario.

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). In addition to the hard copy, PWGSC is requesting that Offerors send an electronic copy (soft copy) of Excel file(s) by e-mail to the following address: [Kingston.procurement@pwgsc-tpsgc.gc.ca](mailto:Kingston.procurement@pwgsc-tpsgc.gc.ca)

Section II: Certifications (1 hard copies)

If there is a discrepancy between the wording of the soft copy and the hard copy, the wording of the hard copy will have priority over the wording of the soft 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.

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## 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.

### Annex B Basis of Payment (Excel File)

- 1. Hard (Paper) Copy:** One (1) hard copy **must be submitted** by the date, time and place indicated on page 1 of the Request for Standing Offers.
- 2. Soft (Electronic) Copy:** In addition to the hard copy, PWGSC is requesting offerors send in an electronic copy of Excel file, by email at the following address: [Kingston.procurement@pwgsc-tpsgc.gc.ca](mailto:Kingston.procurement@pwgsc-tpsgc.gc.ca)

#### 3.1.1 Electronic Payment of Invoices - Offer

If you are willing to accept payment of invoices by Electronic Payment Instruments, complete Annex "E" Electronic Payment Instruments, to identify which ones are accepted.

If Annex "E" Electronic Payment Instruments is not completed, it will be considered as if Electronic Payment Instruments are not being accepted for payment of invoices.

Acceptance of Electronic Payment Instruments will not be considered as an evaluation criterion.

#### 3.1.2 Exchange Rate Fluctuation

C3011T (2013-11-06), Exchange Rate Fluctuation

## Section II: Certifications

Offerors must submit the certifications and additional information required under Part 5.

## PART 4 - EVALUATION PROCEDURES AND BASIS OF SELECTION

### 4.1 Evaluation Procedures

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

#### 4.1.1 Financial Evaluation

##### 4.1.1.1 Mandatory Financial Criteria

Any offer which fails to meet the following mandatory requirements will be deemed non-responsive and will receive no further consideration:

- Offers must not contain any alteration to the Pricing Basis other than the addition of the Offeror's unit prices.
- Pricing must be provided for all items and all pricing periods.
- Offers must not contain any condition or qualification placed upon the offer.

- d) Pricing must be firm in Canadian currency, excluding applicable taxes, and must not be indexed or tied to an escalation factor.

#### **4.1.1.2 Financial Evaluation**

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

The evaluated price of an offer will be determined as follows:

The Extended Pricing for Pricing Basis "A" in Annex B is the sum of the extended price of all items. The extended price for each Item is the sum of the Offeror's unit prices for all Pricing Periods, multiplied by the respective Estimated Usage per Year value.

The Extended Pricing for Pricing Basis "B" in Annex B is the sum of the extended price of all Items. The extended price for each Item is the sum of the Item's Pricing Periods' cost. Each Pricing Period cost will be determined by applying the discount % against the Estimated Usage per Year and then subtracting that value from the Estimated Usage per Year.

The Evaluated Price is the sum of the Extended Pricing for Pricing Basis "A" plus Pricing Basis "B" in Annex B for all years.

## **4.2 Basis of Selection**

### **4.2.1 Basis of Selection**

*SACC Manual* Clause M0069T (2007-05-25), Basis of Selection

## **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. Unless specified otherwise, 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 Integrity Provisions - Declaration of Convicted Offences**

In accordance with the Integrity Provisions of the Standard Instructions, all offerors must provide with their offer, **if applicable**, the declaration form available on the [Forms for the Integrity Regime](http://www.tpsgc-pwgsc.gc.ca/ci-if/declaration-eng.html) website (<http://www.tpsgc-pwgsc.gc.ca/ci-if/declaration-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 – Required Documentation**

In accordance with the section titled Information to be provided when bidding, contracting or entering into a real procurement agreement of the Ineligibility and Suspension Policy (<http://www.tpsgc-pwgsc.gc.ca/ci-if/politique-policy-eng.html>), the Offeror must provide the required documentation, as applicable, to be given further consideration in the procurement process.

### **5.2.2 Federal Contractors Program for Employment Equity - Standing Offer Certification**

By submitting an offer, the Offeror certifies that the Offeror, and any of the Offeror's members if the Offeror is a Joint Venture, is not named on the Federal Contractors Program (FCP) for employment equity "FCP Limited Eligibility to Bid" list ) available at the bottom of the page of the Employment and Social Development Canada-Labour's website (<https://www.canada.ca/en/employment-social-development/programs/employment-equity/federal-contractor-program.html#s4>).

Canada will have the right to declare an offer non-responsive, or to set-aside a Standing Offer, if the Offeror, or any member of the Offeror if the Offeror is a Joint Venture, appears on the "FCP Limited Eligibility to Bid" list at the time of issuing of a Standing Offer or during the period of the Standing Offer.

## **PART 6 - STANDING OFFER AND RESULTING CONTRACT CLAUSES**

### **A. STANDING OFFER**

#### **6.1 Offer**

**6.1.1** The Offeror offers to perform the Work in accordance with the Statement of Work at Annex "A".

#### **6.2 Security Requirements**

**6.2.1** There is no security requirement applicable to the Standing Offer.

#### **6.3 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>) issued by Public Works and Government Services Canada.

##### **6.3.1 General Conditions**

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

### **6.3.2 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: April 1 to June 30;
- 2nd quarter: July 1 to September 30;
- 3rd quarter: October 1 to December 31;
- 4th quarter: January 1 to March 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.

### **6.4 Term of Standing Offer**

#### **6.4.1 Period of the Standing Offer**

The period for making call-ups against the Standing Offer is from 1 January 2018 to 31 December 2020.

#### **6.4.2 Delivery Points**

Delivery of the requirement will be made to delivery point(s) specified at Annex "A" of the Standing Offer.

### **6.5 Authorities**

#### **6.5.1 Standing Offer Authority**

The Standing Offer Authority is:

Name: Cindy Lamorie  
Title: Supply Officer  
Public Works and Government Services Canada  
Acquisitions Branch  
Address: Bldg S-111, Garrison Petawawa

Telephone: 613-687-5511  
Facsimile: 613-687-6656  
E-mail address: cynthia.lamorie@pwgsc-tpsgc.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.

### 6.5.2 Technical Authority

The Technical Authority for the Standing Offer is: **(Note to Offeror's: Canada will insert information at time of issuance)**

Name: \_\_\_\_\_  
Title: \_\_\_\_\_  
Organization: \_\_\_\_\_  
Address: \_\_\_\_\_

Telephone: \_\_\_\_ - \_\_\_\_ - \_\_\_\_\_  
Facsimile: \_\_\_\_ - \_\_\_\_ - \_\_\_\_\_  
E-mail address: \_\_\_\_\_

The Technical Authority is the representative of the department or agency for whom the Work will be carried out pursuant to a call-up under the Standing Offer and is responsible for all the technical content of the Work under the resulting Contract.

### 6.5.3 Offeror's Representative *[Note to Offerors: Please fill out required information]*

Name and telephone number of the person responsible for:

#### General Enquiries

Name: \_\_\_\_\_  
Telephone No: \_\_\_\_\_  
Facsimile No: \_\_\_\_\_  
E-mail address: \_\_\_\_\_

#### Delivery follow-up

Name: \_\_\_\_\_  
Telephone No: \_\_\_\_\_  
Facsimile No: \_\_\_\_\_  
E-mail address: \_\_\_\_\_

Procurement Business Number: \_\_\_\_\_

### 6.6 Proactive Disclosure of Contracts with Former Public Servants

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

### 6.7 Identified Users

The Identified User authorized to make call-ups against the Standing Offer are the Units of 22 Wing North Bay including 33 Svc Bn/Algonquin Regiment.

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## 6.8 Call-up Instrument

The Work will be authorized or confirmed by the Identified User(s) using the duly completed forms or their equivalents as identified in paragraphs 1 and 2 below, or by using Canada acquisition cards (Visa or MasterCard) for low dollar value requirements.

1. Call-ups must be made by Identified Users' authorized representatives under the Standing Offer and must be for goods or services or combination of goods and services included in the Standing Offer at the prices and in accordance with the terms and conditions specified in the Standing Offer.
2. An equivalent form or electronic call-up document which contains at a minimum the following information:
  - standing offer number;
  - statement that incorporates the terms and conditions of the Standing Offer;
  - description and unit price for each line item;
  - total value of the call-up;
  - point of delivery;
  - confirmation that funds are available under section 32 of the Financial Administration Act;
  - confirmation that the user is an Identified User under the Standing Offer with authority to enter into a contract.

## 6.9 Limitation of Call-ups

Individual call-ups against the Standing Offer must not exceed \$ 5,000 (Applicable Taxes included).

## 6.10 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) Annex C, Insurance Requirements;
- h) the Offeror's offer dated \_\_\_\_\_ [*Note to Offeror's: Canada will insert information at time of issuance.*]

## 6.11 Certifications and Additional Information

### 6.11.1 Compliance

Unless specified otherwise, the continuous compliance with the certifications provided by the Offeror with its offer or precedent to issuance of the Standing Offer (SO), and the ongoing cooperation in providing additional information are conditions of issuance of the SO and failure to comply will constitute the Offeror in default. 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.

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## 6.12 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 \_\_\_\_\_ (*Note to Offeror – If applicable, Canada will insert the name of the province or territory as specified by the Offeror in its offer.*)

## B. 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.

### 6.1 Statement of Work

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

### 6.2 Standard Clauses and Conditions

#### 6.2.1 General Conditions

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

Section 13 Interest on Overdue Accounts, of 2010C (2016-04-04), General Conditions - Services (Medium Complexity) will not apply to payments made by credit cards.

### 6.3 Term of Contract

#### 6.3.1 Delivery Date

Delivery must be completed in accordance with the call-up against the Standing Offer.

### 6.4 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.

### 6.5 Payment

#### 6.5.1 Basis of Payment

In consideration of the Contractor satisfactorily completing all of its obligations under the call-up, the Contractor will be paid the firm unit price(s), as stipulated in the call-up, calculated in accordance with Annex B, Basis of Payment. Customs duties are included and Applicable Taxes are extra.

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

#### 6.5.2 Limitation of Price

SACC Manual clause C6000C (2011-05-16) Limitation of Price

### **6.5.3 Single Payment**

*SACC Manual* clause H1000C (2008-05-12) Single Payment

### **6.5.4 SACC Manual Clauses**

*SACC Manual* clause A9117C (2007-11-30), T1204 – Direct Request by Customer Department

### **6.5.5 Electronic Payment of Invoices – Call-up**

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

- a. Visa Acquisition Card;
- b. MasterCard Acquisition Card;
- c. Direct Deposit (Domestic and International);
- d. Electronic Data Interchange (EDI);
- e. Wire Transfer (International Only);
- f. Large Value Transfer System (LVTS) (Over \$25M)

### **6.6 Invoicing Instructions**

1. The Contractor must submit invoices in accordance with the section entitled "Invoice Submission" of the general conditions. Invoices cannot be submitted until all work identified in the invoice is completed.
  - a) Invoices must be completed and forwarded to the Unit Points of Contact (POC) listed in Annex A, Para 5;
  - b) The Contractor will be informed of any changes to POCs when required.
2. Invoices must be distributed as follows:
  - a. The original and one (1) copy must be forwarded to the address shown on page 1 of the Contract for certification and payment.
  - b. One (1) copy must be forwarded to the Contracting Authority identified under the section entitled "Authorities" of the Contract.

### **6.7 Insurance Requirements**

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

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

The Contractor must forward to the Contracting Authority within ten (10) days after the date of award of the Contract, a Certificate of Insurance evidencing the insurance coverage and confirming that the insurance policy complying with the requirements is in force. For Canadian-based Contractors, coverage must be placed with an Insurer licensed to carry out business in Canada, however, for Foreign-based Contractors, coverage must be placed with an Insurer with an A.M. Best Rating no less than "A-". The Contractor must, if requested by the Contracting Authority, forward to Canada a certified true copy of all applicable insurance policies.

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## **6.8 SACC Manual Clauses**

SACC *Manual* clause A9062C (2010-01-11) Canadian Forces Site Regulations

## **6.9 Inspection and Acceptance**

The Technical Authority is the Inspection Authority. All reports, deliverable items, documents, goods and all services rendered under the Contract are subject to inspection by the Inspection Authority or representative. Should any report, document, good or service not be in accordance with the requirements of the Statement of Work and to the satisfaction of the Inspection Authority, as submitted, the Inspection Authority will have the right to reject it or require its correction at the sole expense of the Contractor before recommending payment.

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## ANNEX "A"

### STATEMENT OF WORK

#### 1. Purpose

The Department of National Defence (DND) 22 Wing North Bay, located at Building 15 Manston Crescent, Hornell Heights, Ontario has a requirement for laundry and dry cleaning services on an "as and when" requested basis.

#### 2. Scope of Work

The Contractor must adhere to the cleaning process required in Appendix 1 to Annex A, as well as best practices in the laundering and dry cleaning industry.

2.1 Pick-up and delivery is the responsibility of the Contractor. The Contractor must pick-up items from unit locations (addresses in Para 5, Annex A) and deliver back to the unit within seven (7) calendar days;

2.2 Pick-up and delivery will occur during the hours of 0730 to 1500 hrs. (7:30 am to 3:00 pm). Delivery will be FOB Destination to all points detailed in Para 5.

3. The Contractor must ensure that each unit's laundry/dry cleaning is laundered separately. The same articles that are forwarded by a unit to the Contractor must be delivered back to that unit. The interchanging of laundered items between units by the Contractor is not permitted in any circumstances.

4. When requested, the Contractor must provide laundry bags to units for the transportation of items to be cleaned. These bags must be returned to the unit with the clean laundry for further use.

5. Supplier will service the following locations:

5.1 22 Wing CFB North Bay, Hornell Heights On.  
Buildings:  
Building 15 (Supply);  
Building 7 (Accommodations);  
Building 10 (31 Health Services);  
Building 10 (1 CF Dental Unit); and  
Building 14 (Wing Foods).

33 Svc Bn/ Algonquin Regt.

5.2 All Laundry/Dry Cleaning must be picked up and delivered to the sites above by the Contractor. A seven (7) calendar day turn around will be the standard.

5.3 All laundry and dry cleaning must be subject to a count, both at time of pickup and delivery by the Contractor.

#### 6. Count Verification:

6.1 At time of laundry pickup, the Department of National Defence must provide a count sheet with the number of garments to be laundered. Contractor must verify the count no later than the following morning after pickup. Contractor must only charge for the number of garments that they recorded as receiving. Billing must reflect these numbers. Any discrepancies that Contractor

identifies at count time must be faxed no later than the following morning after pickup to the Unit Site Authority as per Units listed in Para 5.

- 6.2 The Unit staff must verify laundry count of any laundered garments returned on drop of day. DND staff must advise the Contractor of any discrepancies. The Contractor must respond back to the Unit Site Authority, within one (1) day of being advised discrepancies and advise the Unit staff of the corrective action.
- 6.3 If damaged items are found while the Contractor is laundering items, they must be removed and returned separate from serviceable items to the consignee (pick-up point) annotated on the call-up requisition.

**7. Handling Instructions**

- 7.1 The vehicle used to transport articles must be used exclusively for that purpose, be clean and of sufficient capacity to readily transport the volume of articles generated by this requirement.
- 7.2 The cleaned articles must be transported and delivered in a protected state in accordance with normal business practices e.g. the use of plastic sleeves, plastic wrap and/or hangers with plastic sleeves.

**APPENDIX 1 ANNEX A**

**MATERIAL**

- |                             |             |                  |
|-----------------------------|-------------|------------------|
| 1. Cotton / polyester blend | 2. Cotton   | 3. Wool          |
| 4. Nylon                    | 5. Gore-Tex | 6. Linen         |
| 7. Rayon                    | 8. Leather  | 9. Miscellaneous |

**TYPE OF PROCESS REQUIRED FOR EACH NUMBER ABOVE**

- |                                  |  |
|----------------------------------|--|
| 1. Washed and Folded             | 2. Washed, Pressed and Folded          |
| 3. Wash, Tumble Dried and Folded | 4. Wash, Air Dried and Folded          |
| 5. Dry Clean                     | 6. Cold Wash, Tumble Dried on Low Heat |

**BUNDLING**

Contractor to return the following items bundled with the fold one side for easy counting.

1. Sheets: Marked by Contractor as to how many in each bundle.
2. Pillowcases: Marked by Contractor as to how many in each bundle.
3. Blankets: Marked by Contractor as to how many in each bundle.

Item No.	Item	Material	Process
1	Bags, Bivy Gortex	5	8
2	Bag Sleeping Liner	1	3
3	Bag Sleeping Inner	4	5
4	Bag Sleeping Outer	4	5
5	Bath Towel White and Coloured	2	1
6	Bath Towel Green	2	1
7	Bed Sheets Coloured	2	1
8	Blankets Single	1,3	1
9	Blanket Wool	3	5
10	CADPAT Coat	4	3
11	CADPAT Wind Pant	4	3
12	Chef / Cook Jackets	2	3
13	Comforters	1	3
14	Coveralls Blue or Grey	1	3
15	Curtains Window	1	3
16	Dental / Medical Scrub Bottoms, Teal Green	2	2
17	Dental / Medical Scrub Tops, Teal Green	2	2
18	Dental / Medical Lab Coat White	2	2
19	Dental Smocks	2	2
20	Dish Towel	2	1
21	Drapes SM	2	3
22	Drapes LG	2	3
23	Duffle Bag	2	1
24	Dust Mop / Floor Sweeper	2	1
25	Facecloths, white and coloured	2	1

26	Fitted sheets, coloured and white	6	3
27	Flat Flannel Sheet	2	3
28	Fleece Blankets	5	6
29	General Smock, Dark Blue	2	3
30	Gortex Parka	5	6
31	Hand towel, white and coloured	2	3
32	Hoods Sleeping Bag	4	3
33	Liners Tent 5 man	4	4
34	Liners Tent 10 man	4	4
35	Liners Tent Center	4	4
36	Liners Tent Front	4	4
37	Liners Tent Rear	4	4
38	Liner Sleeping Bag	2	4
39	Mattress covers, cloth	1	3
40	Mattress covers, plastic	9	4
41	MukLuk Liner	1	3
42	Pillow Cases	6	2
43	Rain Coat	4	4
44	Rain Pants	4	4
45	Shelter Half Tent	4	4
46	Sleeping Bag Case	4	4
47	Soft Floppy Hats	5	6
48	Surgical Sheet Green Large 51X49 in	6	3
49	Surgical Sheet Medium 34x34in	6	3
50	Table Cloths	6	2
51	Table Skirt	6	2
52	Towel Surgical Green large 15x26in	2	3
53	Towel Surgical Blue large 15x26in	2	3
54	Duffle Bag	1	3
55	Shelter Half Tent	4	3

**APPENDIX 2 to ANNEX A**

**BUNDLING**

Contractor must return the following items bundled with the fold one side for easy counting.

1. Sheets: Marked by Contractor as to how many in each bundle.
2. Pillowcases: Marked by Contractor as to how many in each bundle.
3. Blankets: Marked by Contractor as to how many in each bundle.
4. Med / Dental Scrub Tops: Bundled according to size colour band on shirt pocket.  
Marked by Contractor as to how many in each bundle.
5. Med / Dental Scrub Bottoms: Bundled according to size colour band on pant pocket.  
Marked by Contractor as to how many in each

Bundling and Average Loads – Laundry & Dry Cleaning Services

ITEM	SHIPPING	RECEIVE
White and/or Colored Sheets	19 Sheets wrapped in one (1) sheet	20 Sheets folded and wrapped in plastic; folded edge on one side
Pillow Cases	19 Pillow Cases placed in one(1) pillowcase	20 Pillow Cases folded and wrapped in plastic; folded edge on one side
Bath Towels	10 Bath Towels placed into one (1) pillow case	5 Bath Towels folded and wrapped in plastic; folded edge on one side
Hand Towels and Face Cloths	20 Ea placed into one (1) pillow case	10 Ea folded and wrapped in plastic: folded edge on one side
Comforters Double & Queen	5 Comforters wrapped in one (1) Comforter	5 Comforters folded and wrapped in plastic; folded edge on one side
Dish Towels & Cloths	20 Ea placed into one (1) pillowcase	10 Ea folded and wrapped in plastic
Dental Scrub Tops	10 Dental/Medical Scrub Tops placed into laundry bag provided by Contractor.	10 Dental/Medical Scrub Tops folded and wrapped in plastic according to size colour band on shirt pocket.
Dental Scrub Bottoms	10 Dental/Medical Scrub Bottoms placed into laundry bag provided by Contractor.	10 Dental/Medical Scrub Bottoms folded and wrapped in plastic according to size colour band on pant pocket

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Buyer ID - Id de l'acheteur  
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## ANNEX "B"

### BASIS OF PAYMENT

#### Note to Offerors:

*All text in italics in this Annex (including the Electronic Attachment to Annex "B" – Pricing Basis) will be removed from the resulting Standing Offer.*

#### Estimated Usages:

*The estimated usages provided are for the sole purpose of establishing an evaluation tool and are based only on best estimate and in no way reflect the actual usages expected or any commitment on the part of the Crown. The quantities as stated herein reflect the expected usage for one year and are an estimate of the requirement made in good faith. The Standing Offer will be limited to the actual items ordered.*

#### Applicable Taxes

*HST must not be included in the unit prices (but will be added as a separate item to any invoice issued)*

#### Pricing:

All prices are firm, all-inclusive, unit prices in Canadian dollars, FOB Destination, Canadian customs duties and excise taxes included, HST excluded. HST is not included in the pricing but will be added as a separate item to any invoice issued.

#### Pricing Periods:

**Year 1 – 1 January 2018 to 31 December 2018;**  
**Year 2 – 1 January 2018 to 31 December 2019;**  
**Year 3 – 1 January 2020 to 1 January 2020.**

#### Pricing Basis "A" and "B"

**SEE ELECTRONIC ATTACHMENT – TO ANNEX "B" – PRICING BASIS**

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## ANNEX "C"

### INSURANCE REQUIREMENTS

#### 1. Commercial General Liability Insurance

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 Insured: 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.
- 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.
- n. Litigation Rights: Pursuant to subsection 5(d) of the *Department of Justice Act*, S.C. 1993, c. J-2, s.1, if a suit is instituted for or against Canada which the Insurer would, but for this clause, have the right to pursue or defend on behalf of Canada as an Additional Named Insured under the insurance policy, the Insurer must promptly contact the Attorney General of Canada to agree on the legal strategies by sending a letter, by registered mail or by courier, with an acknowledgement of receipt.

**For the province of Quebec, send to:**

*Director Business Law Directorate,  
Quebec Regional Office (Ottawa),  
Department of Justice,*

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284 Wellington Street, Room SAT-6042,  
Ottawa, Ontario, K1A 0H8

**For other provinces and territories, send to:**

*Senior General Counsel,  
Civil Litigation Section,  
Department of Justice  
234 Wellington Street, East Tower  
Ottawa, Ontario K1A 0H8*

A copy of the letter must be sent to the Contracting Authority. Canada reserves the right to co-defend any action brought against Canada. All expenses incurred by Canada to co-defend such actions will be at Canada's expense. If Canada decides to co-defend any action brought against it, and Canada does not agree to a proposed settlement agreed to by the Contractor's insurer and the plaintiff(s) that would result in the settlement or dismissal of the action against Canada, then Canada will be responsible to the Contractor's insurer for any difference between the proposed settlement amount and the amount finally awarded or paid to the plaintiffs (inclusive of costs and interest) on behalf of Canada.

**2. Bailee's Customer's Goods Insurance**

The Contractor must obtain Bailee's Customer's Goods insurance while Government Property is under its care, custody or control for repair or servicing, and maintain it in force throughout the duration of the Contract, in an amount of not less than \$ 20,000 . Government Property must be insured on a replacement cost basis.

1. Administration of Claims: The Contractor must notify Canada promptly about any losses or damages to Government Property and monitor, investigate and document losses of or damage to ensure that claims are properly made and paid.
2. The Bailee's Customer's Goods must include the following:
  - a. Notice of Cancellation: The Insurer will endeavour to provide the Contracting Authority thirty (30) days written notice of cancellation.
  - b. Settlement of Claims: The insurance proceeds regarding any loss of or damage to Government Property must be payable to the appropriate party as directed by the Contracting Authority.
  - c. Waiver of Subrogation Rights: Contractor's Insurer to waive all rights of subrogation against Canada as represented by National Defence and Public Works and Government Services Canada for any and all loss of or damage to the property however caused.

**3. Automobile Liability Insurance**

1. The Contractor must obtain Automobile Liability Insurance, and maintain it in force throughout the duration of the Contract, in an amount usual for a contract of this nature, but for not less than \$2,000,000 per accident or occurrence.
2. The policy must include the following:
  - a. Third Party Liability - \$2,000,000 Minimum Limit per Accident or Occurrence

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- 
- b. Accident Benefits - all jurisdictional statutes
  - c. Uninsured Motorist Protection
  - d. Notice of Cancellation: The Insurer will endeavour to provide the Contracting Authority thirty (30) days written notice of cancellation.

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**ANNEX "D"**

**PERIODIC USAGE REPORT FORM**

As a requirement of this Request for Standing Offer, a report shall be submitted as follows:

Return to:

Public Works and Government Services Canada	(613) 687-6656	cynthia.lamorie@pwgsc-tpsgc.gc.ca
<i>Name</i>	<i>Fax</i>	<i>E - Mail</i>

At: Public Works and Government Services Canada  
Acquisitions Branch Ontario Region  
101 Menin Rd. Garrison Petawawa  
Building S-111, Rm C-114  
Petawawa, Ontario  
K8H 2X3

**REPORT ON THE VOLUME OF BUSINESS**

SUPPLIER:

REPORT FOR THE PERIOD ENDING:

Description of Work	Call up #	Total Billing

Or **NIL REPORT:** We have not done any business with the federal government for this period

**PREPARED BY:**

*NAME:*

*SIGNATURE:*

*TELEPHONE NO.:*

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## **ANNEX "E" to PART 3 OF THE REQUEST FOR STANDING OFFERS**

### **ELECTRONIC PAYMENT INSTRUMENTS**

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

- VISA Acquisition Card;
- MasterCard Acquisition Card;
- Direct Deposit (Domestic and International);
- Electronic Data Interchange (EDI);
- Wire Transfer (International Only);
- Large Value Transfer System (LVTS) (Over \$25M)