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Solicitation No. - N° de l'invitation
W0118-180004/A
Client Ref. No. - N° de réf. du client
Laundry Services - Shilo

Amd. No. - N° de la modif.
File No. - N° du dossier
WPG-7-40072

Buyer ID - Id de l'acheteur
Wpg011
CCC No./N° CCC - FMS No./N° VME

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PART 1 - GENERAL INFORMATION

1.1 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 and Additional Information: includes the certifications and additional information to be provided;
- 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 Electronic Payment Instruments and any other annexes

1.2 Summary

The Department of National Defense (DND) has a requirement for the supply of all labour, materials, tools, equipment, transportation, and supervision necessary to provide regular laundry services to Canadian Forces Base (CFB) Shilo, located in Shilo, Manitoba. Please refer to Annex "A" for a complete list of the locations on Base requiring services.

The resulting Standing Offer will be for one year period from approximately April 1, 2018 to March 31, 2019, with Canada retaining the irrevocable option to extend the Contract by two (2) additional one-year periods.

The requirement is subject to the provisions of the North American Free Trade Agreement (NAFTA), 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) (<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.

Subsection 5.4 of [2006](#), Standard Instructions - Request for Standing Offers - Goods or Services - Competitive Requirements, is amended as follows:

Delete: 60 days
Insert: 90 days

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 10 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 Manitoba.

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: Technical Offer (2 hard copy);

Section II: Financial Offer (1 hard copy);

Section III: 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: Technical Offer

In their technical offer, offerors should explain and demonstrate how they propose to meet the requirements and how they will carry out the Work.

Section II: Financial Offer

Offerors must submit their financial offer in accordance with the Annex B, Basis of Payment.

3.1.1 Electronic Payment of Invoices - Offer

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

If Annex "D" 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 III: 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

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

4.1.2 Financial Evaluation

4.1.2.1

SACC Manual Clause M0220T (2016-01-28), Evaluation of Price

4.2 Basis of Selection

- 4.2.1** An offer must comply with the requirements of the Request for Standing Offers to be declared responsive. The responsive offer with the lowest evaluated price will be recommended for issuance of a standing offer.

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) (<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](https://www.canada.ca/en/employment-social-development/canada-labour) 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) (<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 \(2017-06-21\)](#) 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 and services to Canada under contracts resulting from the Standing Offer. This data must include all purchases done by Canada, including those acquired and paid for by Canada acquisition cards.

The Offeror must provide this data in accordance with the reporting requirements detailed in annex "E" entitled "Standing Offer Usage Reports". If some data is not available, the reason must be indicated in the report. If no goods or services is provided during a given period, the Offeror must provide a "nil" report.

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

The quarterly reporting periods are defined as follows:

- first quarter: April 1 to June 30
- second quarter: July 1 to September 30
- third quarter: October 1 to December 31
- fourth quarter: January 1 to March 31

The data must be submitted to the Standing Offer Authority no later than 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 for one year from approx. April 1, 2018 to March 31, 2019.

6.4.2 Extension of Standing Offer

If the Standing Offer is authorized for use beyond the initial period, the Offeror offers to extend its offer for two additional 1-year periods, under the same conditions and at the rates or prices specified in the Standing Offer, or at the rates or prices calculated in accordance with the formula specified in the Standing Offer.

The Offeror will be advised of the decision to authorize the use of the Standing Offer for an extended period by the Standing Offer Authority 30 days before the expiry date of the Standing Offer. A revision to the Standing Offer will be issued by the Standing Offer Authority.

6.4.3 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:

Adele Palmer
Procurement Specialist
Public Services and Procurement Canada, Procurement Branch
Western Region

Telephone: 204-807-6396
Facsimile: 204-983-7796
E-mail address: adele.palmer@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.

6.5.2 Project Authority

The Project Authority for the Standing Offer is: **TBD**

Name: _____
Title: _____
Organization: _____
Address: _____

Telephone: ____ - ____ - _____
Facsimile: ____ - ____ - _____
E-mail address: _____

The Project Authority for the Standing Offer is identified in the call-up against the Standing Offer.

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

6.5.3 Offeror's Representative

Solicitation No. - N° de l'invitation
W0118-180004/A
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Laundry Services - Shilo

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File No. - N° du dossier
WPG-7-40072

Buyer ID - Id de l'acheteur
Wpg011
CCC No./N° CCC - FMS No./N° VME

Name: _____
Title: _____
Organization: _____
Address: _____

Telephone: ____ - ____ - ____
Facsimile: ____ - ____ - ____
E-mail address: _____

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 is: DND Canadian - Forces Base Shilo.

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. Any of the following forms could be used which are available through [PWGSC Forms Catalogue](#) website:
 - PWGSC-TPSGC 942 Call-up Against a Standing Offer
 - PWGSC-TPGSC 942-2 Call-up Against a Standing Offer - Multiple Delivery
 - PWGSC-TPSGC 944 Call-up Against Multiple Standing Offers (English version)
 - PWGSC-TPSGC 945 Commande subséquente à plusieurs offres à commandes (French version)

or

3. 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 **\$5,000.00** (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 (2017-06-21), 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 _____.

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.

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 Manitoba.

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 Period of the Contract

The period of the Contract is in accordance with the call-up against the Standing Offer.

6.3.2 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 Contract, the Contractor will be paid firm unit prices as specified in Annex B for a cost of \$ TBD. 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](#) (2017-08-17) Limitation of Price

6.5.3 Monthly Payment

SACC Manual clause [H1008C](#) (2008-05-12) Monthly Payment

6.5.4 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 Insurance

SACC Manual clause [G1005C](#) (2008-05-12), Insurance – No Specific Requirement

ANNEX "A"

STATEMENT OF WORK

For the supply of all labour, materials, tools, equipment, transportation, and supervision necessary to provide regular laundry services, including pickup and delivery of items, for the Department of National Defence, Canadian Forces Base (CFB) Shilo, located in Shilo, Manitoba on a scheduled basis during the period of the Contract.

1.0 RESPONSE TIME/TIME FRAME FOR COMPLETION OF WORK

- 1) This requirement has a regular laundry pick up schedule that must be adhered to. Days and pick-up locations are identified in Item A below.
- 2) Service turnaround times are as follows from time of items being picked up, unless otherwise directed by the Site Authority.
 - a. Laundry items are to be returned within seven (7) calendar days.
- 3) All deliveries will be clearly identified and made to the same address as the original pick-up.
- 4) All pick-ups/deliveries are to be made Friday between 0800 and 1200 hrs. All locations shall have weekly pickup at a minimum. No Deviations.
- 5) In the event that the pick-up/delivery day falls on a holiday, an alternate pick-up/delivery day must be arranged by the Project Authority and the Contractor at least one week in advance.
- 6) Due to operational requirements, changes to addresses and/or pick up time will be provided by Base Supply as they occur.
- 7) All permanent schedule changes are to be approved by Base Supply in conjunction with the Contracting Authority, whereby an amendment will be issued.

SCHEDULED SERVICES: Weekly pick-up/delivery locations.

Project Authority		Pick up Day	Pick-Up/Drop Off Location	
			Building #	Building Name
Jennifer Jonasson	204-765-3000 ext #4147	Friday between 0800 and 1200 hr	L-158	Base Hospital
MCpl Tucker	204-765-3000 ext #4222	Friday between 0800 and 1200 hr	C-101	Base Supply, Clothing Stores
Cindy Brown	204-765-3000 ext #4504	Friday between 0800 and 1200 hr	L-157	Base Accommodations
WO Karen Jones	204-765-3000 ext #4407	Friday between 0800 and 1200 hr	L-150	Base Foods
Cpl Peter Simpson	204-765-3000 ext #6814	Friday between 0800 and 1200 hr	C-106	2 PPCLI QM
Glen Johnston	204-765-3000 ext #3266	Friday between 0800 and 1200 hr	G-400	Base Maintenance Tool Crib
Sgt Mike Elcock	204-765-3000 ext #3483	Friday between 0800 and 1200 hr	N-133	1 RCHA, QM

2.0 CONTRACTOR'S RESPONSIBILITY

- 1) The Contractor's delivery agent shall accept the Department of National Defence's count of soiled garments, towels, and sheets, which they may check. A signed delivery slip will be kept by the client.
- 2) After delivery to the Contractor's facility and prior to laundry services being performed, the Contractor will confirm the number and types of items delivered against the client's count.
 - I. Any errors or discrepancies will be reported immediately to the client, prior to the service commencement. Written notification of errors or discrepancies can be delivered by fax or e-mail to the Site Authority.
- 3) The client will sign and print their name on the Contractor's delivery slips for cleaned items.
- 4) Any discrepancies found by the client, upon return that were not reported will be deemed the Contractor's responsibility and will be investigated by the Contractor to the satisfaction of the client. Discrepancies include, but are not limited to:
 - a) Missing Items: Items deemed to be missing based on a comparison of the quantity shown by the delivery slip or amended notification but not received upon delivery.
 - i. If it is determined that the Contractor is responsible for the missing items, the Contractor will replace the items or provide compensation based on industry standard rates for missing items.
 - b) Damaged Items: Damage to items that can be linked to the laundry processes.
 - i. If it is determined that the damage is derived through improper or faulty mechanical or procedural processes, the Contractor will repair or replace the damaged item, or provide compensation based on industry standard rates for damaged items.
 - ii. The Contractor will not be held responsible for damages relating to missing buttons or damaged zippers.
 - c) Items improperly cleaned/missed: For items that are returned to the client that do not meet the cleaning standards outlined in Item 4 that are improperly cleaned or missed, will be picked up within three (3) days by the Contractor for cleaning at no additional charge to the client.
- 5) The Contractor will provide the client, the necessary forms or procedure to submit their complaints.
- 6) The client has seven (7) business days upon delivery to submit a complaint. The Contractor has forty-eight (48) hours to respond to a client's complaint and five (5) business days to formally address the issue.
- 7) The Contracting Authority will be included in all correspondence regarding complaints.
- 8) Pick-ups from each site must be kept separate and not mixed together. When returned, each site must be clearly identified.
- 9) The Department of National Defence reserves the right to inspect the items and if the specified standards are not met, items will be re-laundered until specifications are met at no additional cost to the Department of National Defence.

- 10) Any items returned damaged ie: torn, scorched, or mildewed – will be replaced at no additional cost to the Department of National Defence.
- 11) Should the Contractor misplace any item(s) for a period of over thirty (30) days, said items will be deemed to be lost and the cost to replace said items for DND will be recovered by means of a “Recoverable Invoice” according to the price in the Canadian Forces Supply System (CFSS).

3.0 CLEANING STANDARDS

- 1) All items will be laundered in accordance with the processing requirements stated.
- 2) No substitution of items will be made - actual item received to be returned to DND.
- 3) All colored items are to be sorted by Contractor prior to laundry services being performed.
- 4) All coveralls to be treated with a degreaser when requested. Coveralls and other articles requiring this treatment shall be laundered separately or with like items to reduce the possibility of transfer of grease.
- 5) Packaging used shall be of a type to keep items clean and dry. Packaging to be to industry and the Department of National Defence standards.
- 6) All services must be in accordance with commercial Laundry methods and standards based on the requirements of the Clothing/Item labels.
- 7) Any items that are not listed on Annex B are NOT to be cleaned, and are to be returned to the source.

ANNEX "B"

BASIS OF PAYMENT

1. It is MANDATORY that Bidders submit firm prices/rates for the period of the proposed Standing Offer for all items listed hereafter. This section, when completed, will be considered as the Bidder's financial proposal.
2. Bidders shall provide bids as per unit of issue requested. Failure to do so will render the bid non-responsive without further consideration.
3. For each year, the firm unit prices quoted will be multiplied by the estimated annual usages shown. The resulting amounts will be added together to obtain a total evaluated price.
4. Should there be an error in the pricing of the Bidder's proposal, the unit pricing shall prevail and the extended pricing shall be corrected in the evaluation. Any errors in the quantities of the Bidder's proposal shall be changed to reflect the quantities stated in the RFP.
5. Rates must remain firm for the period of the Contract. Rates MUST include ALL costs associated with providing the service in accordance with the Statement of Work, Annex A attached herein. GST, if applicable, is to be shown as a separate item on any resulting invoice. Payment will be made in accordance with the following pricing. No additional charges will be allowed for travel to the site.
6. Estimated usages are for information purposes only; actual usage will vary from amounts shown.
7. Please refer to Appendix 1 – Key to Table Codes for further information regarding the columns labeled Class, Material, and Process Required.

YEAR ONE							
A	B	C	D	E	F	G	H
Item	Description	Class *	Material*	Process* Required	Estimated Annual Usage (# of Items)	Firm Unit Price	Extended Price (F x G)
LAUNDERED ITEMS							
1	Aprons	1	1	1	1	\$_____/ea	
2	Aprons, Food Handling	1	1	1	10	\$_____/ea	
3	Bag, protective	3	7	2	10	\$_____/ea	
4	Blanket Grey or Red	2	2	2	290	\$_____/ea	
5	Blanket, Fleece	2	7	1	450	\$_____/ea	
6	Blankets - Flannel	2	7	2	100	\$_____/ea	
7	Cap, utility, combat	1	7	2	10	\$_____/ea	
8	Cloth, face, terry	2	1	1	100	\$_____/ea	
9	Cloth, Table, Large, cotton, 8'x 8'6"	1	1	1	369	\$_____/ea	
10	Coat, fireman, bunker	1	7	5	1300	\$_____/ea	
11	Coverall, Cotton, Plain	1	1	1	900	\$_____/ea	
12	Coveralls	1	7	1	308	\$_____/ea	
13	Coverall, chemical warfare, protect	1	7	2	10	\$_____/ea	
14	Dental Pants	1	7	3	10	\$_____/ea	
15	Fenestrated Drapes (OR towels)	2	7	1	160	\$_____/ea	
16	Field Laundry Bag	3	3	1	10	\$_____/ea	
17	Gloves, nylon, dress	1	3	1	400	\$_____/ea	

18	Gortex Coat	1	7	1	10	\$____/ea	
19	Gortex Coveralls	1	7	1	10	\$____/ea	
20	Gortex Parka	1	7	1	10	\$____/ea	
21	Gortex Sweat Pants	1	7	1	10	\$____/ea	
22	Gortex Sweat Shirt	1	7	1	10	\$____/ea	
23	Gortex Trousers	1	7	1	10	\$____/ea	
24	Ground Sheet	3	7	2	10	\$____/ea	
25	Jacket, women's food handler white w/black trim	1	1	1	10	\$____/ea	
26	Lab Coats	1	7	3	80	\$____/ea	
27	Laundry Bag - contents consists of: 2 x T-shirts; 2 x Under Shorts; 2 x Socks; 1 x Shirt; 1 x Trousers	1	7	1	100	\$____/ea	
28	Liner, Sleeping Bag	2	7	2	10	\$____/ea	
29	Military Style Parka	1	7	1	10	\$____/ea	
30	Napkins	4	7	3	10	\$____/ea	
31	Oven Mitts	4	7	1	10	\$____/ea	
32	Parka, white, winter camo	1	3	1	10	\$____/ea	
33	Pillowcases	2	7	1	8200	\$____/ea	
34	Sheets	2	7	1	10400	\$____/ea	
35	Shirt, Coat Combat LW	1	1	1	10	\$____/ea	
36	Shirt, hospital, white cotton	1	1	1	10	\$____/ea	
37	Shop Coats	1	7	3	322	\$____/ea	
38	Slacks, women's food handler, white	1	1	1	10	\$____/ea	
39	Sleeping Bags	2	7	2	600	\$____/ea	
40	Sleeping Bags - Inner	2	7	2	500	\$____/ea	
41	Sleeping Bags - Outer	2	7	2	500	\$____/ea	
42	Smock, green/grey	1	1	1	150	\$____/ea	
43	Smocks, Dental	1	7	3	10	\$____/ea	
44	Soaker Bed Pads	4	7	1	20	\$____/ea	
45	Table Cloth, Linen, Large	4	7	3	530	\$____/ea	
46	Table Napkin, Linen	4	7	3	1110	\$____/ea	
47	Towel, bath, linen/cotton	2	1	1	80	\$____/ea	
48	Towel, Dish & Glass	2	7	1	10	\$____/ea	
49	Towel, hand	2	1	1	120	\$____/ea	
50	Trousers, combat, lightweight	1	1	1	10	\$____/ea	
51	Trousers, fireman, bunker	1	7	5	10	\$____/ea	
52	Trousers, white, camo	1	3	1	10	\$____/ea	
53	Trousers, white, duck, long	1	7	1	10	\$____/ea	
54	Welders Coveralls	1	7	1	23	\$____/ea	
HAND WASH – LINE DRY ITEMS (Class 6)							
55	Tac Vest	1	3	2	10	\$____/ea	
56	Small Pack	1	3	2	10	\$____/ea	
57	Ruck Sack	1	3	2	10	\$____/ea	
58	Compressor Sack	3	7	2	10	\$____/ea	
59	Pouch Water Bottle	3	6	1	10	\$____/ea	
60	Fanny Pouch	3	6	1	10	\$____/ea	
61	Accessory Pouch	3	6	1	10	\$____/ea	
SUBTOTAL YEAR ONE							

OPTION YEAR ONE							
A	B	C	D	E	F	G	H
Item	Description	Class *	Material*	Process* Required	Estimated Annual Usage (# of Items)	Firm Unit Price	Extended Price (F x G)
LAUNDERED ITEMS							
1	Aprons	1	1	1	1	\$_____/ea	
2	Aprons, Food Handling	1	1	1	10	\$_____/ea	
3	Bag, protective	3	7	2	10	\$_____/ea	
4	Blanket Grey or Red	2	2	2	290	\$_____/ea	
5	Blanket, Fleece	2	7	1	450	\$_____/ea	
6	Blankets - Flannel	2	7	2	100	\$_____/ea	
7	Cap, utility, combat	1	7	2	10	\$_____/ea	
8	Cloth, face, terry	2	1	1	100	\$_____/ea	
9	Cloth, Table, Large, cotton, 8'x 8'6"	1	1	1	369	\$_____/ea	
10	Coat, fireman, bunker	1	7	5	1300	\$_____/ea	
11	Coverall, Cotton, Plain	1	1	1	900	\$_____/ea	
12	Coveralls	1	7	1	308	\$_____/ea	
13	Coveralls, chemical warfare, protect	1	7	2	10	\$_____/ea	
14	Dental Pants	1	7	3	10	\$_____/ea	
15	Fenestrated Drapes (OR towels)	2	7	1	160	\$_____/ea	
16	Field Laundry Bag	3	3	1	10	\$_____/ea	
17	Gloves, nylon, dress	1	3	1	400	\$_____/ea	
18	Gortex Coat	1	7	1	10	\$_____/ea	
19	Gortex Coveralls	1	7	1	10	\$_____/ea	
20	Gortex Parka	1	7	1	10	\$_____/ea	
21	Gortex Sweat Pants	1	7	1	10	\$_____/ea	
22	Gortex Sweat Shirt	1	7	1	10	\$_____/ea	
23	Gortex Trousers	1	7	1	10	\$_____/ea	
24	Ground Sheet	3	7	2	10	\$_____/ea	
25	Jacket, women's food handler white w/black trim	1	1	1	10	\$_____/ea	
26	Lab Coats	1	7	3	80	\$_____/ea	
27	Laundry Bag - contents consists of: 2 x T-shirts; 2 x Under Shorts; 2 x Socks; 1 x Shirt; 1 x Trousers	1	7	1	100	\$_____/ea	
28	Liner, Sleeping Bag	2	7	2	10	\$_____/ea	
29	Military Style Parka	1	7	1	10	\$_____/ea	
30	Napkins	4	7	3	10	\$_____/ea	
31	Oven Mitts	4	7	1	10	\$_____/ea	
32	Parka, white, winter camo	1	3	1	10	\$_____/ea	
33	Pillowcases	2	7	1	8200	\$_____/ea	
34	Sheets	2	7	1	10400	\$_____/ea	
35	Shirt, Coat Combat LW	1	1	1	10	\$_____/ea	
36	Shirt, hospital, white cotton	1	1	1	10	\$_____/ea	

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37	Shop Coats	1	7	3	322	\$____/ea
38	Slacks, women's food handler, white	1	1	1	10	\$____/ea
39	Sleeping Bags	2	7	2	600	\$____/ea
40	Sleeping Bags - Inner	2	7	2	500	\$____/ea
41	Sleeping Bags - Outer	2	7	2	500	\$____/ea
42	Smock, green/grey	1	1	1	150	\$____/ea
43	Smocks, Dental	1	7	3	10	\$____/ea
44	Soaker Bed Pads	4	7	1	20	\$____/ea
45	Table Cloth, Linen, Large	4	7	3	530	\$____/ea
46	Table Napkin, Linen	4	7	3	1110	\$____/ea
47	Towel, bath, linen/cotton	2	1	1	80	\$____/ea
48	Towel, Dish & Glass	2	7	1	10	\$____/ea
49	Towel, hand	2	1	1	120	\$____/ea
50	Trousers, combat, lightweight	1	1	1	10	\$____/ea
51	Trousers, fireman, bunker	1	7	5	10	\$____/ea
52	Trousers, white, camo	1	3	1	10	\$____/ea
53	Trousers, white, duck, long	1	7	1	10	\$____/ea
54	Welders Coveralls	1	7	1	23	\$____/ea
HAND WASH – LINE DRY ITEMS (Class 6)						
55	Tac Vest	1	3	2	10	\$____/ea
56	Small Pack	1	3	2	10	\$____/ea
57	Ruck Sack	1	3	2	10	\$____/ea
58	Compressor Sack	3	7	2	10	\$____/ea
59	Pouch Water Bottle	3	6	1	10	\$____/ea
60	Fanny Pouch	3	6	1	10	\$____/ea
61	Accessory Pouch	3	6	1	10	\$____/ea
SUBTOTAL OPTION YEAR ONE						

OPTION YEAR TWO							
A	B	C	D	E	F	G	H
Item	Description	Class *	Material*	Process* Required	Estimated Annual Usage (# of Items)	Firm Unit Price	Extended Price (F x G)
LAUNDERED ITEMS							
1	Aprons	1	1	1	1	\$____/ea	
2	Aprons, Food Handling	1	1	1	10	\$____/ea	
3	Bag, protective	3	7	2	10	\$____/ea	
4	Blanket Grey or Red	2	2	2	290	\$____/ea	
5	Blanket, Fleece	2	7	1	450	\$____/ea	
6	Blankets - Flannel	2	7	2	100	\$____/ea	
7	Cap, utility, combat	1	7	2	10	\$____/ea	
8	Cloth, face, terry	2	1	1	100	\$____/ea	
9	Cloth, Table, Large, cotton, 8'x 8'6"	1	1	1	369	\$____/ea	
10	Coat, fireman, bunker	1	7	5	1300	\$____/ea	
11	Coverall, Cotton, Plain	1	1	1	900	\$____/ea	
12	Coveralls	1	7	1	308	\$____/ea	

13	Coveralls, chemical warfare, protect	1	7	2	10	\$____/ea
14	Dental Pants	1	7	3	10	\$____/ea
15	Fenestrated Drapes (OR towels)	2	7	1	160	\$____/ea
16	Field Laundry Bag	3	3	1	10	\$____/ea
17	Gloves, nylon, dress	1	3	1	400	\$____/ea
18	Gortex Coat	1	7	1	10	\$____/ea
19	Gortex Coveralls	1	7	1	10	\$____/ea
20	Gortex Parka	1	7	1	10	\$____/ea
21	Gortex Sweat Pants	1	7	1	10	\$____/ea
22	Gortex Sweat Shirt	1	7	1	10	\$____/ea
23	Gortex Trousers	1	7	1	10	\$____/ea
24	Ground Sheet	3	7	2	10	\$____/ea
25	Jacket, women's food handler white w/black trim	1	1	1	10	\$____/ea
26	Lab Coats	1	7	3	80	\$____/ea
27	Laundry Bag - contents consists of: 2 x T-shirts; 2 x Under Shorts; 2 x Socks; 1 x Shirt; 1 x Trousers	1	7	1	100	\$____/ea
28	Liner, Sleeping Bag	2	7	2	10	\$____/ea
29	Military Style Parka	1	7	1	10	\$____/ea
30	Napkins	4	7	3	10	\$____/ea
31	Oven Mitts	4	7	1	10	\$____/ea
32	Parka, white, winter camo	1	3	1	10	\$____/ea
33	Pillowcases	2	7	1	8200	\$____/ea
34	Sheets	2	7	1	10400	\$____/ea
35	Shirt, Coat Combat LW	1	1	1	10	\$____/ea
36	Shirt, hospital, white cotton	1	1	1	10	\$____/ea
37	Shop Coats	1	7	3	322	\$____/ea
38	Slacks, women's food handler, white	1	1	1	10	\$____/ea
39	Sleeping Bags	2	7	2	600	\$____/ea
40	Sleeping Bags - Inner	2	7	2	500	\$____/ea
41	Sleeping Bags - Outer	2	7	2	500	\$____/ea
42	Smock, green/grey	1	1	1	150	\$____/ea
43	Smocks, Dental	1	7	3	10	\$____/ea
44	Soaker Bed Pads	4	7	1	20	\$____/ea
45	Table Cloth, Linen, Large	4	7	3	530	\$____/ea
46	Table Napkin, Linen	4	7	3	1110	\$____/ea
47	Towel, bath, linen/cotton	2	1	1	80	\$____/ea
48	Towel, Dish & Glass	2	7	1	10	\$____/ea
49	Towel, hand	2	1	1	120	\$____/ea
50	Trousers, combat, lightweight	1	1	1	10	\$____/ea
51	Trousers, fireman, bunker	1	7	5	10	\$____/ea
52	Trousers, white, camo	1	3	1	10	\$____/ea
53	Trousers, white, duck, long	1	7	1	10	\$____/ea
54	Welders Coveralls	1	7	1	23	\$____/ea
HAND WASH – LINE DRY ITEMS (Class 6)						
55	Tac Vest	1	3	2	10	\$____/ea
56	Small Pack	1	3	2	10	\$____/ea
57	Ruck Sack	1	3	2	10	\$____/ea

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58	Compressor Sack	3	7	2	10	\$ ____/ea	
59	Pouch Water Bottle	3	6	1	10	\$ ____/ea	
60	Fanny Pouch	3	6	1	10	\$ ____/ea	
61	Accessory Pouch	3	6	1	10	\$ ____/ea	
SUBTOTAL OPTION YEAR TWO							

SUBTOTAL YEAR ONE \$ _____

SUBTOTAL OPTION YEAR ONE \$ _____

SUBTOTAL OPTION YEAR TWO \$ _____

TOTAL \$ _____

APPENDIX 1 TO ANNEX "B"

KEY TO TABLE CODES

<u>CLASS</u>	
1	Clothing
2	Bedding and Towels
3	Camping Equipment
4	Miscellaneous
<u>MATERIAL</u>	
1	Cotton
2	Wool
3	Nylon
4	Leather
5	Rayon
6	Canvas
7	Miscellaneous
8	Rubber
<u>PROCESS REQUIRED</u>	
<u>LAUNDRY</u>	
1	Washed and Tumbled Dried
2	Washed and Air Dried
3	Washed and Pressed
4	Washed, Starched and Hand Pressed
5	Hand Sponged and Air Dried

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ANNEX "C" 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)

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