

REQUEST FOR PROPOSAL (RFP)

LAUNDRY SERVICES IN SUPPORT OF CANADIAN ARMED FORCES

for the DEPARTMENT OF NATIONAL DEFENCE (DND)

Bid Solicitation Number: W8484-18-9115

Submit Proposals by email to Amber Tower

Email to: amber.tower@forces.gc.ca

(DND will confirm receipt of proposal)

Submit Inquiries by email to amber.tower@forces.gc.ca

RFP Closing Time and Date: 09 April 2018 @ 1100 EST.

(All proposals must be received by DND by the RFP Closing Time and Date)

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PART 1 - GENERAL INFORMATION

1.1 Introduction

The bid solicitation is divided into six parts plus attachments and annexes, as follows:

- Part 1 General Information: provides a general description of the requirement;
- Part 2 Bidder Instructions: provides the instructions, clauses and conditions applicable to the bid solicitation;
- Part 3 Bid Preparation Instructions: provides bidders with instructions on how to prepare their bid;
- Part 4 Evaluation Procedures and Basis of Selection: indicates how the evaluation will be conducted, the evaluation criteria that must be addressed in the bid, and the basis of selection;
- Part 5 Certifications: includes the certifications to be provided;
- Part 6 Resulting Contract Clauses: includes the clauses and conditions that will apply to any resulting contract.

1.2 Security Requirements

This requirement is Unclassified and there is no security associated with this requirement.

1.3 Statement of Work

The Canadian Armed Forces (CAF) requires laundry services for the period of 01 May 2018 until 31 October 2018 with an option to extend the contact up to two (2) additional three (3) month periods.

The Work to be performed is detailed under Annex A

1.4 Debriefings

Bidders may request a debriefing on the results of the bid solicitation process. Bidders should make the request to the Contracting Authority within 15 working days from receipt of the results of the bid solicitation process. The debriefing may be in writing, by telephone or in person.

1.5 Trade Agreements

This procurement is excluded from all of the obligations of all the trade agreements,

PART 2 - BIDDER INSTRUCTIONS

2.1 Standard Instructions, Clauses and Conditions

All instructions, clauses and conditions identified in the bid solicitation by number, date and title are set out in the *Standard Acquisition Clauses and Conditions Manual* (<https://buyandsell.gc.ca/policy-and-guidelines/standard-acquisition-clauses-and-conditions-manual>) issued by Public Works and Government Services Canada.

Bidders who submit a bid agree to be bound by the instructions, clauses and conditions of the bid solicitation and accept the clauses and conditions of the resulting contract.

The **2003** (2017-04-27) Standard Instructions - Goods or Services - Competitive Requirements, are incorporated by reference into and form part of the bid solicitation, with the following modifications:

Section 02, Procurement Business Number is deleted in its entirety.

Section 05, Submission of Bids – Subsection 3 is deleted.

Section 20, Further Information is deleted in its entirety.

2.2 Submission of Bids

Bids must be submitted only to the Department of National Defence by the date, time and place indicated on page 1 of the bid solicitation.

2.3 Enquiries - Bid Solicitation.

All enquiries must be submitted in writing to the Contracting Authority no later than two (2) calendar days before the bid closing date. Enquiries received after that time may not be answered.

Bidders should reference as accurately as possible the numbered item of the bid solicitation to which the enquiry relates. Care should be taken by Bidders to explain each question in sufficient detail in order to enable Canada to provide an accurate answer. Technical enquiries that are of a proprietary nature must be clearly marked "proprietary" at each relevant item. Items identified as "proprietary" will be treated as such except where Canada determines that the enquiry is not of a proprietary nature. Canada may edit the question(s) or may request that the Bidder do so, so that the proprietary nature of the question(s) is eliminated, and the enquiry can be answered to all Bidders. Enquiries not submitted in a form that can be distributed to all Bidders may not be answered by Canada.

2.4 Applicable Laws

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

Bidders may, at their discretion, substitute the applicable laws of a Canadian province or territory of their choice without affecting the validity of their bid, by deleting the name of the Canadian province or territory specified and inserting the name of the Canadian province or territory of their choice. If no change is made, it acknowledges that the applicable laws specified are acceptable to the Bidders.

PART 3 - BID PREPARATION INSTRUCTIONS

3.1 Bid Preparation Instructions

Canada requests that Bidders provide their bid in sections as follows:

Section I: Technical Bid, one (1) soft copy by email;
Section II: Financial Bid, one (1) soft copy by email;
Section III: Certifications, one (1) soft copy by email; and
Section IV: Additional Information, one (1) soft copy by email

Individual e-mails exceeding five (5) megabytes in size, or those including other factors such as embedded files, macros and/or links, may be rejected by the Department of National Defence (DND) e-

mail system and/or firewall(s) without notice to the Bidder or Procurement Authority. Larger bids may be submitted through more than one e-mail. DND will confirm receipt of documents. It is the responsibility of the Bidder to ensure that their entire bid submission has been received. Bidders must not assume that all documents have been received unless DND confirms receipt of each document. Due to the possibility of e-mail rejection and/or other technical issues, bidders are requested to allow sufficient time before the closing time and date to submit their bid and for DND to confirm receipt. Bid documents received after the closing time and date will not be accepted.

Section I: Technical Bid

In their technical bid, Bidders should explain and demonstrate how they propose to meet or can meet the requirements and how they will carry out the Work.

Section II: Financial Bid

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

- a. Unit Price
The firm unit price must be quoted in EURO.

Section III: Certifications

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

Section IV: Additional Information

- a. Canada requests that Bidders provide information for the contact person responsible for:

General enquiries

Name: _____

Title: _____

Telephone: ____ - ____ - ____

Facsimile: ____ - ____ - ____

E-mail: _____

PART 4 - EVALUATION PROCEDURES AND BASIS OF SELECTION

4.1 Evaluation Procedures

- (a) Bids will be assessed in accordance with the entire requirement of the bid solicitation including the technical and financial evaluation criteria.
- (b) An evaluation team composed of representatives of Canada will evaluate the bids.

4.1.1 Technical Evaluation

4.1.1.1 Mandatory Technical Criteria

MT1. All bids must be completed in full and provide all of the information requested in the bid solicitation to enable full and complete evaluation.

Bids not meeting these mandatory technical criteria will be declared non-responsive.

4.1.2 Financial Evaluation

Evaluation of Price

The price of the bid will be evaluated in EURO. Bidder must complete Annex B following the instructions provided within the Annex.

Only the per bag cost of laundry will be evaluated. Pick-up and Delivery rates are not being evaluated.

4.2 Basis of Selection

4.2.1 SACC Manual Clause [A0069T](#) (2007-05-25), Basis of Selection.

A bid must comply with all requirements of the bid solicitation to be declared responsive. The responsive bid with the lowest evaluated price will be recommended for award of a contract.

PART 5 – CERTIFICATIONS AND ADDITIONAL INFORMATION

Bidders may be required to provide the required certifications and additional information to be awarded a contract.

The certifications provided by Bidders to Canada are subject to verification by Canada at all times. Unless specified otherwise, Canada will declare a bid non-responsive, or will declare a contractor in default if any certification made by the Bidder is found to be untrue whether made knowingly or unknowingly, during the bid evaluation period or during the contract period.

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

5.1 Certifications Precedent to Contract Award and Additional Information

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

5.1.1 Integrity Provisions – Required Documentation

In accordance with 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 Bidder must provide the required documentation, as applicable, to be given further consideration in the procurement process.

5.1.2 Federal Contractors Program for Employment Equity - Bid Certification

By submitting a bid, the Bidder certifies that the Bidder, and any of the Bidder's members if the Bidder is a Joint Venture, is not named on the Federal Contractors Program (FCP) for employment equity "FCP Limited Eligibility to Bid" list available at the bottom of the page of the [Employment and Social Development Canada \(ESDC\) - Labour's](http://www.esdc.gc.ca/en/jobs/workplace/human_rights/employment_equity/federal_contractor_program.page?&_ga=1.229006812.1158694905.1413548969) website (http://www.esdc.gc.ca/en/jobs/workplace/human_rights/employment_equity/federal_contractor_program.page?&_ga=1.229006812.1158694905.1413548969).

Canada will have the right to declare a bid non-responsive if the Bidder, or any member of the Bidder if the Bidder is a Joint Venture, appears on the "FCP Limited Eligibility to Bid" list at the time of contract award.

PART 6 - RESULTING CONTRACT CLAUSES

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

6.1 Security Requirements

6.1.1 This requirement is Unclassified and there is no security associated with this requirement.

6.2 Statement of Work

The Work to be performed is detailed under Annex A.

6.3 Standard Clauses and Conditions

All clauses and conditions identified in the Contract by number, date and title are set out in the *Standard Acquisition Clauses and Conditions Manual* (<https://buyandsell.gc.ca/policy-and-guidelines/standard-acquisition-clauses-and-conditions-manual>) issued by Public Works and Government Services Canada.

6.3.1 General Conditions

The *2010C* (2016-04-04), General Conditions - Services (Medium Complexity) apply to and form part of the Contract, with the following modifications:

a. Definition of Minister is modified as follows:

"Canada", "Crown", "Her Majesty" or "the Government" means Her Majesty the Queen in right of Canada as represented by the Minister of National Defence and any other person duly authorized to act on behalf of that minister or, if applicable, an appropriate minister to whom the Minister of National Defence has delegated his or her powers, duties or functions and any other person duly authorized to act on behalf of that minister.

6.4 Term of Contract

6.4.1 Period of the Contract

The period of the Contract is from date of the Contract to 31 October 2018, inclusive.

6.4.2 Option to Extend the Contract

The Contractor grants to Canada the irrevocable option to extend the term of the Contract by up to (2) two additional 3 month periods under the same conditions. The Contractor agrees that, during the extended period of the Contract, it will be paid in accordance with the applicable provisions as set out in the Basis of Payment.

Canada may exercise this option at any time by sending a written notice to the Contractor at least 15 calendar days before the expiry date of the Contract. The option may only be exercised by the

Contracting Authority, and will be evidenced for administrative purposes only, through a contract amendment.

6.5 Authorities

To be inserted at Contract Award.

6.5.1 Contracting Authority

The Contracting Authority for the Contract is:

Name: _____

Title: _____

Department of National Defence

Directorate: _____

Address: _____

Telephone: ____ _

Facsimile: ____ _

E-mail address: _____

The Contracting Authority is responsible for the management of the Contract and any changes to the Contract must be authorized in writing by the Contracting Authority. The Contractor must not perform work in excess of or outside the scope of the Contract based on verbal or written requests or instructions from anybody other than the Contracting Authority.

6.5.2 Technical Authority

The Technical Authority for the Contract is:

Name: _____

Title: _____

Organization: _____

Address: _____

Telephone: ____ _

Facsimile: ____ _

E-mail address: _____

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

6.5.3 Contractor's Representative

The Contractor has identified the following individual as its representative for administrative matters relating to the Contract.

Contractor Representative's Contact Information.

Name: _____

Title: _____

Telephone: ____ - ____ - ____

E-mail: _____.

6.6 Payment

6.6.1 Basis of Payment

The Contractor will be paid in accordance with Annex B - Basis of Payment, to a maximum of _____ EURO (amount to be inserted at contract award).

6.6.2 Limitation of Expenditure

Canada's total liability to the Contractor under the Contract must not exceed \$ _____ EURO. Customs duties are included and Applicable Taxes are extra.

6.6.3 Monthly Payment

Canada will pay the Contractor upon completion and delivery of the Work in accordance with the payment provisions of the Contract if:

- a. an accurate and complete invoice and any other documents required by the Contract have been submitted in accordance with the invoicing instructions provided in the Contract;
- b. all such documents have been verified by Canada;
- c. the Work delivered has been accepted by Canada.

6.7 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.

2. One (1) copy of any invoice submitted must be emailed to the Contracting Authority identified under the section entitled "Authorities" of the Contract.

6.8 Certifications and Additional Information

6.8.1 Compliance

Unless specified otherwise, the continuous compliance with the certifications provided by the Contractor in its bid or precedent to contract award, and the ongoing cooperation in providing additional information are conditions of the Contract and failure to comply will constitute the Contractor in default. Certifications are subject to verification by Canada during the entire period of the Contract.

6.9 Insurance

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

6.10 Applicable Laws

The Contract must be interpreted and governed, and the relations between the parties determined, by the laws in force in Ontario, Canada.

6.11 Government Property

2010C 17 (2008-05-12) Government Property

The Contractor must take reasonable and proper care of all Government Property while it is in its possession or subject to its control. The Contractor is responsible for any loss or damage resulting from its failure to do so other than loss or damage caused by ordinary wear and tear.

6.12 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 Articles of Agreement;
- (b) the supplemental general conditions 2010C (2016-04-04), General Conditions – Services (Medium Complexity)
- (c) Annex A, Statement of Work;
- (d) Annex B, Basis of Payment; and
- (e) the Contractor's bid dated _____ (to be inserted at Contract award)

6.13 Defence Contract.

SACC *Manual* clause [A9006C](#) (2012-07-16), Defence Contract

Annex A – Statement of Work

1. Scope

1.1 Purpose

The Canadian Armed Forces (CAF) requires contracted support for laundry services for the personnel living at Military Base Adazi in Kadaga, Latvia from 1 May 2018 to 31 October 2018.

1.2 Background

The CAF is deployed in Adazi District, Latvia, in support of a North Atlantic Treaty Organization (NATO) operation. The anticipated period of the work is six (6) months, from 1 May 2018 until 31 October 2018 (inclusive) with an option to extend the contract up to two (2) additional three (3) month periods.

1.3 Terminology

- 1.3.1 Contractor: The company awarded this contract.
- 1.3.2 Contract Representative: The individual designated by the Contractor that meets the requirements stated below.
- 1.3.3 Technical Authority (TA): The CAF member who is responsible for all matters concerning the technical requirements of the work.
- 1.3.4 CAF Representative(s): The member(s) of the CAF who have been identified by the TA.
- 1.3.5 Business hours: Monday to Friday, inclusively, from 08:00 until 18:00 local time, excluding recognized local national holidays.

2. Requirements

2.1 Tasks

The Contractor must provide laundry services to Enhanced Forward Presence Battle Group (eFP BG) Latvia personnel at Military Base Adazi. As such, the Contractor must perform the following tasks:

- 2.1.1 Collect individual laundry bags from a predetermined location within Military Base Adazi;
- 2.1.2 Record the date, the weight of each bag, and the total number of bags;
- 2.1.3 Wash, dry, and fold each bag's contents individually;
- 2.1.4 Return the bags of laundry to Military Base Adazi; and
- 2.1.5 Verify the total number of bags.

2.2 Technical Requirements

The Contractor will abide by the following minimum requirements for the provision of laundry services:

- 2.2.1 The Contractor must provide laundry (washing, drying, and folding) services;
- 2.2.2 The Contractor must be able to handle laundry volumes up to a maximum of six (6) kilograms (kg) per person, per week, for approximately 1,400 people. The TA will advise the Contractor on the volume of personnel levels, to allow for planning for the fluctuating requirement;
- 2.2.3 Clothing to be laundered includes but is not limited to: trousers (any type), shirts, t-shirts, track pants, sweaters, pyjamas, caps/hats, blouses, skirts, dresses, shorts, brassieres, socks, underwear, uniform pants, uniform shirts, coveralls/overalls, bath towels, and gym outfits;
- 2.2.4 Other items to be laundered include but are not limited to: sleeping bags and blankets;
- 2.2.5 Laundry tracking procedure:
 - a. Each laundry bag will be separated by nation, and the total number of bags per nation will be verified by the Contractor at the time of pick-up;
 - b. The total weight for any one bag is not to exceed six (6) kg; and
 - c. The Contractor will return the items in the laundry bag tagged (named) for each individual;
- 2.2.6 Laundry pick-up and delivery:
 - a. Pick-up and delivery will take place at Adazi Military Base in a secure designated area, agreed upon by the TA. This process will take place, at a minimum, Monday, Wednesday, and Friday;
 - b. The Contractor will return the laundry to the same designated location. Laundry picked-up on Mondays will be returned on Wednesdays, laundry picked-up on Wednesdays will be returned on Fridays, and laundry picked-up on Fridays will be returned on Mondays;
 - c. No laundry pick-up or delivery is permitted on Sundays, unless specified by the TA; and
- 2.2.7 The Contractor must only use hypoallergenic washing powder, detergents, and other additives and compounds that guarantee a high quality washing and cleaning effect and a gentle treatment of textiles.

2.3 On-Site Representative Requirements

- 2.3.1 The Contractor must designate a Contract Representative to liaise with the TA or the CAF Representative(s) for the duration of the contract during pick-up and drop-offs to facilitate the coordination and completion of the services. The Contract Representative must be capable of communicating clearly and understandably with CAF personnel in English; and
- 2.3.2 The Contractor must provide a contact number that may be used during business hours to respond to any queries by the TA or CAF Representative(s). The Contract Representative must be able to answer questions relating to lead times and delays for the duration of the contract.

2.4 Constraints

- 2.4.1 Only individuals with citizenship of a NATO country will be permitted access to Military Base Adazi, as determined by Latvian Base Security.
- 2.4.2 The Bidder and/or proposed Contractor may be required to undergo a security check/screening done by the Latvian Defence Force and/or the Latvian Police Force prior to issuance of a Contract. Failure to pass subject security screening will result in non-compliance.

2.5 Contractor Responsibilities

- 2.5.1 The Contractor must take reasonable and proper care of all government property while it is in their possession or subject to their control. The Contractor is responsible for any loss or damage resulting from their failure to do so, other than loss or damage caused by ordinary wear and tear;
- 2.5.2 The Contractor must respond to the TA within 24 hours of being advised of discrepancies in the collection process and must advise the TA of the corrective action;
- 2.5.3 The Contractor must ensure that the eFP BG clothing and textiles are carefully segregated from the clothing and textiles of any other customer/client, to prevent loss and mix-up;
- 2.5.4 Any miscellaneous items found among the clothing and textiles are to be returned to the CAF;
- 2.5.5 The Contractor must provide all equipment and supplies necessary to perform this laundry service at their own facilities;
- 2.5.6 At the time of laundry pick-up, the Contractor must verify the total number of bags received and must only charge the CAF for this amount. Invoicing will reflect the number of bags; and
- 2.5.7 Each bag of laundry will be the laundry of one individual eFP BG member, and that laundry will be returned in its entirety washed, dried, and folded in that individual's bag.

2.6 CAF Responsibilities

- 2.6.1 Each eFP BG member will be responsible for dropping off their laundry bag at the predetermined drop-off area at Military Base Adazi;

- 2.6.2 The CAF will verify the laundry bags' weights and will record the weights separate from the Contractor; and
- 2.6.3 The CAF will notify the Contractor of irregular service issues when they arise. An example of an irregular service issue includes clothing lost or destroyed during the laundry service.

3. Deliverables

- 3.1 The Contractor must provide the laundry services detailed in this Statement of Work.
- 3.2 At the end of every month, the Contractor must provide the TA with a summary sheet listing the number of bags of laundry cleaned and returned to the CAF.

ANNEX "B" Basis of Payment

All services are to be conducted in accordance with Annex A – Statement of Work

Basis of Payment will be firm fixed rate for the duration of the Contract. Applicable taxes are extra. All prices must be in EURO.

Only the per bag cost of laundry will be evaluated. Pick-up and Delivery rates are not being evaluated.

The bidder must provide the following information:

| Item | Description | Firm Unit Price in EURO Without VAT | Firm Unit Price in EURO with VAT |
|------|-------------------------------------------------|-------------------------------------|----------------------------------|
| 1 | Cost per bag (As per Annex A-Statement of Work) | \$ per bag | \$ per bag |
| 2 | Pick-up and Delivery Cost | \$ per week | \$ per week |

| Item | Description Option Period #1 | Firm Unit Price in EURO Without VAT | Firm Unit Price in EURO with VAT |
|------|-------------------------------------------------|-------------------------------------|----------------------------------|
| 1 | Cost per bag (As per Annex A-Statement of Work) | \$ per bag | \$ per bag |
| 2 | Pick-up and Delivery Cost | \$ per week | \$ per week |

| Item | Description Option Period #2 | Firm Unit Price in EURO Without VAT | Firm Unit Price in EURO with VAT |
|------|-------------------------------------------------|-------------------------------------|----------------------------------|
| 1 | Cost per bag (As per Annex A-Statement of Work) | \$ per bag | \$ per bag |
| 2 | Pick-up and Delivery Cost | \$ per week | \$ per week |