

RETURN BIDS TO:
RETOURNER LES SOUMISSIONS À:

**PWGSC/TPSGC Acquisitions Bid Receiving
Box/Boîte de Réception des Soumissions
Bid Receiving Box/Boîte de Récepti
1st Floor/1^{ère} étage, Suite 1212
100-1045 Main Street
Moncton
New Brunswick
E1C 1H1
Bid Fax: (506) 851-6759**

Request For a Standing Offer Demande d'offre à commandes

Regional Individual Standing Offer (RISO)
Offre à commandes individuelle régionale (OCIR)

Canada, as represented by the Minister of Public Works and Government Services Canada, hereby requests a Standing Offer on behalf of the Identified Users herein.

Le Canada, représenté par le ministre des Travaux Publics et Services Gouvernementaux Canada, autorise par la présente, une offre à commandes au nom des utilisateurs identifiés énumérés ci-après.

Comments - Commentaires

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

Issuing Office - Bureau de distribution
Acquisitions NB/PEI (Moncton Office) – Bureau
d'acquisitions N.-B./Î.-P.-É. (Moncton)
1045 Main Street / 1045, rue Main
Moncton
New Bruns
E1C 1H1

Title - Sujet Deployed Logistics Support Services	
Solicitation No. - N° de l'invitation W8484-189209/A	Date 2018-06-21
Client Reference No. - N° de référence du client W8484-189209	GETS Ref. No. - N° de réf. de SEAG PW-\$MCT-014-5416
File No. - N° de dossier MCT-8-41006 (014)	CCC No./N° CCC - FMS No./N° VME
Solicitation Closes - L'invitation prend fin at - à 02:00 PM on - le 2018-08-01	
Time Zone Fuseau horaire Atlantic Daylight Saving Time ADT	
Delivery Required - Livraison exigée See Herein	
Address Enquiries to: - Adresser toutes questions à: MacDonald (MCT), Charline	Buyer Id - Id de l'acheteur mct014
Telephone No. - N° de téléphone (506)871-2953 ()	FAX No. - N° de FAX (506)851-6759
Destination - of Goods, Services, and Construction: Destination - des biens, services et construction: DEPARTMENT OF NATIONAL DEFENCE CONTINENTAL AFRICA Canada	
Security - Sécurité This request for a Standing Offer does not include provisions for security. Cette Demande d'offre à commandes ne comprend pas des dispositions en matière de sécurité.	

Instructions: See Herein

Instructions: Voir aux présentes

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

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W8484-189209/A
Client Ref. No. - N° de réf. du client
W8484-189209

Amd. No. - N° de la modif.
File No. - N° du dossier
MCT-8-41006

Buyer ID - Id de l'acheteur
mct014
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 | Financial and Insurance Requirements: includes specific requirements that must be addressed by Offerors; and |
| Part 7 | 7A, Standing Offer, and 7B, Resulting Contract Clauses:

7A, includes the Standing Offer containing the offer from the Offeror and the applicable clauses and conditions;

7B, includes the clauses and conditions which will apply to any contract resulting from a call-up made pursuant to the Standing Offer. |

The Annexes include:

APPENDIX A - Statement of Work
APPENDIX B - Basis of Payment
APPENDIX C - Periodic Usage Report
APPENDIX D - Evaluation Criteria
APPENDIX E - Electronic Payment Instruments
APPENDIX F - Listing of Board of Directors

1.2 Summary

- 1.2.1** Request to provide logistics support services under a Regional Individual Standing Offer (RISO) for the Directorate of Major Procurement of the Department of National Defence, Ottawa, Ontario for deployed forces within Continental Africa, on an as and when requested basis as described in the Statement of Work at Appendix "A".

The Offeror must be fluent in the English as well as working language(s) required to service the geographic area.

The period of the Standing Offer shall be for three years with the option to extend for two additional, one year periods.

1.2.2 The requirement is subject to the provisions of 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.

1.4 Phased Bid Compliance Process

The Phased Bid Compliance Process (PBCP) applies to this requirement.

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: 180 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.

Due to the nature of the Request for Standing Offers, **transmission of offers by facsimile or electronic mail (email) to PWGSC will not be accepted.**

2.3 Former Public Servant

Former Public Servant - Competitive - Offer

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 seven (7) 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: Technical Offer (6 hard copies)
Section II: Financial Offer (2 hard copies)
Section III: Certifications (2 hard copies)

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 Appendix 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 Appendix "E" Electronic Payment Instruments, to identify which ones are accepted.

If Appendix "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.

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.
- (c) Canada will use the Phased Bid Compliance Process described below.

4.1.1 Phased Bid Compliance Process

4.1.1.1 General

- (a) Canada is conducting the PBCP described below for this requirement.
- (b) Notwithstanding any review by Canada at Phase I or II of the PBCP, Offerors are and will remain solely responsible for the accuracy, consistency and completeness of their Offers and Canada does not undertake, by reason of this review, any obligations or responsibility for identifying any or all errors or omissions in Offers or in responses by an Offeror to any communication from Canada.

THE OFFEROR ACKNOWLEDGES THAT THE REVIEWS IN PHASE I AND II OF THIS PBCP ARE PRELIMINARY AND DO NOT PRECLUDE A FINDING IN PHASE III THAT THE OFFER IS NON-RESPONSIVE, EVEN FOR MANDATORY REQUIREMENTS WHICH WERE SUBJECT TO REVIEW IN PHASE I OR II AND NOTWITHSTANDING THAT THE OFFER HAD BEEN FOUND RESPONSIVE.

IN SUCH EARLIER PHASE. CANADA MAY DEEM AN OFFER TO BE NON-RESPONSIVE TO A MANDATORY REQUIREMENT AT ANY PHASE.

THE OFFEROR ALSO ACKNOWLEDGES THAT ITS RESPONSE TO A NOTICE OR A COMPLIANCE ASSESSMENT REPORT (CAR) (EACH DEFINED BELOW) IN PHASE I OR II MAY NOT BE SUCCESSFUL IN RENDERING ITS OFFER RESPONSIVE TO THE MANDATORY REQUIREMENTS THAT ARE THE SUBJECT OF THE NOTICE OR CAR, AND MAY RENDER ITS OFFER NON-RESPONSIVE TO OTHER MANDATORY REQUIREMENTS.

- (c) Canada may, in its discretion, request and accept at any time from an Offeror and consider as part of the Offer, any information to correct errors or deficiencies in the Offer that are clerical or administrative, such as, without limitation, failure to sign the Offer or any part or to checkmark a box in a form, or other failure of format or form or failure to acknowledge; failure to provide a procurement business number or contact information such as names, addresses and telephone numbers; inadvertent errors in numbers or calculations that do not change the amount the Offeror has specified as the price or of any component thereof that is subject to evaluation. This shall not limit Canada's right to request or accept any information after the Request for Standing Offer closing in circumstances where the Request for Standing Offer expressly provides for this right. The Offeror will have the time period specified in writing by Canada to provide the necessary documentation. Failure to meet this deadline will result in the Offer being declared non-responsive.

- (d) The PBCP does not limit Canada's rights under Standard Acquisition Clauses and Conditions (SACC) 2006 (2017-04-27) Standard Instructions – Request for Standing Offers - Goods or Services – Competitive Requirements nor Canada's right to request or accept any information during the solicitation period or after Request for Standing Offer closing in circumstances where the Request for Standing Offer expressly provides for this right, or in the circumstances described in subsection (c).
- (e) Canada will send any Notice or CAR by any method Canada chooses, in its absolute discretion. The Offeror must submit its response by the method stipulated in the Notice or CAR. Responses are deemed to be received by Canada at the date and time they are delivered to Canada by the method and at the address specified in the Notice or CAR. An email response permitted by the Notice or CAR is deemed received by Canada on the date and time it is received in Canada's email inbox at Canada's email address specified in the Notice or CAR. A Notice or CAR sent by Canada to the Offeror at any address provided by the Offeror in or pursuant to the Offer is deemed received by the Offeror on the date it is sent by Canada. Canada is not responsible for late receipt by Canada of a response, however caused.

4.1.1.2

Phase I: Financial Offer

- (a) After the closing date and time of this Request for Standing Offer, Canada will examine the Offer to determine whether it includes a Financial Offer and whether any Financial Offer includes all information required by the solicitation. Canada's review in Phase I will be limited to identifying whether any information that is required under the Request for Standing Offer to be included in the Financial Offer is missing from the Financial Offer. This review will not assess whether the Financial Offer meets any standard or is responsive to all solicitation requirements.
- (b) Canada's review in Phase I will be performed by officials of the Department of Public Works and Government Services.
- (c) If Canada determines, in its absolute discretion that there is no Financial Offer or that the Financial Offer is missing all of the information required by the Request for Standing Offer to be included in the Financial Offer, then the Offer will be considered non-responsive and will be given no further consideration.
- (d) For Offers other than those described in c), Canada will send a written notice to the Offeror ("Notice") identifying where the Financial Offer is missing information. An Offeror, whose Financial Offer has been found responsive to the requirements that are reviewed at Phase I, will not receive a Notice. Such Offerors shall not be entitled to submit any additional information in respect of their Financial Offer.
- (e) The Offerors who have been sent a Notice shall have the time period specified in the Notice (the "Remedy Period") to remedy the matters identified in the Notice by providing to Canada, in writing, additional information or clarification in response to the Notice. Responses received after the end of the Remedy Period will not be considered by Canada, except in circumstances and on terms expressly provided for in the Notice.

- (f) In its response to the Notice, the Offeror will be entitled to remedy only that part of its Financial Offer which is identified in the Notice. For instance, where the Notice states that a required line item has been left blank, only the missing information may be added to the Financial Offer, except that, in those instances where the addition of such information will necessarily result in a change to other calculations previously submitted in its Financial Offer, (for example, the calculation to determine a total price), such necessary adjustments shall be identified by the Offeror and only these adjustments shall be made. All submitted information must comply with the requirements of this solicitation.
- (g) Any other changes to the Financial Offer submitted by the Offeror will be considered to be new information and will be disregarded. There will be no change permitted to any other Section of the Offeror's Offer. Information submitted in accordance with the requirements of this solicitation in response to the Notice will replace, in full, **only** that part of the original Financial Offer as is permitted above, and will be used for the remainder of the evaluation process.
- (h) Canada will determine whether the Financial Offer is responsive to the requirements reviewed at Phase I, considering such additional information or clarification as may have been provided by the Offeror in accordance with this Section. If the Financial Offer is not found responsive for the requirements reviewed at Phase I to the satisfaction of Canada, then the Offer shall be considered non-responsive and will receive no further consideration.
- (i) Only Offers found responsive to the requirements reviewed in Phase I to the satisfaction of Canada, will receive a Phase II review.

4.1.1.3 Phase II: Technical Offer

- (a) Canada's review at Phase II will be limited to a review of the Technical Offer to identify any instances where the Offeror has failed to meet any Eligible Mandatory Criterion. This review will not assess whether the Technical Offer meets any standard or is responsive to all solicitation requirements. Eligible Mandatory Criteria are all mandatory technical criteria that are identified in this solicitation as being subject to the PBCP. Mandatory technical criteria that are not identified in the solicitation as being subject to the PBCP, will not be evaluated until Phase III.
- (b) Canada will send a written notice to the Offeror (Compliance Assessment Report or "CAR") identifying any Eligible Mandatory Criteria that the Offer has failed to meet. An Offeror whose Offer has been found responsive to the requirements that are reviewed at Phase II will receive a CAR that states that its Offer has been found responsive to the requirements reviewed at Phase II. Such Offeror shall not be entitled to submit any response to the CAR.
- (c) An Offeror shall have the period specified in the CAR (the "Remedy Period") to remedy the failure to meet any Eligible Mandatory Criterion identified in the CAR by providing to Canada in writing additional or different information or clarification in response to the CAR. Responses received after the end of the Remedy Period will not be considered by Canada, except in circumstances and on terms expressly provided for in the CAR.
- (d) The Offeror's response must address only the Eligible Mandatory Criteria listed in the CAR as not having been achieved, and must include only such information as is necessary to achieve such compliance. Any additional information provided by the Offeror which is not necessary to achieve such compliance will not be considered by Canada, except that, in those instances where such a response to the Eligible Mandatory Criteria specified in the CAR will necessarily result in a consequential change to other parts of the Offer, the Offeror shall identify such additional changes, provided that its response must not include any change to the Financial Offer.

- (e) The Offeror's response to the CAR should identify in each case the Eligible Mandatory Criterion in the CAR to which it is responding, including identifying in the corresponding section of the original Offer, the wording of the proposed change to that section, and the wording and location in the Offer of any other consequential changes that necessarily result from such change. In respect of any such consequential change, the Offeror must include a rationale explaining why such consequential change is a necessary result of the change proposed to meet the Eligible Mandatory Criterion. It is not up to Canada to revise the Offeror's Offer, and failure of the Offeror to do so in accordance with this subparagraph is at the Offeror's own risk. All submitted information must comply with the requirements of this solicitation.
- (f) Any changes to the Offer submitted by the Offeror other than as permitted in this solicitation, will be considered to be new information and will be disregarded. Information submitted in accordance with the requirements of this solicitation in response to the CAR will replace, in full, **only** that part of the original Offer as is permitted in this Section.
- (g) Additional or different information submitted during Phase II permitted by this section will be considered as included in the Offer, but will be considered by Canada in the evaluation of the Offer at Phase II only for the purpose of determining whether the Offer meets the Eligible Mandatory Criteria. It will not be used at any Phase of the evaluation to increase or decrease any score that the original Offer would achieve without the benefit of such additional or different information. For instance, an Eligible Mandatory Criterion that requires a mandatory minimum number of points to achieve compliance will be assessed at Phase II to determine whether such mandatory minimum score would be achieved with such additional or different information submitted by the Offeror in response to the CAR. If so, the Offer will be considered responsive in respect of such Eligible Mandatory Criterion, and the additional or different information submitted by the Offeror shall bind the Offeror as part of its Offer, but the Offeror's original score, which was less than the mandatory minimum for such Eligible Mandatory Criterion, will not change, and it will be that original score that is used to calculate any score for the Offer.
- (h) Canada will determine whether the Offer is responsive for the requirements reviewed at Phase II, considering such additional or different information or clarification as may have been provided by the Offeror in accordance with this Section. If the Offer is not found responsive for the requirements reviewed at Phase II to the satisfaction of Canada, then the Offer shall be considered non-responsive and will receive no further consideration.
- (i) Only Offers found responsive to the requirements reviewed in Phase II to the satisfaction of Canada, will receive a Phase III evaluation.

4.1.1.4 Phase III: Final Evaluation of the Offer

- (a) In Phase III, Canada will complete the evaluation of all Offers found responsive to the requirements reviewed at Phase II. Offers will be assessed in accordance with the entire requirement of the Request for Standing Offer including the technical and financial evaluation criteria.
- (b) An Offer is non-responsive and will receive no further consideration if it does not meet all mandatory evaluation criteria of the solicitation.

4.1.2 Technical Evaluation

4.1.2.1 Mandatory Technical Criteria

The Phased Bid Compliance Process will apply only to mandatory technical criteria identified by the superscript (^{PB}). Mandatory technical criteria not identified by the superscript (^{PB}) will not be subject to the Phased Bid Compliance Process.

Mandatory Technical Criteria can be found in Appendix D – Evaluation Criteria.

4.1.2.2 Point Rated Technical Criteria

Point Rated Technical Criteria can be found in Appendix D – Evaluation Criteria.

4.1.3 Financial Evaluation

Financial Evaluation as described in Appendix B – Basis of Payment.

4.2 Basis of Selection

4.2.1 Basis of Selection – Highest Combined Rating of Technical Merit and Price

1. To be declared responsive, an offer must:
 - (a) comply with all the requirements of the Request for Standing Offers (RFSO);
 - (b) meet all mandatory criteria;
 - (c) obtain the required minimum points specified for each point rated criterion; and
 - (d) obtain the required minimum of 840 points overall for the technical evaluation criteria which are subject to point rating.

The rating is performed on a scale of 1,200 points.

2. Offers not meeting (a), (b), (c) and (d) above will be declared non-responsive.
3. The selection will be based on the highest responsive combined rating of technical merit and price. The ratio will be 60% for the technical merit and 40% for the price.
4. To establish the technical merit score, the overall technical score for each responsive offer will be determined as follows: total number of points obtained / maximum number of points available multiplied by the ratio of 60%.
5. To establish the pricing score, each responsive offer will be prorated against the lowest evaluated price and the ratio of 40%.
6. For each responsive offer, the technical merit score and the pricing score will be added to determine its combined rating.
7. Neither the responsive offer obtaining the highest technical score nor the one with the lowest evaluated price will necessarily be accepted. The responsive offer with the highest combined rating of technical merit and price will be recommended for standing offer issuance.

The tables below illustrate an example where all three offers are responsive and the selection of the contractor is determined by a 60/40 ratio of technical merit and price, respectively. In the tables, the total available points equal 10,000 and the lowest evaluated price is \$50,000.

Technical Sample Calculation

An Offeror's total technical point score will be the points achieved by totaling all of the rated criteria in all point rated categories - R1 to R9 inclusive. The maximum score possible is 10,000 points. The Bidder's technical score shall be prorated against the maximum technical score achievable (10,000) and multiplied by 60% as illustrated in the following example.

Example:

Offeror	Offeror's Technical Score	Technical Score Calculation	Technical Bid Score
Offeror 1	8,200 points	$8,200 \div 10,000 \times 60$	49.20
Offeror 2	8,800 points	$8,800 \div 10,000 \times 60$	52.80
Offeror 3	7,600 points	$7,600 \div 10,000 \times 60$	45.60

For purposes of the above calculation as well as the total score calculation, PWGSC will carry two figures to the right of the decimal point, with rounding up at five or above, and down at anything below five.

Financial Sample Calculation

Bidders should be aware that the figures provided in the following example bear no relationship to the expectations of cost, bid prices, or the expected budget associated with these future requirements and are provided solely for the purpose of providing numbers for a calculation example.

Example:

Offeror	Offeror's Financial Bid	Financial Score Calculation	Financial Bid Score
Offeror 1	\$60,000.00	$50 \div 60 \times 40$	33.60
Offeror 2	\$55,000.00	$50 \div 55 \times 40$	36.40
Offeror 3	\$50,000.00*	$50 \div 50 \times 40$	40.00

* Represents the lowest priced Offer

Recommendation for Standing Offer Award

The responsive Offer with the highest Overall Bid Score will be ranked number one and will be recommended for award of an Individual Standing Offer subject to the provisions of this Request for Standing Offer.

Example:

Offeror	Responsiveness	Technical Offer Score	Financial Offer Score	Overall Offeror's Score	Ranking
Offeror 1	Responsive	49.20	33.60	82.80	3
Offeror 2	Responsive	52.80	36.40	89.20	1
Offeror 3	Responsive	45.60	40.00	85.60	2

Should 2 or more Offers have equal Overall Offeror's Scores, the award shall be made to the lowest priced, technically compliant Offer received.

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 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.

5.1.1 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.

5.1.2 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.

5.1.3 Sufficient Financial Resources

As part of the Financial Capability Assessment and in conjunction with Financial Capability as detailed in Part 6 – Financial and Insurance Requirements, the Offeror must provide proof of the current ability to finance a minimum of \$500,000.00 for 45 days. The Crown reserves the right to make determination as to the validity of the financing methodology indicated by the Offeror.

5.1.4 Status and Availability of Resources - Offer

The Offeror certifies that, should it be issued a standing offer as a result of the Request for Standing Offer, every individual proposed in its offer will be available to perform the Work resulting from a call-up against the Standing Offer as required by Canada's representatives and at the time specified in a call-up

or agreed to with Canada's representatives. If for reasons beyond its control, the Offeror is unable to provide the services of an individual named in its offer, the Offeror may propose a substitute with similar qualifications and experience. The Offeror must advise the Standing Offer Authority of the reason for the substitution and provide the name, qualifications and experience of the proposed replacement. For the purposes of this clause, only the following reasons will be considered as beyond the control of the Offeror: death, sickness, maternity and parental leave, retirement, resignation, dismissal for cause or termination of an agreement for default.

If the Offeror has proposed any individual who is not an employee of the Offeror, the Offeror certifies that it has the permission from that individual to propose his/her services in relation to the Work to be performed and to submit his/her résumé to Canada. The Offeror must, upon request from the Standing Offer Authority, provide a written confirmation, signed by the individual, of the permission given to the Offeror and of his/her availability. Failure to comply with the request may result in the offer being declared non-responsive.

PART 6 - FINANCIAL AND INSURANCE REQUIREMENTS

6.1 Financial Capability

1. **Financial Capability Requirement:** The Offeror must have the financial capability to fulfill this requirement. To determine the Offeror's financial capability, the Standing Offer Authority may, by written notice to the Offeror, require the submission of some or all of the financial information detailed below during the evaluation of offers. The Offeror must provide the following information to the Standing Offer Authority within fifteen (15) working days of the request or as specified by the Standing Offer Authority in the notice:
 - a. Audited financial statements, if available, or the unaudited financial statements (prepared by the Offeror's outside accounting firm, if available, or prepared in-house if no external statements have been prepared) for the Offeror's last three fiscal years, or for the years that the Offeror has been in business if this is less than three years (including, as a minimum, the Balance Sheet, the Statement of Retained Earnings, the Income Statement and any notes to the statements).
 - b. If the date of the financial statements in (a) above is more than five months before the date of the request for information by the Standing Offer Authority, the Offeror must also provide, unless this is prohibited by legislation for public companies, the last quarterly financial statements (consisting of a Balance Sheet and a year-to-date Income Statement), as of two months before the date on which the Standing Offer Authority requests this information.
 - c. If the Offeror has not been in business for at least one full fiscal year, the following must be provided:
 - i. the opening Balance Sheet on commencement of business (in the case of a corporation, the date of incorporation); and
 - ii. the last quarterly financial statements (consisting of a Balance Sheet and a year-to-date Income Statement) as of two months before the date on which the Standing Offer Authority requests this information.
 - d. A certification from the Chief Financial Officer or an authorized signing officer of the Offeror that the financial information provided is complete and accurate.

- e. A confirmation letter from all of the financial institution(s) that have provided short-term financing to the Offeror outlining the total of lines of credit granted to the Offeror and the amount of credit that remains available and not drawn upon as of one month prior to the date on which the Standing Offer Authority requests this information.
2. If the Offeror is a joint venture, the financial information required by the Standing Offer Authority must be provided by each member of the joint venture.
3. If the Offeror is a subsidiary of another company, then any financial information in 1. (a) to (e) above required by the Standing Offer Authority must be provided by the ultimate parent company. Provision of parent company financial information does not satisfy the requirement for the provision of the financial information of the Offeror, and the financial capability of a parent cannot be substituted for the financial capability of the Offeror itself unless an agreement by the parent company to sign a Parental Guarantee, as drawn up by Public Works and Government Services Canada (PWGSC), is provided with the required information.
4. **Financial Information Already Provided to PWGSC:** The Offeror is not required to resubmit any financial information requested by the Standing Offer Authority that is already on file at PWGSC with the Contract Cost Analysis, Audit and Policy Directorate of the Policy, Risk, Integrity and Strategic Management Sector, provided that within the above-noted time frame:
 - a. the Offeror identifies to the Standing Offer Authority in writing the specific information that is on file and the requirement for which this information was provided; and
 - b. the Offeror authorizes the use of the information for this requirement.

It is the Offeror's responsibility to confirm with the Standing Offer Authority that this information is still on file with PWGSC.

5. **Other Information:** Canada reserves the right to request from the Offeror any other information that Canada requires to conduct a complete financial capability assessment of the Offeror.
6. **Confidentiality:** If the Offeror provides the information required above to Canada in confidence while indicating that the disclosed information is confidential, then Canada will treat the information in a confidential manner as permitted by the [Access to Information Act](#), R.S., 1985, c. A-1, Section 20(1) (b) and (c).
7. **Security:** In determining the Offeror's financial capability to fulfill this requirement, Canada may consider any security the Offeror is capable of providing, at the Offeror's sole expense (for example, an irrevocable letter of credit from a registered financial institution drawn in favour of Canada, a performance guarantee from a third party or some other form of security, as determined by Canada).

6.2 Insurance Requirements

The Offeror must provide a letter from an insurance broker or an insurance company certifying that the Offeror, if issued a standing offer as a result of the request for standing offer, can be insured in accordance with the Insurance Requirements specified in PART 7-STANDING OFFER AND RESULTING CONTRACT CLAUSES, B. RESULTING CONTRACT CLAUSES, 7.7 Insurance Requirements.

If the information is not provided in the offer, the Standing Offer Authority will so inform the Offeror and provide the Offeror with a time frame within which to meet the requirement. Failure to comply with the request of the Standing Offer Authority and meet the requirement within that time period will render the offer non-responsive.

PART 7 - STANDING OFFER AND RESULTING CONTRACT CLAUSES

A. STANDING OFFER

7.1 Offer

7.1.1 The Offeror offers to perform the Work in accordance with the Statement of Work at Appendix A.

7.2 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.

7.2.1 General Conditions

2005 (2017/06/21) General Conditions - Standing Offers - Goods or Services, apply to and form part of the Standing Offer.

7.2.2 Standing Offers Reporting

Periodic Usage Reports - Standing Offer

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 Appendix C. 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: January 1 to March 31;
2nd quarter: April 1 to June 30;
3rd quarter: July 1 to September 30;
4th quarter: October 1 to December 31.

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

7.3 Term of Standing Offer

7.3.1 Period of the Standing Offer

The period for making call-ups against the Standing Offer is for a period of three years from date of standing offer issuance.

7.3.2 Extension of Standing Offer

If the Standing Offer is authorized for use beyond the initial period, the Offeror offers to extend its offer for up to two additional one year periods to commence upon expiry date of the original Standing Offer period established 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 before the expiry date of the Standing Offer. A revision to the Standing Offer will be issued by the Standing Offer Authority.

7.4 Authorities

7.4.1 Standing Offer Authority

The Standing Offer Authority is:

Name: Charline MacDonald
Title: Supply Specialist
Public Services and Procurement Canada
Acquisitions Branch
Address: 1045 Main Street, Unit 108
Moncton, New Brunswick
E1C 1H1

Telephone: (506) 871-2953
Facsimile: (506) 851-6759
E-mail address: Charline.McDonald@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.

7.4.2 Project Authority

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.

7.4.3 Procurement Authority

The Procurement Authority is the only designee who can authorize call-ups against a Standing Offer. The Procurement Authority is:

D Major Proc. 7-3-2 (Amber Tower)
Department of National Defence
NDHQ 101 Colonel By Drive
Ottawa, Ontario
K1A 0K2

Telephone: (613) 990-4362
E-mail: amber.tower@forces.gc.ca

The Procurement Authority is the representative of the department or agency for whom the Work is being carried out under the Contract. The Procurement Authority is responsible for the implementation of tools and processes required for the administration of the Contract. The Contractor may discuss administrative matters identified in the Contract with the Procurement Authority however the Procurement Authority has no authority to authorize changes to the scope of the Work. Changes to the scope of Work can only be made through a contract amendment issued by the Standing Offer Authority.

7.4.4 Offeror's Representative (Offeror please complete)

Name: _____

Title: _____

Organization: _____

Address: _____

Telephone: _____

Facsimile: _____

E-mail address: _____

7.5 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.

7.6 Identified Users

The Identified User authorized to make call-ups against the Standing Offer is: Directorate of Major Procurement of the Department of National Defence, Ottawa, Ontario.

7.7 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.

7.8 Limitation of Call-ups

Individual call-ups against the Standing Offer must not exceed maximum values of \$100,000 CAD for goods and \$400,000 CAD for services (Applicable Taxes included).

Two types of call-ups will be done under this Standing Offer:

Type 1: Initial Call-up to engage the services of the Offeror's On-Site Representative.

Type 2: Acquisitions Call-up to be issued when DND requires goods and/or services on-site. Upon identification of a requirement by the DND, the Offeror's On-Site Representative is responsible to source the requirement to get quotes from suppliers and/or sub-contractors.

7.9 Financial Limitation

The total cost to Canada resulting from call ups against the Standing Offer must not exceed the sum of \$[amount to be inserted at Standing Offer issuance \(Applicable Taxes included\)](#) unless otherwise authorized in writing by the Standing Offer Authority. The Offeror must not perform any work or services or supply any articles in response to call ups which would cause the total cost to Canada to exceed the said sum, unless an increase is so authorized.

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

7.10 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) 2010A (2016/04/04), General Conditions - Goods (Medium Complexity);
- e) 2010C (2016/04/04), General Conditions - Services (Medium Complexity);
- f) Appendix A, Statement of Work;
- g) Appendix B, Basis of Payment;
- h) Appendix C, Periodic Usage Reports; and

i) the Offeror's offer dated _____.

7.11 Certifications and Additional Information

7.11.1 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.

7.11.2 SACC Manual Clauses

SACC Reference	Section	Date
M3020C	Status and Availability of Resources – Standing Offer	2016/01/28

7.12 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 Ontario.

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.

7.1 Statement of Work

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

7.2 Standard Clauses and Conditions

7.2.1 General Conditions

- a) [2010A](#) (2016/04/04), General Conditions - Goods (Medium Complexity); and
- b) [2010C](#) (2016/04/04), General Conditions - Services (Medium Complexity) apply to and form part of the Contract.

Section 16, Interest on Overdue Accounts, of [2010A](#) (2016/04/04), General Conditions - Goods (Medium Complexity) and 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.

7.3 Term of Contract

7.3.1 Period of the Contract

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

7.4 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.

7.5 Payment

7.5.1 Basis of Payment

In consideration of the Contractor satisfactorily completing all of its obligations under the Contract, the Contractor will be paid an amount calculated in accordance with Appendix B, Basis of Payment. **All payments shall be made in US Dollars.**

7.5.2 SACC Manual Clauses

SACC Reference	Section	Date
A9117C	T1204 - Direct Request by Customer Department	2007/11/30
C0705C	Discretionary Audit	2010/01/11
C0711C	Time Verification	2008/05/12
C2000C	Taxes - Foreign-based Contractor	2007/11/30
C2605C	Canadian Customs Duties and Sales Tax – Foreign-based Contractor	2008/05/12
H1000C	Single Payment (for Type 2 call-ups)	2008/05/12
H1001C	Multiple Payments (for Type 1 call-ups)	2008/05/12

7.5.3 Electronic Payment of Invoices – Call-up

The Contractor accepts to be paid using any of the following Electronic Payment Instrument(s):
(As identified in Appendix E)

- 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)

7.6 Invoicing Instructions

- 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.

Each invoice must be supported by:

- a copy of time sheets to support the time claimed;
- original copies of supporting sub-contractor invoices;
- description of the item, quantity, unit of issue;
- tax (if applicable); and
- total cost in US Dollars.

2. Invoices must be distributed as follows:

- (a) The original and one (1) copy must be forwarded to the address indicated on the 942 call-up form for certification and payment.
- (b) One (1) copy must be forwarded to the Standing Offer Authority identified under the section entitled "Authorities" of the Contract.
- (c) one (1) copy must be forwarded to:

Department of National Defence
NDHQ 101 Colonel By Drive
Ottawa, Ontario
K1A 0A2
ATTENTION: D Major Proc. 7-3-2, Amber Tower

Telephone: 613-990-4362
E-mail: amber.tower@forces.gc.ca

7.7 Insurance Requirements

7.7.1 Insurance - Specific Requirements

The Contractor must comply with the insurance requirements specified below. The Contractor must maintain the required insurance coverage for the duration of the Standing Offer. Compliance with the insurance requirements does not release the Contractor from or reduce its liability under the Standing Offer.

The Contractor is responsible for deciding if additional insurance coverage is necessary to fulfill its obligation under the Standing Offer 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 Standing Offer Authority within ten (10) days after the date of award of the Standing Offer, 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 Standing Offer Authority, forward to Canada a certified true copy of all applicable insurance policies.

7.7.2 Commercial General Liability Insurance

- 1. The Contractor must obtain Commercial General Liability Insurance, and maintain it in force throughout the duration of the Standing Offer, in an amount usual for a Standing Offer of this nature, but for not less than \$2,000,000 per accident or occurrence and in the annual aggregate.
- 2. The Commercial General Liability policy must include the following:
 - (a) Additional Insured: Canada is added as an additional insured, but only with respect to liability arising out of the Contractor's performance of the Contract. The interest of Canada should read as follows: Canada, as represented by Public Works and Government Services Canada.

-
- (b) Bodily Injury and Property Damage to third parties arising out of the operations of the Contractor.
 - (c) Products and Completed Operations: Coverage for bodily injury or property damage arising out of goods or products manufactured, sold, handled, or distributed by the Contractor and/or arising out of operations that have been completed by the Contractor.
 - (d) Personal Injury: While not limited to, the coverage must include Violation of Privacy, Libel and Slander, False Arrest, Detention or Imprisonment and Defamation of Character.
 - (e) Cross Liability/Separation of Insureds: Without increasing the limit of liability, the policy must protect all insured parties to the full extent of coverage provided. Further, the policy must apply to each Insured in the same manner and to the same extent as if a separate policy had been issued to each.
 - (f) Blanket Contractual Liability: The policy must, on a blanket basis or by specific reference to the Contract, extend to assumed liabilities with respect to contractual provisions.
 - (g) Employees and, if applicable, Volunteers must be included as Additional Insured.
 - (h) Employers' Liability (or confirmation that all employees are covered by Worker's compensation (WSIB) or similar program)
 - (i) Broad Form Property Damage including Completed Operations: Expands the Property Damage coverage to include certain losses that would otherwise be excluded by the standard care, custody or control exclusion found in a standard policy.
 - (j) Notice of Cancellation: The Insurer will endeavour to provide the Standing Offer 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) Advertising Injury: While not limited to, the endorsement must include coverage piracy or misappropriation of ideas, or infringement of copyright, trademark, title or slogan.
 - (o) All Risks Tenants Legal Liability - to protect the Contractor for liabilities arising out of its occupancy of leased premises.
 - (p) Amendment to the Watercraft Exclusion to extend to incidental repair operations on board watercraft.
 - (q) 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,
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 Standing Offer 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.

7.7.3 Environmental Impairment Liability Insurance

1. The Contractor must obtain Contractors Pollution Liability insurance, and maintain it in force throughout the duration of the Standing Offer, in an amount usual for a contract of this nature, but for not less than \$1,000,000 per accident or occurrence and in the annual aggregate.
2. 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.
3. The Contractors Pollution Liability insurance 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 as additional insured should read as follows: Canada, represented by Public Works and Government Services Canada.
 - b. Notice of Cancellation: The Insurer will endeavour to provide the Contracting Authority thirty (30) days written notice of policy cancellation.
 - c. Separation of Insureds: 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.
 - d. 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.
 - e. Incidental Transit Extension: The policy must extend to losses arising from any waste, products or materials transported, shipped, or delivered via any transportation mode to a location beyond the boundaries of a site at which the Contractor or any entity for which the Contractor is legally liable is performing or has performed the operations described in the contract.

- f. 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,
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 Standing Offer 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.

7.8 SACC Manual Clauses

SACC Reference	Section	Date
A9006C	Defence Contract	2012/07/16
A9068C	Government Site Regulations	2010/01/11
B7500C	Excess Goods	2006/06/16
D5328C	Inspection and Acceptance	2014/06/26

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APPENDIX “A” - STATEMENT OF WORK

(See attached)

APPENDIX "B" - BASIS OF PAYMENT

B.1

Offerors must provide pricing for the goods and services utilized or provided during the Standing Offer period of three years plus two additional, one year options as per Appendix A, Statement of Work.

Offerors must provide a firm all-inclusive markup to be applied to the actual cost of all goods and services acquired and delivered as per Appendix A, paragraph 1.4.4.

No additional markup will be considered on the firm all-inclusive rates for all deployed logistic support services utilized or provided as per Appendix A.

Offerors should note that the estimated number of days of services and goods projected are provided by Canada for the purpose of evaluation only to allow PWGSC to calculate the total overall price for the full potential five year life of the Standing Offer (a firm three year period with an option to extend for two additional, one year periods). The estimated amounts will not form part of the resultant Standing Offer.

Canada accepts no liability for any variation between the estimates provided and the actual number of days worked and/or goods provided. The Contractor will be paid for actual labour performed or goods delivered as authorized and requested by Canada in any resultant call up for the provision of goods and/or services.

B.2

Offerors must provide a firm all-inclusive daily rate for all deployed logistic support services utilized or provided during the Standing Offer period of three years plus two additional one year option period as per Appendix A.

All rates are to be expressed in US Dollars. No foreign exchange rate adjustment will be considered on the rates identified below.

The following categories of service level will apply in Continental Africa for the potential five year life of the Standing Offer.

Normal – support may be required for 8 hours per day for 5 days during a 7 day period

	A	B	C = (A x B)
Service Level	Firm all inclusive daily rate for the On-Site Representative	Estimated number of days for five year period	Total Estimated Cost/Price for Evaluation Purposes
Normal – as described above –	\$...../day	875 days	\$.....C1

Overtime - support may be required outside of normal, or continuing after existing overtime, or continuing after call-out situations. The rate identified below will be for the On-Site Representative to provide services. Overtime shall be authorized by a Department of National Defence Representative.

	A	B	C = (A x B)
Service Level	Firm all inclusive overtime rate for the On-Site Representative	Estimated number of hours for five year period	Total Estimated Cost/Price for Evaluation Purposes
Overtime - as described above –	\$..... per hour	1,750 hours	\$.....C2

Clarification Example – Overtime

Outside of normal, or outside of continued overtime hours at the end of a normal working day (for example - a normal working day of 0800 to 1600 hours with overtime from 1600 hours to 1800 hours - Contractor shall be paid for normal day plus two overtime hours only).

Call-out Rate - support may be required outside of normal or outside continuous overtime situations. The rate identified below will be for the On-Site Representative to return to provide services and to provide one hour of labour. Subsequent to the initial hour of labour provided, the overtime rate specified above shall apply.

	A	B	C = (A x B)
Service Level	Firm all inclusive call-out rate which includes 1 hour of labour for the On-Site Representative	Estimated number of hours for 5 year period	Total Estimated Cost/Price for Evaluation Purposes
Call-out - as described above –	\$...../call	80 call-outs	\$.....C3

Clarification Example – Call-out

A normal working day of 0800 to 1600 hours and Contractor asked to return to work at 1800 hours and works until 2000 hours – Contractor shall be paid for a normal day, be paid the call-out rate and for 1 hour at overtime rate.

Standby pay: Compensation that contractor representative will receive when they are required to be on standby status, whether or not they are called into work.

	A	B	C = (A x B)
Service Level	Firm all inclusive daily rate for the On-Site Representative	Estimated number of days for 5 year period	Total Estimated Cost/Price for Evaluation Purposes
Standby - as described above –	\$...../day	200 standby days	\$.....C3

B.3

Offerors must provide a firm all inclusive percentage mark up to be applied to all Type 2 acquisition call-ups actually purchased, delivered and accepted in and around Continental Africa on behalf of DND for the potential five year period of the Standing Offer.

	A	B	C = (A x B)
Service Level	Firm all inclusive percentage mark up to be applied to laid down costs	Total Estimated Value of Goods and Services for a 5 year period	Total Estimated Cost of goods and services including mark up
For goods and services purchased as described above	_____ %	\$12,940,600.00	\$.....C4

Clarification Example for B.3 above

If an Offeror desires to indicate a 7% mark-up, 7.0 should be entered into column A, and \$905,842.00 (\$12,940,600.00 x .07) is to be entered into Column C. If an entry of 0.7 is entered into column A, then the appropriate Column C amount is \$90,584.20 (\$12,940,600.00 x .007).

SUMMARY: - Based on a total of 5 years (firm three years plus two, one year option periods)

Estimated cost/price of C1	\$..... (C1)
Estimated cost/price of C2	\$..... (C2)
Estimated cost/price of C3	\$..... (C3)
Estimated cost/price of C4	\$..... (C4)

Total cost/price for Evaluation Purposes = C1+C2+C3+C4 = \$..... Applicable Taxes Extra

B.4 – Extension of Standing Offer Period

Should the Standing Offer be authorized for use beyond the initial period of three years, the Offeror offers to extend its offer for two additional, one year periods under the same conditions and at the rates or prices specified in the Standing Offer,

B.5 - Definitions laid-down cost

The cost incurred by a supplier to acquire a specific product or service for resale to the government. This includes the supplier's invoice price (less trade discounts), plus any applicable charges for incoming transportation, foreign exchange, customs duty and brokerage, but excludes the Goods and Services Tax and the Harmonized Sales Tax.
mark-up

The percentage amount added to the laid down cost in determining the selling price to cover overhead and profit.

B.6 - Exchange Rate/Actual Costs

1. The price must be adjusted either upwards or downwards to reflect the actual costs incurred associated with the actual foreign currency exchange rate obtained by the Contractor when remitting payment to a foreign-based supplier or subcontractor for the goods services or both.
2. On each invoice or claim for payment submitted under the Contract, the Contractor must indicate the foreign value or exchange rate adjustment amount (either upward, downward or no change) as a separate

item. The Contractor must provide appropriate documentation showing evidence of payment to a foreign-based supplier or subcontractor for the goods, services or both included in the claimed amount. The exchange rate to be applied to the foreign exchange component of the invoice or claim will be based on the invoice date of the Deployed Logistics Support Services Contractor to the Government of Canada. The conversion rate from the country of origin currency to US currency will be calculated based on the average Bank of Canada noon exchange rate as available on the Bank of Canada website rounded to four decimal points for the previous thirty (30) working days including the invoice date. The Contractor is to indicate the dates used and their calculations to perform exchange rate calculations with their invoice.

NOTE: This example is using Brazilian real currency, however, a similar calculation will be used for the USD dollar.

Example:

R\$100,000 (R\$100.000,00) in Goods is procured in Brazilian real for a deployment. The invoice date to the Canadian Government from the Deployed Logistics Support Services Contractor is dated May 27, 2011. The invoice from the Deployed Logistics Support Services Contractor will include the invoices from the Brazilian Subcontractor detailing the specifics purchased, the amount, the currency of procurement and the timing. The average of the previous thirty working days (not including country specific holidays) noon exchange rate as taken from the Bank of Canada Website is R\$1 real= C\$0.6020 CAD.

Summary	Date	BRL
Low	5/11/2011	0.5918
High	4/15/2011	0.6114
Average	2011-04-01 - 2011-05-27	0.602

Date	BRL	30 day average
5/27/2011	0.611	
5/26/2011	0.604	
5/25/2011	0.6001	
5/24/2011	0.5999	
5/20/2011	0.6023	
5/19/2011	0.5993	
5/18/2011	0.6031	
5/17/2011	0.5981	
5/16/2011	0.5962	
5/13/2011	0.5924	
5/12/2011	0.5962	
5/11/2011	0.5918	
5/10/2011	0.5978	
5/9/2011	0.5958	
5/6/2011	0.5994	
5/5/2011	0.5976	
5/4/2011	0.5973	
5/3/2011	0.599	
5/2/2011	0.6027	
4/29/2011	0.6052	
4/28/2011	0.5986	
4/27/2011	0.6086	
4/26/2011	0.6078	
4/25/2011	0.6075	

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4/21/2011	0.6086	
4/20/2011	0.6071	
4/19/2011	0.606	
4/18/2011	0.6073	
4/15/2011	0.6114	
4/14/2011	0.6084	0.602017

The payment office would apply the exchange rate conversion of \$0.6020 to the R\$100,000 real and calculate a remittance of C\$60,200 CAD to the Deployed Logistics Support Services Contractor

3. Canada will have the right to audit any revision to costs and prices under this clause.

APPENDIX "C" – PERIODIC USAGE REPORTS

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.

The Offeror must provide a report on the call-up/contract activities under the Standing offer. The reports must include the following data as a minimum. If same 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.

Data required:

1. The standing offer number;
2. The supplier name;
3. The reporting period;
4. The call-up/contract number for each call-up/contract, including all amendment;
5. The client department;
6. The contracting authority;
7. The date of the call-up/contract;
8. The call-up/contract period;
9. The line items acquired/services provided; and
10. The value of the call-up/contract (Applicable taxes included, as applicable).

The data must be submitted on a quarterly basis to the Standing Offer Authority no later than 15 calendar days after the end of the reporting period.

The quarterly reporting periods are defined as follows:

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

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APPENDIX "D" – EVALUATION CRITERIA

Evaluation Criteria

Mandatory Requirements

The following is a list of the mandatory requirements. Offeror's must provide "proof" of the following with their Offers ensuring that the criteria is fully met, explained, verified and/or substantiated as appropriate. Failure to properly address the issues(s) listed below will result in an Offer being deemed non-responsive and given no further consideration. The cross reference column provided may be used by the Offeror to indicate where the criteria is located in their technical and management offers.

The Phased Bid Compliance Process will apply only to mandatory technical criteria identified by the superscript ^(PB). Mandatory technical criteria not identified by the superscript ^(PB) will not be subject to the Phased Bid Compliance Process.

		Cross Reference
M1 ^(PB)	Compliance with the terms and conditions of the Request for Standing Offer	
M2 ^(PB)	Compliance with all Certifications Requirements listed in Part 5 – Certifications of the Request for Standing Offer	
M3 ^(PB)	In relation to the Cost/Pricing requirements, Offeror must submit costs, for all items listed in the Basis of Payment, in the manner specified in the Request for Standing Offer document to ensure PWGSC is able to perform a proper pricing evaluation.	

Point Rated Technical Requirements

General

Each Offer that is compliant with the Mandatory Requirements will be assessed against the rated requirements listed below. To be considered responsive, Offerors must obtain 60% on each of the rated criteria (R1 up to and including R9) and 70% (840 points) overall.

While Offerors are advised to address all elements of the Statement of Requirements on an item-by-item basis in order to provide a “well rounded” Offer, point ratings will be based on the criteria specified below. The cross reference column provided should be used by the Offeror to indicate where the criteria is located in their technical and management offers. This information requested to assist Evaluators.

NOTE: The maximum number of pages (included text and graphics) to be submitted under the Point Rated Technical Requirements is forty-five (45) pages no larger than 8.5 x 11 inches (216 mm x 279mm). Consequence of non-compliance: any pages which extend beyond the above page limitation and any other attachments will be extracted from the technical proposal and will not be forwarded to the Evaluation Board members for evaluation

Point Rated Criteria		Maximum Points Available	Minimum Points required to be responsive	Cross Reference
Technical Offer				
R1	Demonstrated understanding of scope and objectives.	200	120	
R2	Proposed work feasibility, approach and methodology in meeting the requirement; company ability to control costs; details around proposed processes, methods and practices.	200	120	
R3	Recognition of direct as well as peripheral problems, difficulties, and risks, as well as proposed solutions.	100	60	
R4	Demonstrated adequacy of: level of effort, work plan and schedule, deliverables, records maintenance and flow and exchange of information during period of deployment; ability to meet resource and time commitments of personnel	100	60	
Management Offer				
R5	Qualifications of the proposed Offeror's Operational Co-ordinator(s) including but not limited to: position(s) within the organization; relevant experience; education; experience in controlling costs; and single point of contact.	100	60	
R6	Key personnel - i.e., Offeror's On-Site Representative's capabilities including relevant experience, qualifications and	100	60	

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Point Rated Criteria		Maximum Points Available	Minimum Points required to be responsive	Cross Reference
	competence proven by similar and/or related work. This should include, but is not limited to: name, position and role of personnel within the team; language capabilities; education; ability to work in a team; abilities to problem solve; leadership; experience in the region; code of ethics and/or conflict of interest issues.			
R7	Company capability (including subcontractors, if applicable) and relevant experience in work similar in size and scope. This should include but is not limited to: resource capability, risk of non-performance, commitment to this field of work; experience in the region; experience with planned and ad hoc missions.	200	120	
R8	Adequacy of planned team organization, including availability of team members and backup capability, contingency plans, reporting structure, management of project, subcontracts and capability to carry out the project.	100	60	
R9	Comment: As the Offeror will be contracted to participate in procurement related activities on behalf of the Government of Canada, it is important that the offeror strives to satisfy the overreaching Government values of "best value" and "value for money. The ability of the successful Offeror to obtain competitive quotes and support/record sole source rationale is considered integral to the success of the issued Standing Offer. Criteria - As it applies to "acquisition call-ups" (provision of goods and/or services): ability of on-site personnel to obtain competitive quotations; sourcing methodology for a wide variety of goods and/or services; ability to assist in establishing evaluation criteria, selection methodologies, and negotiations to ensure fair value for money spent; ability to ensure compliance from selected suppliers and/or sub-contractors.	100	60	

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EVALUATION GRID for Point Rated criteria R1 to R9

(See attached)

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APPENDIX “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)

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This image shows a single sheet of white paper with horizontal blue or grey ruling lines. The lines are evenly spaced and run across the width of the page. There are approximately 20 lines visible. The paper appears to be a standard notebook page or a sheet of stationery.

APPENDIX “A” – STATEMENT OF WORK (SOW)

AFRICA OPERATION SUPPORT (OS)

DEPLOYED LOGISTICS SUPPORT SERVICES (DLSS)

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1. OVERVIEW AND GENERAL REQUIREMENTS

1.1. Purpose

- 1.1.1. The purpose of this Standing Offer is to obtain contracted support through the means of a Standing Offer to provide a broad range of logistics support services to the Department of National Defence (DND) Canadian Armed Forces (CAF) deployed within Continental Africa.
- 1.1.2. The Contractor is to provide DLSS for a period of three (3) years, with the option to renew for two (2) one-year periods, through the approval of the PWGSC Contracting Authority. Goods and services may be requested simultaneously within Continental Africa.

1.2. Background

In support of Canada's role to contribute to international peace and security, in concert with national and international partners, the CAF deploys forces outside of Canada to conduct a wide range of activities. Activities could include but are not limited to the following, training exercises, humanitarian assistance and disaster relief efforts/initiatives, and peacekeeping operations. This Standing Offer covers support to CAF when deployed to participate in such activities while operating in Continental Africa.

1.3. Concept of Operations

Military activities depend on a complex web of logistical support. Because each deployment is unique in terms of support requirements, the number of personnel deployed, and the length of the deployment, the range and magnitude of the contracted requirements will differ each time the CAF deploys to Africa. In addition, some deployments may occur on very short notice, while others will be known well in advance and allow for detailed planning. Consequently, the CAF requires a Standing Offer Agreement that is flexible and allows the customization and request of goods and services on an as and when required basis to support activities that are not yet planned or defined.

1.4. Scope

- 1.4.1. When a deployment within the specified geographical area is identified, CAF support staff will determine the support mechanism(s) to be utilized for logistical support. Support will normally be obtained through national support, agreements with the host nation for support or similar arrangements, use of this Standing Offer, or any combination thereof.
- 1.4.2. When this Standing Offer is utilized to support deployed CAF operations and exercises within the specified geographical area, the Contractor will identify a Project Coordinator and an On-Site Representative. The Project Coordinator is the primary point of contact for logistic support and is supported by an On-Site Representative.
- 1.4.3. The Contractor will be wholly responsible for the seamless delivery of all of the required goods and services and will proactively take the necessary measures to ensure that any conflicts or issues are promptly addressed and resolved.
- 1.4.4. The Project Coordinator in conjunction with an On-Site Representative must provide Logistical Support Services through this Standing Offer, and must purchase goods and services on behalf of the CAF on an as and when required basis when deployed to Africa, and upon issuance of a contract (PWGSC 942 call-up contracts against the Standing Offer). Goods and services will be comprised of the following, as described in Section 4 of this Statement of Work:
 - a. Real Life Support Services (RLSS);
 - b. Airport Services;

- c. Ground Movement Services;
- d. In-Flight Meals;
- e. General Stores; and
- f. Camp Support Services

- 1.4.5. Canada makes no commitment to the number of deployments or to the number of personnel or the duration of any deployments. Notwithstanding, to assist potential bidders in scoping the size of the contractual requirement, the CAF estimates the following deployments in Africa:

	Number of Personnel	Frequency	Duration
Small	6 to 30	2 per year	3 to 4 weeks
Medium	31 to 120	2 per year	3 to 4 weeks
Large	120 to 400	1 every 4 years	3 month +

Contractors must be able to provide DLSS for the full scope of the indicated parameters above.

2. RESPONSIBILITIES

2.1. DND Technical Authority Responsibilities

- 2.1.1. The Technical Authority is responsible for identifying the requirement for goods and services to the Procurement Authority.
- 2.1.2. The Technical Authority is responsible for approving the "Pricing Request Form", Appendix 1 to this SOW prior to the Procurement Authority's issuing of the contract (PWGSC 942 call-up contracts against the Standing Offer).
- 2.1.3. If additional requirements are identified, the Technical Authority must identify these technical requirements to the Procurement Authority.
- 2.1.4. The Technical Authority may designate a Camp Technical Authority or Theater Technical Authority who will be present onsite and will assume the roles and responsibilities of the Technical Authority.
- 2.1.5. The Technical Authority may liaise with the On-Site Representative for all technical related matters. However, the Technical Authority must not request goods and services directly from the Contractor's Project Coordinator and On-Site Representative, and must submit all requests for goods and services to the Procurement Authority.

2.2. DND Procurement Authority Responsibilities

- 2.2.1. The Procurement Authority is responsible for issuing any call-ups against this Standing Offer when this contracting tool has been selected as a means to support a CAF requirement. Normally, this individual is the primary DND contact point for the Contractor's Project Coordinator and On-Site Representative.
- 2.2.2. The Procurement Authority will liaise with the Project Coordinator to identify no later than seven (7) calendar days prior to contract (PWGSC 942 call-up contracts against the Standing Offer) start date, the exact nature of the requirements, and the time and location of delivery. The Procurement Authority will liaise in advance with the Project Coordinator to identify anticipated requirements through the use of the "Pricing Request Form", Appendix 1 to this SOW. If the pricing is acceptable, the Procurement Authority

is to advise the Project Coordinator to proceed with the request by means of a contract (PWGSC 942, Call-up against a Standing Offer).

- 2.2.3. If additional requirements are identified, the Procurement Authority must obtain pricing from the Project Coordinator and raise an amendment to the contract PWGSC 942 call-up contracts against the Standing Offer.
- 2.2.4. Payment of invoices for goods and/or services supplied is the responsibility of the Procurement Authority.

2.3. Contractor's Project Coordinator Responsibilities

- 2.3.1. A Project Coordinator must be available during core business hours 0800 hours to 1900 hours local, Monday to Friday, and must return any such calls or emails from the CAF within the next business day. A contact number for the Contractor must also be provided for urgent situations outside the core business hours. For urgent situations, the Contractor will aim to respond as soon as possible but must respond within 12 hours of receipt throughout the duration of this Standing Offer. Two Project Coordinators are to be identified to ensure a back-up process exists.
- 2.3.2. The Contractor must ensure that the Project Coordinator, On-Site Representative and all other personnel who deal directly with the CAF must be fluent in English, i.e., they must speak and understand conversational English and be able to discuss technical aspects of CAF requirements and services.
- 2.3.3. The Project Coordinator must provide the name, address, contact telephone numbers and e-mail address of the On-Site Representative(s) to the Procurement Authority and to the Technical Authority, or their designated representative a minimum of five (5) calendar days prior to the requirement start date.
- 2.3.4. An important service requirement under this Standing Offer is to ensure a prompt exchange of information between the Project Coordinator/On-Site Representative and the DND Procurement and Technical Authority or designated representatives. In coordinating DND's DLSS requirements, the Project Coordinator must keep the DND Procurement and Technical Authorities or designated representative informed of problems, delays in service, schedule changes, conflicts in scheduling relating to the delivery of requested goods and services. For example, any delays in delivery of any good or service, schedule changes, or schedule conflicts from those originally requested by DND must be reported.
- 2.3.5. Management of the Standing Offer: The Project Coordinator must plan for, organize, direct, monitor, control and report on all work with respect to the Standing Offer, including the administration of any sub-contractors. Project Coordinator is expected to have a Management Plan relating to Contractor management practices and procedures, communication flow and capabilities strategy which is intended to be utilized throughout the term of this Standing Offer.
- 2.3.6. The Project Coordinator must act as liaison to avoid duplication of services. Any disputes and discrepancies arising from goods and/or services provided must be resolved directly between the Technical Authority and the sub-contractors with the assistance of the Project Coordinator and/or On-Site Representative as deemed necessary by DND. Issues that cannot be resolved at these levels are to be referred to the Procurement Authority and subsequently to the PWGSC Contracting Officer as required.
- 2.3.7. The Project Coordinator must provide DLSS services when requested and is responsible for procurement of all goods and services as requested by DND, through the means of a contract (PWGSC 942 call-up contracts against the Standing Offer). The Project Coordinator is also responsible for provision of all equipment and operators required for the delivery and loading of provisions and materiel as and when required.
- 2.3.8. Lead Times:
 - a. The Project Coordinator must provide pricing by completing and returning the "Pricing Request Form", Appendix 1 to this SOW, to the Procurement Authority within 48 hours of receiving the request for quote. Requests with a value of less than \$25,000 CD can be supported by one (1) quote only. However, the acceptance of the one quote is at the discretion of the Department of National Defence procurement and call-up representative. They may choose to request an

additional one (1) or two (2) quotes for further back-up. All requirements exceeding \$25,000 CAD must be supported by three (3) quotes unless there does not exist more than three (3) sources of supply.

- b. **Routine Requests:** Routine requests are defined as requests that are as result of deliberate planning and or of a routine nature. DND will provide as much advance noticed as possible to the Project Coordinator. The Project Coordinator will be advised by the DND Procurement Authority on the support requested as per the established timelines in the Standing Offer. The Project Coordinator must reply to the pricing request form within 96 hours of receipt. Normal lead time for the Procurement Authority to notify the Project Coordinator of CAF goods and service requirements through a request for quote will be as early as possible, but will be at least seven (7) calendar days prior to the start date of the contract (PWGSC 942 call-up contracts against the Standing Offer). Normal lead time for the delivery of goods or the completion of services will be as stipulated in the contract (PWGSC 942 call-up contracts against the Standing Offer). Unless indicated otherwise, delivery of goods or completion of services will be no later than seven (7) calendar days after the established Contract start date.
 - c. **Urgent Requests:** Urgent requests are defined as “an unforeseen situation which could not be planned for where delay in action would have significant negative impact to CAF operations and personnel. Requests will be for goods and or services that are deemed mission critical. DND will provide as much advance noticed as possible to the Project Coordinator. The Project Coordinator will be advised by the DND Procurement Authority on the support requested by the fastest available means. The Project Coordinator shall indicate to the DND Procurement Authority their ability to deliver the requested goods and services within 24 hours of receipt of the request, and must deliver the goods and or services within the next 24 hours.
 - d. **Emergency Requests:** Emergency requests are defined as “a situation where delay in taking action would be injurious to the public interest. Emergencies are normally unavoidable and require immediate action. An emergency may be an actual or imminent life-threatening situation, a disaster which endangers the quality of life or has resulted in the loss of life, or one that may result in significant loss or damage to Crown property.” DND will provide as much advance noticed as possible to the Contractor. The Project Coordinator will be advised by the DND Procurement Authority on the support requested by the fastest available means. The Project Coordinator shall indicate to the DND Procurement Authority their ability to deliver the requested goods and services, within the timelines indicated in DND’s support request. When not feasible to follow the established process for submission of quotes under this SOA section 2.3.8 a, verbal pricing approval and call-up is granted under these conditions.
- 2.3.9. When requested to provide DLSS, the Project Coordinator must be the single point of contact for all goods and/or services requested for the entire period of the contract. The Project Coordinator is responsible for the management and administration of all acquisitions initiated on behalf of DND against the Standing Offer.
- 2.3.10. When required, the Project Coordinator must act as liaison and assist in coordinating the arrangement of goods and services provided by or to other commercial and military concerns (local authorities, local military). Involvement of the On-Site Representative is at the discretion of the Project Coordinator.
- 2.3.11. The CAF will not be responsible for any provision or direct re-imbursement of transportation related to getting the Project Coordinator, On-Site Representative, or any service provider or sub-contractor personnel to the location of work, nor accommodations, nor provision of meals.

2.4. Contractor’s On-Site Representative Responsibilities

- 2.4.1. The On-Site Representative will be identified by the Project Coordinator and is responsible for assisting the Project Coordinator in the performance of the work identified within the terms of this Standing Offer Agreement and resulting call-ups. Operational considerations may require that this function be performed

by one or more individuals at one or more locations at the same time within the geographical area of this Standing Offer.

2.4.2. The On-Site Representative must:

- a. be physically located in the specified geographic area, as determined by DND;
- b. be able to conduct business in a timely, efficient and effective manner in the region being supported; and
- c. act as the initial contact for DND to resolve any problems, delays in service, schedule changes, conflicts in schedule and any other issues that may compromise the agreed to delivery.

2.4.3. The On-Site Representative must meet the CAF upon arrival at the location where goods and/or services are being delivered under this Standing Offer.

2.4.4. During CAF activities, the On-Site Representative must be available during core business hours 0800 hours to 1900 hours local, Monday to Friday, and must return any such calls or emails from the CAF within the next business day. A contact number for the On-Site Representative must also be provided for urgent situations outside the core business hours. For urgent situations, the On-Site Representative, or alternate designated back-up(s), must be available 24 hours a day and seven (7) days a week – if required, and must also have the authority to make decisions on behalf of the Project Coordinator, with regards to the work/service to be provided.

2.4.5. The On-Site Representative is to ensure that all requirements as requested through the Project Coordinator are in place at the required delivery point and time. The On-Site Representative must monitor the delivery of supplies and rendering of services to ensure performance is as requested by the Procurement Authority through the Project Coordinator.

2.4.6 Standby support may be required in anticipation of an upcoming exercise or humanitarian effort. The CAF will notify the Contractor no less than 48 hours in advance of requiring the services of the on-site representative. Once the availability of the on-site representative is confirmed a type-1 call up will be initiated. The contractor shall be paid the daily standby rate as per the dates in the type 1 call up regardless if the Contractor is requested for duty. No standby payment will be granted if the Contractor is unable to report for duty as required.

Clarification Example – Standby

On standby the Contractor shall be available during his period of standby at a known cellular phone number and be able to report for duty within 2 hours of receiving the phone call during normal business hours 08:00 – 16:00 Monday - Friday. Outside normal business hours or on weekends and Statutory Holidays the Contractor shall report for duty within 4 hours of receiving the phone call notification.

Once the CAF requires the Contractor's services the Contractor will no longer receive the standby rate and will receive compensation as outlined in Annex B Basis of Payment. An amendment to the type 1 call up will then be actioned by the Contracting Authority and sent to the Contractor.

3. REGISTRATION:

3.1. Local companies

For all goods and services delivered, the Project Coordinator must ensure that all local contractors, whether acting as the Prime or a subcontractor, used for fulfilling work under this contractual arrangement, must be registered and maintain registration with the applicable local registration body.

3.2. International companies:

All international contractors, whether acting as the Prime or a subcontractor, used for fulfilling work under this contractual arrangement, must operate in accordance with their Government regulations and laws.

4. TYPICAL LOGISTICS SUPPORT SERVICES AND GOODS

4.1. Real Life Support Services (RLSS) – General Requirement

4.1.1. Real Life Support Services consist essentially of the same services that visitors to Africa would require, such as accommodations, transportation and any related services that would support the “visitor”.

4.1.2. RLSS requirements could include:

- a. Accommodation Rentals and Hotel Services;
- b. Vehicle Rentals;
- c. Petroleum, Oils and Lubricants;
- d. Wireless Communications;
- e. Passenger Transportation Services;
- f. Food Services; and
- g. Laundry and Dry Cleaning Services.

4.2. RLSS – Accommodation Rentals and Hotel Services

4.2.1. All accommodation rental and hotel services provided under this Standing Offer must be provided as specified in the contract (PWGSC 942 call-up contracts against the Standing Offer), on an as and when required basis.

4.2.2. Accommodation rentals and hotel services include but are not limited to single and double hotel rooms, conference and meeting rooms, parking, on-site restaurant and internet access.

4.2.3. Location will be determined in the contract (PWGSC 942 call-up contracts against the Standing Offer). Anticipated locations are located within Africa.

4.2.4. Security

- a. Facility must have an adequate security system in place to protect the CAF. This includes but is not limited to controlled access to the facility between the hours of 2200 hours – 0600 hours daily.
- b. The CAF must be allowed to complete an inspection of the facility to identify areas of security concern for the CAF. To accomplish this, the CAF will require access to the hotel.
- c. The facility must have all its points of entry secured with locks, including securable windows and doors included, so that access to the accommodations cannot be gained from the outside. Access through doors must only be possible with a room key.

4.2.5. Amenity Requirements

4.2.6. Access must be provided to all hotel amenities for the duration of the personnel’s stay included and not limited to parking, restaurant(s) and the fitness facility, and enclosed area, such as a reception hall or conference room or equivalent.

4.2.7. Personnel must not be relocated to another room during their stay unless it becomes necessary as a result of a maintenance issue.

- 4.2.8. Incidental charges incurred by personnel must be dealt with separately from the Standing Offer. Examples of incidental charges that would not be covered by this Standing Offer include but are not limited to: telephone charges, food and beverage charges, charges for damages, and other incidentals.

4.3. RLSS – Vehicle Rentals

- 4.3.1. All vehicles furnished under this Standing Offer must be provided on an as and when required basis with or without drivers as specified in the contract (PWGSC 942 call-up contracts against the Standing Offer) and provided fully fuelled.
- 4.3.2. Vehicles that may be called-up against this Standing Offer include: Standard Sports Utility Vehicle(s) (SUV), large SUVs, passenger vehicles; standard van; large van; and pick-up trucks.
- 4.3.3. The Project Coordinator or On-Site Representative must provide a local point of contact(s) from the rental company with authority for all matters related to the services related to the vehicle rentals. Contact number(s) for point of contact(s) are required to respond to CAF queries on a 24 hours, seven (7) days a week basis. Local is defined as being located in the vicinity of where the vehicle(s) are being rented.
- 4.3.4. Vehicle management: The Project Coordinator is responsible for coordination between the Project Coordinator designated On-site Representative, Technical Authority or their designated representative and drivers as required, to ensure the best possible service. The Project Coordinator's responsibilities to ensure smooth service include the following:
- a. Identification of vehicles (by sign or other method); and
 - b. In the case of vehicles provided with drivers:
 - i. fully discuss the Technical Authority's control plan at arrival meeting and with all drivers;
 - ii. advise the Technical Authority or their designated representative of driver and vehicle rotation plans and the driver's meal schedule; and
 - iii. provide written guidance to bus drivers, and other drivers if necessary, for the planned schedule and any other instructions desired by the Technical Authority.
 - iv. ensure that the drivers are authorized to access all airports, seaports that may be of interest to CAF activities, as well as such facilities in Africa.
- 4.3.5. Drivers must be licensed to operate assigned vehicles, and must be available during the entire rental period of the vehicle. English language speaking drivers are required. The vendor must be responsible for ensuring that the vehicles are jointly inspected by the Project Coordinator's representative and the Technical Authority or their designated representative prior to beginning service. No claim for damages or distribution can be submitted without the completion of an initial inspection form.
- 4.3.6. When a driver is requested, fuel for rental vehicles must be shown separately on the invoice and will be reimbursed at cost. Copies of fuel receipts must accompany the invoice.
- 4.3.7. Vehicles provided under this Standing Offer must be in sound mechanical condition and meet all safety standards required by local laws and regulations so as to preclude breakdown and injury. All vehicles must meet the local safety guidelines for motor vehicles and Canadian Armed Forces Vehicle standards.
- 4.3.8. Loss, damages and repairs of the vehicles must be addressed in accordance with the following:
- a. The CAF is NOT responsible for losses or damages due to normal wear and tear. The CAF will not be liable for the cost of repairs to rental vehicle failure or break down due to normal wear and tear. Some examples of normal wear and tear are:
 - i. flat tires incurred during operations on paved or gravel roads;
 - ii. mechanical failures;
 - iii. metal fatigue (i.e. breaks at weld, broken springs, hinges, etc);
 - iv. replacement of headlights, wiper blades, etc; and

- v. repairs for minor damages (e.g. chip in window, body and moulding scratches, tiny dents in doors and general body area) must not be authorized.
 - b. It is expressly agreed and understood that the CAF is ONLY responsible for losses, damages and repairs to the vehicles supplied under the Contract during the rental period that are caused by the CAF that are not covered by comprehensive insurance.
 - c. For losses, damages and repairs that are the responsibility of the CAF and not covered by comprehensive insurance, the CAF has the right to obtain its own estimates, through a third party, on the identified repairs in order to validate the Project Coordinator's estimates. Once the value of the repairs had been established, the CAF will enter into a separate contract (not part of this requirement or the Standing Offer resulting from this requirement) whereby the Project Coordinator will invoice the CAF for the repairs in accordance with the new contract for the repairs.
- 4.3.9. In the event of a vehicle breakdown, the Project Coordinator must provide within four (4) hour, at no additional expense to the Crown, a replacement vehicle that complies in all respects with the Standing Offer and contract (PWGSC 942 call-up contracts against the Standing Offer).
 - 4.3.10. Vehicles must be able to be used within the country in which the CAF will be operating, and must include unlimited mileage.
 - 4.3.11. Vehicles must be available for rent by day, week and month.
 - 4.3.12. Under normal circumstances, all paperwork to pick up vehicles must be done by the Project Coordinator or On-Site Representative in advance of the CAF arriving to expedite the pick up process.
 - 4.3.13. The Project Coordinator or On-Site Representative must make recommendations to the Technical Authority of possible alternatives to requested vehicles, when such requested vehicles are inappropriate. For example, when vans are requested by a Technical Authority, but are unavailable at a reasonable cost, the Project Coordinator or On-Site Representative must notify the Technical Authority of the unavailability of such vehicles, and advise of reasonable alternatives (ie, two or three sedans in lieu of one van, alternative use of buses, etc).
 - 4.3.14. The Project Coordinator or On-Site Representative must assist in the processing of traffic tickets. Individual CAF drivers will pay for traffic tickets they incur. Traffic tickets cannot be charged against this Standing Offer. CAF will not pay for traffic tickets incurred by contracted drivers.

4.4. RLSS – Telephone Service

4.4.1. Cellular Phones

- a. All wireless communication services, such as cellular phones for rent or purchase, SIM cards, accompanying service plans, disconnection and reconnection services, provided under this Standing Offer must be provided as specified in the contract (PWGSC 942 call-up contracts against the Standing Offer), on an as and when required basis.
- b. The Project Coordinator must arrange the delivery of wireless communication goods and services. Specific locations will be included in the contract (PWGSC 942 call-up contracts against the Standing Offer).
- c. Peripherals, accessories and documentation must be provided with every device. These items include at minimum, chargers, cases, earphones and user manuals.

- d. All cellular devices must be capable to use the most recent service being provided which offers maximum coverage of Africa, such as 3G, LTE.
- e. Basic Cellular Phone service plan include unlimited local calls, long distance (national / international) voice calling and texting capability including roaming. A maximum coverage of Africa country in which the CAF will be operating, available by service providers must be provided to the CAF.
- f. Blackberry service plan include the capabilities of the basic cellular phones in section 4.5.5 with the addition of data services, and the capability of being associated to private network email accounts.
- g. The Project Coordinator must provide a Monthly Usage Reports to the Procurement Authority, to include cell phone number, calls made, locations called, date and timing of calls, duration, and charges.
- h. All rented cellular devices must be returned to the Project Coordinator or On-Site Representative at the end of each contract. All purchased cellular devices will be stored by the CAF between contracts.
- i. Maintenance, Support and Replacement. The Project Coordinator must be prepared to provide a replacement device for any lost, stolen, damaged or defective devices within 24 hours notice. Replacements for devices that are lost, stolen or damaged by the CAF will be charged to the CAF.

4.4.2. Landlines

- a. All telephone services such as telephones equipment rentals, accompanying service plans, disconnection and reconnection services, provided under this Standing Offer must be provided as specified in the contract (PWGSC 942 call-up contracts against the Standing Offer), on an as and when required basis.
- b. The Project Coordinator must arrange the delivery of telephone goods and services. Specific locations will be included in the contract (PWGSC 942 call-up contracts against the Standing Offer).
- c. Peripherals, accessories and documentation must be provided with every device. These items include at minimum user and operation manuals.
- d. Basic telephone service plan include unlimited local calls, long distance (national / international) voice calling.
- e. Maintenance, Support and Replacement: The Project Coordinator must be prepared to provide a replacement device for any damaged or defective devices within 24 hours notice. Replacements for devices that are lost, stolen or damaged by the CAF will be charged to the CAF.

4.5. RLSS - Internet

- 4.5.1. All internet services such as internet equipment rentals, accompanying service plans, disconnection and reconnection services, provided under this Standing Offer must be provided as specified in the contract (PWGSC 942 call-up contracts against the Standing Offer), on an as and when required basis.
- 4.5.2. The Project Coordinator must arrange the delivery of internet goods and services. Specific locations will be included in the contract (PWGSC 942 call-up contracts against the Standing Offer).
- 4.5.3. Peripherals, accessories and documentation must be provided with every device. These items include at minimum user and operation manuals.
- 4.5.4. Internet must be ethernet connection with static ISP using fiber optic cable terminated with LC connectors with a minimum uploads and download bandwidths of 12Mbps symmetrical internet connection which can be seamlessly downgraded or upgraded to different capacity (on a month to month basis).

- 4.5.5. Maintenance, Support and Replacement: The Project Coordinator must be prepared to provide a replacement device for any damaged or defective devices within 24 hours notice. Replacements for devices that are lost, stolen or damaged by the CAF will be charged to the CAF.
- 4.5.6. Guaranteed exclusive use of the full bandwidth required and the CAF bandwidth will not be re-sold under any circumstances.
- 4.5.7. The Project Coordinator must provide reports as per the contract (PWGSC 942 call-up contracts against the Standing Offer), on an as and when required basis.

4.6. RLSS - Passenger Transportation Services

- 4.6.1. All passenger transportation services provided under this Standing Offer must be provided as specified in the contract (PWGSC 942 call-up contracts against the Standing Offer), on an as and when required basis.
- 4.6.2. Transport services may be required by trips or by day depending on the requirement. Example: shuttle services.
- 4.6.3. Passenger transportation services include:
 - a. transportation with qualified drivers, of CAF personnel between identified locations, for large groups of personnel, in Africa.
 - b. cargo transport services to move large volumes of baggage and equipment related to the passenger transport.
- 4.6.4. The Project Coordinator must ensure that passenger transport vehicles meet the following requirements:
 - a. In good operating condition, cleaned, mechanically checked, serviced and highway inspected prior to delivery, with functioning seat belts for the drivers.
 - b. Registered and insured in accordance with the applicable country's local standards as applicable.
- 4.6.5. Pick up and drop off locations to be specified in the contract (PWGSC 942 call-up contracts against the Standing Offer)
- 4.6.6. The Project Coordinator must arrange for repair or replace without delay of any passenger transport vehicles found with any latent mechanical problems, defects or concealed damage if so requested by the CAF Point of Contact. No extra charges must be incurred by the CAF during the replacement or repair of the vehicle, as it is the sole responsibility of the Project Coordinator to provide vehicles in safe operating condition, the Technical Authority must have the right either to reject the vehicle or have the vehicle replaced within two (2) hours of notice.
- 4.6.7. The Project Coordinator is responsible for fueling the transportation vehicles. The vehicles should have a full fuel tank before a pickup to minimize the number of fuel stops required.
- 4.6.8. The Project Coordinator must provide a local point of contact and provide a contact telephone number for an On-Site Representative to respond to CAF queries on a 24 hours, seven (7) days a week basis. Local is defined as being resident in the applicable country respective to where the vehicle(s) are being rented. This point of contact must have the authority to liaise with the CAF Point of Contact on site and ensure any issues can be resolved promptly.
- 4.6.9. The Project Coordinator is responsible for ensuring that contracted drivers will be able to meet the necessary permissions and access privileges to enter and operate in the applicable international airport in Africa, to be specified in the contract (PWGSC 942 call-up contracts against the Standing Offer).

4.7. RLSS - Food Services

- 4.7.1. All food services provided under this Standing Offer must be provided as specified in the contract (PWGSC 942 call-up contracts against the Standing Offer), on an as and when required basis.
- 4.7.2. The provision of food services includes cafeteria style service meals (buffet), boxed meals (ready-to-eat dispersed/transportable meals) (cold); a combination of both; and night snacks.
- 4.7.3. Meals may include breakfast, lunch, dinner and snacks.
- 4.7.4. Specific delivery times and locations will be specified in the contract (PWGSC 942 call-up contracts against the Standing Offer)
- 4.7.5. The provision of cafeteria style service and boxed meals requirements for breakfast, lunch, dinner and snacks must be arranged by the Project Coordinator as follows:
 - a. The cafeteria style service menu must meet, at a minimum, the Standard Meal Entitlement Pattern in Appendix 2 to this SOW.
 - b. The boxed meals must be provided as per the Dispersed Meal Patterns identified at Appendix 3 to this SOW. They are cold meals packaged individually for consumption away from a dining facility.
 - c. Night snacks requirements: Night snacks must be provided as per the Night Snack Food Entitlement at Appendix 4 to this SOW.
 - d. Both the cafeteria style service and the boxed meal menus must be of a North American flavour and provide variety throughout a three (3) week cycle. A three (3) week cycle menu detailing the cafeteria and boxed meal menus must be provided to the CAF upon request for the contracted period.
 - e. Portion sizes for all meal standards are found at Appendix 5 to this SOW. These are the minimum acceptable portion sizes.
- 4.7.6 The provision of food services may include the delivery of subsistence and fresh food items such as, miscellaneous canned and dry grocery products, dairy, breads, fresh or frozen fruit and vegetables, fresh and frozen meat including seafood.
 - a. Specific delivery times and locations will be specified in the contract (PWGSC 942 call-up contracts against the Standing Offer)
 - b. A detailed SOR (Statement of Requirement) will accompany all contracts for subsistence and fresh food items which will include food safety specifications, necessary health and safety guidelines and compliance regulations.
 - c. Final inspection and acceptance of subsistence and fresh food items will rest solely with the Site Authority or designated representative. The Site Authority or designated representative will have the right to reject products at the time of delivery and unacceptable products will be removed immediately by the on-site agent.
- 4.7.7 The Project Coordinator must ensure that the following food standards and quality assurance measures are met:
 - a. Food prepared must be palatable and free of contamination, and must be produced from items that have not exceeded their "best before" or expiry date.
 - b. All food handling, storage and preparation practices are to be in accordance with HACCP (Hazard Analysis Critical Control Points/Food Safety Enhancement Program) guidelines.

<http://www.inspection.gc.ca/about-the-cfia/newsroom/food-safety-system/haccp/eng/1346306502207/1346306685922>
 - c. All packaging materials related to the provision and service of boxed meals must be provided upon delivery. Each boxed meal is to be time and date stamped when completely assembled. Boxes must also be stamped in English with "Consumption must be within four hours unless refrigerated". Meals must be held under refrigeration until pick-up and or delivered in refrigerated containers to the client ensuring holding times and temperatures are in accordance with the Food Safety Code of Practice for Canada's Food Services Industry showing no signs of deterioration.

The service provider's vehicles used for transportation of boxed meals must be clean to prevent cross contamination.

<http://www.crfa.ca/shop/foodsafetycodeofpractice.asp>

- d. Personnel preparing the food must hold the appropriate food services qualifications, in that they must hold the equivalent to a journeyman cook qualification.
 - e. Vehicles used for delivery of boxed meals and night snacks must not be used for delivery of chemicals, cleaning supplies, livestock or any other items which pose the risk of contaminating food items.
- 4.7.8 Meals not conforming to the specifications detailed herein will be returned to the service provider and will not be paid, for any or the following reasons:
- a. Receipt of unsatisfactory meals as recorded on a Meal Satisfaction Checklist report (copy attached as Appendix 6);
 - b. Menu substitutions without prior CAF approval;
 - c. Short shipment - receipt of less than the meal order quantity; and
 - d. Late delivery - meals not available for CAF pick-up at the pre-arranged time, or not delivered at the pre-arranged time.
- 4.7.9 The Project Coordinator must ensure that confirmation is received within 12 hours of receipt of all boxed meal orders that the boxed meals ordered will be available for pick-up by /delivery to CAF personnel as agreed to by the Technical Authority and the Project Coordinator.
- 4.7.10 The Project Coordinator must ensure that the service provider is flexible to special requests during "Very Important People" visits, where high ranking government officials or equivalent are in attendance. This could include but is not limited to a "meet and greet" requiring a buffet style service, coffee breaks, or even changes to the menu.
- 4.7.11 The Project Coordinator must ensure that the service provider delivers, upon CAF request, a provisioning plan, and execute said plan for the duration of the Contract, detailing how the service provider plans to deliver the service. This is to include order forms for boxed meals and night snacks, as well as a process for informing the service provider of expected diner counts for upcoming cafeteria style meals.
- 4.7.12. The Project Coordinator is responsible for ensuring that the service provider establishes a tracking system, providing daily visibility for both the Project Coordinator and the Technical Authority as to the exact food service support provided. The tracking system must include but not be limited to tracking of numbers of cafeteria style meals, boxed meals, night snacks, and any other service provided. Reports generated by the service provider's tracking system must be submitted with the Project Coordinator's invoice to DND.
- 4.7.13 The Project Coordinator must ensure that the service provider accommodates special dietary needs to accommodate religious beliefs and temporary illness, when directed by the CAF Point of Contact.
- 4.7.14 CAF Responsibilities: When the CAF has requested service through a contract (PWGSC 942 call-up contracts against the Standing Offer), they are responsible for advising the Project Coordinator of expected number of diners for cafeteria meals, number of boxed meals and number of night snacks within seven (7) calendar days of requirements and can only make changes to identified numbers with a minimum of 24 hours notice to a maximum of a 20% change to the information provided seven (7) calendar days prior.

4.8. RLSS - Laundry and Dry Cleaning

- 4.8.1. All laundry and dry cleaning services provided under this Standing Offer must be provided as specified in the contract (PWGSC 942 call-up contracts against the Standing Offer), on an as and when required basis.
- 4.8.2. The provision on laundry services includes:
 - a. wash and dry services, including domestic laundry, accommodations linens, kitchen laundry and medical laundry;
 - b. dry cleaning services;
 - c. wash and hang-dry services; and
 - d. laundry pick-up and delivery services.
- 4.8.3. Wash and Hang Dry Services: Examples of items that would require wash and hang dry services include: Sleeping Bags, Suit Cases, Flight Crew Shirts, Flight Crew Pants, Gore-Tex Type Parkas, Gore-Tex Type Jackets, Gore-Tex Type Pants and Gore-Tex Type Overalls that belong to the CAF.
- 4.8.4. The Project Coordinator must ensure that damaged items are separated, and returned to the CAF member separated from other items.
- 4.8.5. All laundry must be washed using clean water, laundry detergent and softener (except for dry cleaning).
- 4.8.6. All laundered articles must be fully dried in order to prevent mildew/odour.
- 4.8.7. The laundry service must include sorting, washing, drying, disinfecting / bleaching, folding and returning the items in the laundry bag for each individual.
- 4.8.8. The Project Coordinator must ensure that the service provider establishes a process that is acceptable by the CAF Point of Contact for the pick-up, delivery and tracking by weight for each request. Weight must be taken at pick-up and recorded and weighed again upon delivery.
- 4.8.9. Only washing powder, detergents, and other additives and compounds that guarantee a good washing and cleaning effect and gentle treatment of textiles must be used.
- 4.8.10. The Project Coordinator must ensure that the service provider provides services with a turnaround time of no longer than 48 hours.
- 4.8.11. The Project Coordinator must ensure that the service provider complies with the following:
 - a. The service provider must respond back to the CAF Point of Contact within 24 hours of being advised of discrepancies and advise the CAF Point of Contact of the corrective action;
 - b. The service provider must assure that clothing and textiles from CAFunit/location, and any other customer/client, is carefully segregated to prevent loss and mix-up;
 - c. Any items that are found among the garments and textiles must be returned by the service provider. If ammunition, explosive substances, or other contraband are found, the service provider must immediately inform the CAF Point of Contact for disposal;
 - d. The service provider must provide all equipment and supplies necessary to perform this service at their own facilities;
 - e. The service provider's obligation is to ensure minimum lost, stolen and damaged items, and will be financially liable for any lost, stolen or damaged items; and
 - f. At time of laundry drop-off, the service provider must verify the weight and must only charge for the weight recorded as having been received. Invoicing must reflect these weights, and must be accompanied by laundry slips.
- 4.8.12. The Technical Authority will designate a CAF point of contact that will be responsible for communicating with the service provider, and will be the only authorized person to deliver laundry to the service provider.

4.9. Airport Services

- 4.9.1. All airport services provided under this Standing Offer must be provided as specified in the contract (PWGSC 942 call-up contracts against the Standing Offer), on an as and when required basis.
- 4.9.2. The provision of airport services includes:
 - a. Ramp handling and passenger services, and
 - b. Access protocol services.
- 4.9.3. The aircraft types which may require the support services in this SO are listed below:
 - a. CC130 Hercules (including J model);
 - b. CC177 Globemaster;
 - c. CC150 (A310) Airbus;
 - d. CC144 Challenger;
 - e. CP140 Aurora;
 - f. CAF188 Hornet;
 - g. CH146 Griffon;
 - h. CH147F Chinook, and
 - i. any other state aircraft (military or civilian).
- 4.9.4. Locations: All goods and services must be provided within Africa as applicable.
- 4.9.5. Aircraft may be tasked to carry Dangerous Cargo (DC). CAF personnel will be responsible for all loading, unloading and handling of the DC. A CAF representative will advise the Project Coordinator of the class of DC that is on board no later than 24 hours prior to arrival, and the Project Coordinator must ensure that the service provider will park the aircraft in a location that will meet the industry and airport regulations.
- 4.9.6. Ramp Handling Services and Passenger Services include goods and/or services such as but not limited to:
 - a. landing/ramp/parking space requirements;
 - b. loading/unloading military freight, general cargo and passengers;
 - c. marshalling, towing and push back of aircraft;
 - d. aircraft housekeeping or cleaning;
 - e. passenger transportation between aircraft and terminals;
 - f. re-pressurization of oxygen;
 - g. Ground Handling Equipment (GHE) including but not limited to:
 - i. ground power unit with a 90KVA capability;
 - ii. forklift;
 - iii. split loader;
 - iv. baggage conveyor belt;
 - v. electrical grounding hook-up;
 - vi. aircraft stairs;
 - vii. loading bridges; and
 - viii. air start carts.
- 4.9.7. Passenger services in the form of a passenger counter and waiting area, and customs and immigration services.
- 4.9.8. All airfield coordination services and related work must comply with all published airport safety standards and local/national laws and regulations.
- 4.9.9. The Project Coordinator must ensure that all equipment will be in safe operating condition and services will continue to be provided in all weather conditions, if permitted to operate by the airport authority or air traffic control authorities.
- 4.9.10. For all equipment supplied by the service provider, the Project Coordinator must ensure that the service provider provide replacement equipment or repairs in the event of a mechanical failure or servicing

requirement. Replacements or repairs must be provided within 24 hours of any failure and within 4 (four) hours of any mechanical breakdown for forklifts.

- 4.9.11. The Project Coordinator must ensure that required permits, registration, operator licenses for ground handling equipment or other authorizations required for any of the services being provided are obtained by the service provider. Specifically, contracted personnel operating vehicles must have valid licenses and qualifications (appropriate equipment license) and an Airside Vehicle operators Permit or equivalent to access Airport property.
- 4.9.12. In advance of arrival, appropriate CAF Dispatch personnel must fax or email a handling request document to the Project Coordinator advising of the required services that will be required within seventy-two (72) hours.
- 4.9.13. Access Protocol Services include goods and services such as but not limited to:
 - a. passes and clearances for CAF personnel, Project Coordinator, On-Site Representative, and all service provider's staff and contracted workers for airport access and administrative support;
 - b. passes and clearances for both contracted drivers and contracted vehicles;
 - c. any necessary liaison between CAF personnel and airport personnel;
 - d. passes and clearances for CAF personnel and CAF rental vehicles within 72 hours of notification;
 - e. passes and clearances for both contracted vehicles and contracted drivers within 72 hours of notification; and
 - f. security screening: contracted drivers must be previously screened for clearance to all CAF points of interest in the area of operations.

4.10. Ground Movement Services

- 4.10.1. All ground movement services provided under this Standing Offer must be provided as specified in the contract (PWGSC 942 call-up contracts against the Standing Offer), on an as and when required basis.
- 4.10.2. The provision of airport services includes:
 - a. ground movement services; and
 - b. wash operations
- 4.10.3. Locations: All goods and services above must be provided within Africa.
- 4.10.4. Ground movement services include services such as but not limited to:
 - a. services and the rental of Mobile Support Equipment (MSE) and Material Handling Equipment (MHE) for movement of CAF materiel by road in the area of operations and in Africa, as specified in the contract (PWGSC 942 call-up contracts against the Standing Offer).
 - b. MSE rentals: Requirement to include operators ("as and when required") for movement of materiel via road. MSE includes but not limited to: small cargo trucks (5 ton and smaller); load bearing trailers; highway tractors; provision of qualified operators for specified rental vehicles "as and when required" basis; provision of rental of a global positioning system (GPS) on "as and when required" basis; and assistance in processing the payment of traffic tickets incurred by individual CAF drivers.
 - c. MHE rentals: Requirement to include operators ("as and when required") for movement of materiel via road within or within the applicable country in Africa. MHE includes but not limited to: Forklift, truck, load bearing trailers, self-loading ramp, load bearing trailers, and highway tractor truck. Equipment type and specifications to be specified in contract (PWGSC 942 call-up contracts against the Standing Offer).
- 4.10.5. Ground movement services must comply with the following requirements:

- a. Highway tractors and cargo trucks will be in safe operating condition, cleaned, mechanically fit, highway inspected and certified prior to delivery in accordance with local standards of the applicable countries in Africa.
- b. Highway tractors and cargo trucks must have functioning seat belts, for the driver and all passenger positions within the vehicle;
- c. All highway tractors, cargo trucks and MHE will have all tires in good condition, with at least 75 % or greater tread life remaining;
- d. MHE equipment will have a spare tire on a rim (compatible with the equipment) held by the service provider and available upon request from the Technical Authority in good condition (with at least 75 % or greater tread life remaining). Project Coordinator is responsible for all tire servicing and replacement for MHE;
- e. Highway tractors and cargo trucks will have a spare tire on a rim (compatible with the vehicle) mounted on the vehicle in good condition (with at least 75 % or greater tread life remaining) along with manufacturers' original tooling necessary to change a flat tire;
- f. The Project Coordinator will arrange or provide emergency road side services and recovery for each commercial highway vehicle. Emergency road side services and recovery will be made available by telephone 24 hours a day, seven (7) days a week.
- g. Fire Extinguisher Requirements: The Project Coordinator must ensure that all vehicles and equipment are equipped with a minimum 2-A:10-B:C (North American rating) dry chemical fire extinguisher, preferably cartridge operated; and Extinguishers must be inspected and maintained to North American standards. Extinguishers must be properly secured in brackets specifically designed for the model of extinguisher, and affixed to the vehicle in an accessible location. Big Buses and Small Buses must be equipped with two (2) or more fire extinguishers, available for use, from within the inside of the bus.
- h. Insurance Requirements:
 - i. Comprehensive Insurance that is defined as covering accident, damages, theft, and liability for a flat rate with no deductible; and
 - ii. Comprehensive insurance must include Damage Waiver (CDW), Insurance for Bodily Injury, Property Damage Liability, and Theft Protection Insurance (TPI) for all rental vehicles.
- i. Delivery, inspection and acceptance of the vehicles and MHE equipment processes must be completed in accordance with the following:
 - i. Upon delivery of the vehicle and/or MHE equipment being provided, any damages and defects must be annotated on the Vehicle/Equipment Inspection Sheet. Any vehicle and/or MHE equipment that is not in a safe operating condition will not be accepted by the Technical Authority. A CAF Vehicle/Equipment Inspection sheet or the service provider's version of a Vehicle/Equipment Inspection sheet that is accepted by the Technical Authority can be utilised;
 - ii. The Technical Authority reserves the right to amend the Vehicle/Equipment Inspection sheet for any latent damages, defects or concealed damages within the first 10 calendar days of delivery. Any amendments made to the Vehicle/Equipment Inspection sheet will be discussed and forwarded to the Project Coordinator within 24 hours;
 - iii. The Project Coordinator agrees to repair or replace within 24 hours any vehicles/equipment found with any latent damages, defects or concealed damages if so requested by the Technical Authority. No extra charges must be incurred by the CAF during the replacement or repair of the vehicle/equipment, as it is the sole responsibility of the Project Coordinator to deliver vehicles in safe operating condition;
 - iv. The Technical Authority and the service provider must sign duplicate copies of the Vehicle/Equipment Inspection Sheet which must be retained for use upon the return of the vehicles/equipment; and
 - v. Acceptance of the vehicles/equipment process must be completed in accordance with the following: At time of vehicle/equipment delivery, in the event a vehicle/equipment is not in safe operating condition or otherwise not in conformity with the requirements of this SOW,

the CAF POC must have the right to either reject the vehicle/equipment or have the vehicle/equipment replaced within 24 hours.

- j. Damages and repairs:
 - i. The CAF is NOT responsible for damages or repairs due to normal wear and tear. The CAF will not be liable for the cost of repairs to rental vehicle/equipment failure or break down due to normal wear and tear. Some examples of normal wear and tear are: flat tires and tire wear incurred during operations on paved or gravel roads; metal fatigue (i.e. breaks at weld, broken springs, hinges, etc); replacement of headlight bulbs, headlight assemblies for cracks and rock chips, wiper blades, etc; and repairs for minor damages resulting from road hazards (e.g. chip in window, tiny dents in doors and general body area) must not be authorized.
 - ii. It is expressly agreed and understood that the CAF is ONLY responsible for damages and repairs to the vehicles/equipment supplied under the Contract during the rental period that are caused by or contributed to, by negligence or carelessness of the employees or officers of Canada that are not covered by comprehensive insurance; and
 - iii. For damages and repairs that are the responsibility of the CAF and not covered by comprehensive insurance, CAF has the right to obtain its own estimates at its own cost through a third party on the agreed damages and repairs, in order to validate the service provider's repair estimates. Once the value of the repairs has been established, the CAF will enter into a separate repair contract whereby the service provider will invoice the CAF for the repairs in accordance with the new repair contract.
 - iv. Repair and Maintenance must be completed in accordance with the following:
 - 1. The Project Coordinator will Maintain vehicle/equipment for safe operating conditions;
 - 2. Maintaining vehicles from normal wear and tear;
 - 3. Providing routine maintenance;
 - 4. Changing worn and or damaged tires;
 - 5. Provide English speaking road side service by way of a phone number that can be contacted 24 hours a day, seven (7) days a week; and
 - 6. Towing the vehicle from the point of vehicle breakdown to the repair facility if required and returning the repaired vehicle back to a location specified by the CAF member(s). The Project Coordinator must ensure that the vehicle is picked up within 12 hours and delivered within the following 12 hours. In the case that the vehicle cannot be repaired within the time lines above, the Project Coordinator must ensure that the vehicle is replaced with another vehicle at the same category.
- k. Safety requirement of the vehicle must be in accordance with the safety guidelines for motor vehicles of the applicable country in Africa.
- l. The Project Coordinator must assist in the processing of traffic tickets. Individual CAF drivers will pay for traffic tickets they incur. Traffic tickets cannot be charged against this Standing Offer. CAF will not pay for traffic tickets incurred by contracted drivers.
- m. Vehicles/equipment must be able to be operated by multiple qualified drivers whom may have a minimum age of 18 years and hold a valid Canadian Drivers License or military drivers equivalent license/qualification (example: CAF 404);
- n. Under normal circumstances, the Project Coordinator must ensure that all vehicle/equipment request documentation to pick up vehicles/equipment is prepared in advance of the CAF arrival and vehicle pick-up, in order to expedite the vehicle delivery process.
- o. The Project Coordinator is responsible for any traffic tickets issued to contracted drivers/operators;
- p. The Project Coordinator must ensure the provision of vehicles/equipment that have a full tank of fuel upon issuance and agree to accept the vehicle to be returned with the same quantity of fuel;

- q. In the case where the vehicle/equipment is provided with an operators, the Project Coordinator will be responsible for the fuel replenishment for vehicles and equipment provided, and CAF will reimburse charges at cost;
- r. The Project Coordinator is responsible to secure access passes to the different work locations for the vehicles, equipment, and contracted drivers/operators as applicable;
- s. The Project Coordinator is responsible for the transportation of the vehicles, equipment, and contracted drivers/operators (to and from delivery/return sites);
- t. The Project Coordinator is responsible for the food and water requirements of the contracted drivers/operators;
- u. The Project Coordinator is responsible to ensure that service provider's drivers/operators are fully qualified to operate the applicable vehicle and can provide services in full compliance with the applicable laws, regulations, access right limitations, permits and any other limitations and conditions prevailing at the above listed locations. This includes, but it not limited to, valid driver's license, vehicles registration, insurance and access to the sites listed above;
- v. The CAF will ensure drivers are qualified to operate vehicles they are assigned to drive;
- w. The CAF will use the rental vehicles for their intended use;
- x. In the event of a collision involving a vehicle or equipment that is being operated by CAF personnel, the CAF will contact the local Authorities to file and obtain an accident report for any loss, damages and repairs to the vehicle and equipment. The accident report will determine liability for damages for the purposes of insurance; and
- y. The CAF must provide a minimum of one (1) business day notice to the service provider for any changes and/or cancellations. Cancellation made in accordance to this timeframe must be free of charge.

4.10.6. Wash Operations services include vehicle and equipment washing services in order to wash and sanitize vehicles and equipment to meet Government of Canada, Agriculture Canada standards and policies for entry into Canada.

4.10.7. Wash operating services must comply with the following technical requirements:

- a. When conducting washing operations, the service provider must provide a washing facility and personnel authorized to access facilities, and qualified to operate and maintain the washing equipment;
- b. Washing Facility must capture the grey water and solids generated from the washing operations and also provide a means to treat and/or dispose of the solids and grey water that is sanctioned by the local Government;
- c. Each washing station must provide water sufficient to operate one (1) pressure washer;
- d. The service provider is to provide all necessary connectors, hoses and wands for each washing station;
- e. Vehicle and Equipment Preparation area will be required to vacuum interiors and to service vehicle and equipment. Preparation area will be separate from washing station(s);
- f. Contracted personnel will be initially trained by CAF personnel to conduct vehicle and equipment washing processes;
- g. The Project Authority is responsible for ensuring that the service provider perform all cleaning, disinfection and disinfestation of vehicles, military equipment and personal goods entering Canada and leaving areas within Canada regulated for soil-borne plant pests and animal diseases as per DAOD 3020-1: and
<http://www.forces.gc.ca/en/about-policies-standards-defence-admin-orders-directives-3000/toc-3020.page>
- h. estimated time to wash and clean vehicles and equipment is an average of 90 minutes per vehicle or piece of equipment.
- i. the Project Coordinator must ensure that the service provider provides waterproof electrical outlets and lighting in the washing facility. Preparation Area for vehicles and equipment will require external electrical outlets separate from the washing station sufficient to operate up to two (2)

- shop-type wet and dry vacuum cleaners and one (1) 30 gallon air compressor simultaneously. Also required will be all extension cords, ½ inch x 50 foot air hose(s) and tire inflating chucks.
- j. the service provider must supply all cleaning products and degreasing agents.
- k. the Technical Authority will forecast and coordinate with the service provider for the vehicle and equipment flow through the washing facility; and
- l. the Technical Authority will inspect cleaned vehicles and equipment and will have final sign off authority. Any discrepancies will be resolved between the Technical Authority and the Service Provider.

4.11. Petroleum, Oils and Lubricants (POL)

- 4.11.1. All POL provided under this Standing Offer must be provided as specified in the contract (PWGSC 942 call-up contracts against the Standing Offer), on an as and when required basis.
- 4.11.2. POL will be called up for the rental vehicles and small equipment, at commercial fuel stations within Africa.
- 4.11.3. The Project Coordinator must provide documents /cards for each vehicle that the CAF will use on a deployment.
- 4.11.4. Document/card must be accepted at all fuel distributors to be identified by the service provider (minimum of three (3) major fuel distributors). A list of vendors with addresses where the document/card is accepted must be provided to the CAF at the time of issuing of the document/card.
- 4.11.5. The documents/cards must cover all products and services associated with the operation of a motor vehicle and small equipment which the CAF is driving or using, such as POL, windshield wipers, small replacement items such as light bulbs for tail lights and headlights and car wash. It will not include snacks, magazines, food, or personal items.
- 4.11.6. Both unleaded and diesel fuel must be available at the fuel distributors.
- 4.11.7. The Project Coordinator must provide consolidated monthly account statements that show POL purchases in each category by unique document/card number, cost per litre/unit, date and time of purchase.
- 4.11.8. The Project Coordinator must ensure that accounts are set up within seven (7) calendar days of request.
- 4.11.9. Additional cards (new or replacements) must be issued and linked to the account within 24 hours.

4.12. In-Flight Meals

- 4.12.1. All in-flight meals services provided under this Standing Offer must be provided as specified in the contract (PWGSC 942 call-up contracts against the Standing Offer), on an as and when required basis.
- 4.12.2. The Project Coordinator is responsible to respond to requests for in-flight meal services within 24 hours of notification from CAF.
- 4.12.3. In Flight Food Services requirements could include:
 - a. continental breakfast;
 - b. full hot breakfast;
 - c. cold boxed dinner; and
 - d. hot dinner.
- 4.12.4. The Project Coordinator is responsible for the provision of all material, equipment, labour and supervision required to provide in-flight catered meal services for the locations identified

- 4.12.5. The Project Coordinator is responsible of all garbage/refuse removal services if requested.
- 4.12.6. The Project Coordinator is responsible for any and all equipment required to safely and effectively perform the duties contained in the contract (PWGSC 942 call-up contracts against the Standing Offer).
- 4.12.7. The Project Coordinator is responsible to safely uplift meals to all aircraft.
- 4.12.8. Aircraft Commander's flight meals:
- a. Food for the Aircraft Commander's meal must be prepared by a different food handler using different utensils and equipment and, where possible, in a different facility.
 - b. Where no separate facility is available, the Project Coordinator must ensure that the Aircraft Commander's meal is prepared in a separate area of the meal preparation location, and the meal must be prepared by a different food handler that must not have contact with other crew meals.
 - c. A distinctive identification marking must be attached to every special meal that is prepared for consumption by either the Aircraft Commander or the First Officer. This marking must be printed on coloured paper to make it immediately distinguishable. It must be securely taped to the exterior of the package.
 - d. Since the marking sheet may become detached, a second identification is required. The packaging on the separate meal must be marked "**AIRCRAFT COMMANDER MEAL**" using a red felt marking pen. (*Note: The Aircraft Commander is fed a separate meal to ensure that one of either the Aircraft Commander or Co-Pilot do not become ill from tainted or contaminated food).
 - e. Flight meals must be sealed, time and date stamped at the time of preparation, and hot meals must be accompanied by pertinent reheating instructions, indicating time and temperature settings.
- 4.12.9. Flight Feeding Food Quality and Safety Standards: The Bidder must perform the services in line with international industry standards, using the World Food Safety Guidelines for Airline Catering (WFSG) as a guideline, with reasonable care by appropriately qualified personnel. WFSG can be accessed at the following web link:
- <http://www.ifsanet.com/Default.aspx?tabid=236>
- 4.12.10. All in-flight meals must comply with the following standards and guidelines:
- a. Tray Settings, attached at Appendix 7 to this SOW;
 - b. Menu Plan – Aircrew, attached at Appendix 8 to this SOW; and
 - c. Menu Plan – Passenger, attached at Appendix 9 to this SOW.

4.13. General Stores

- 4.13.1. All general stores goods provided under this Standing Offer must be provided as specified in the contract (PWGSC 942 call-up contracts against the Standing Offer), on an as and when required basis.
- 4.13.2. Location: To be specified in the contract (PWGSC 942 call-up contracts against the Standing Offer).
- 4.13.3. General stores will include, but not limited to the delivery of:
 - a. petroleum oil and lubricants (POL) and POL storage;
 - b. electrical equipment;
 - c. cleaning products;
 - d. construction materials;
 - e. paint and paint supplies;
 - f. lamps and batteries;
 - g. hazardous materials;
 - h. linen;
 - i. personal hygiene products;
 - j. safety equipment;
 - k. stationary;
 - l. printer cartridges and accessories;
 - m. office equipment;
 - n. HVAC equipment;
 - o. construction materials;
 - p. firefighting equipment;
 - q. furniture; and
 - r. bottled water.
- 4.13.4. Order Confirmation and Availability: Confirmation of receipt of the order and of availability of items must be made within 24 hours of the order being placed with the Project Coordinator. Potential shortfalls in providing the specified products must be brought to the attention of the designated CAF representative. Items not available at the time of delivery are not to be back-ordered.

4.14. Camp Support Services

- 4.14.1. All Camp support services provided under this Standing Offer must be provided as specified in the contract (PWGSC 942 call-up contracts against the Standing Offer), on an as and when required basis.
- 4.14.2. Location: To be specified in the contract (PWGSC 942 call-up contracts against the Standing Offer).
- 4.14.3. Security: Passes and clearances for contracted personnel on CAF controlled sites will be issued and controlled by the CAF. This includes but is not limited to secure and controlled accesses to the facility between the hours of 0800h – 2300h daily. Access through doors and gates will only be possible with proper CAF security badging and procedures.
- 4.14.4. The Project Coordinator must respond to requests for the maintenance, repair (parts and labour) of all equipment listed in 4.13.6 within four (4) hours of notification from CAF.
- 4.14.5. The Project Coordinator must ensure that the service provider provides a qualified Technician for the hook-ups, installations and repairs of all equipment listed in SOW Section 4.13.6.
- 4.14.6. Camp support services requirements could include, but not limited to:
 - a. chemical toilets and hand wash stations;
 - b. shower unit rental and servicing;
 - c. fresh water tank rental;
 - d. bottled water;
 - e. potable water delivery;
 - f. aggregate;
 - g. blackwater/greywater collection and removal;
 - h. Material Handling Equipment (MHE) rentals;
 - i. cleaning services;
 - j. dumpsters and recycling bins;
 - k. property management;
 - l. concrete supply;
 - m. heavy equipment rental with operator;
 - n. small tool and equipment rental;
 - o. hazmat waste removal and disposal;
 - p. sea container rental;
 - q. internet services; and
 - r. generator rental.
- 4.14.7. Upon anticipated Camp build and set up, the Service Provider must complete the connection, assembling and installation of the service provider's camp support equipment on site as specified in the contract (PWGSC 942 call-up contracts against the Standing Offer) but no later than 16 calendar days of the issuance of a call up contract.
- 4.14.8. Upon anticipated Camp tear down, the Service Provider must complete the disconnection, disassembling and removal of the service provider's camp support equipment from the site as specified by the Technical Authority, seven (7) calendar days of the termination notice.
- 4.14.9. Fresh water tank must be free from environmental contaminants.
- 4.14.10. Bulk water delivery: The service provider is responsible to provide and replace water for the water tank as per the contract (PWGSC 942 call-up contracts against the Standing Offer).
- 4.14.11. Aggregate: Must be free from vegetative material, other organic matter and other harmful substances. Types of aggregates include 1'' minus, ¾'' minus, clear stone, 2''- 6'' rip rap, fine sand.
- 4.14.12. Blackwater and greywater daily collection and removal: The service provider must carry out all responsibilities in accordance with all applicable country's environmental laws.

- 4.14.13. MHE Rentals: All MHE must have the ability to move heavily-damaged and/or palletized military equipment. The vehicles required will be specified in the contract (PWGSC 942 call-up contracts against the Standing Offer).
- 4.14.14. Cleaning services: The Project Coordinator must ensure that the service provider delivers all equipment cleaning supplies and products for the cleaning of fixed buildings, and temporary buildings as directed in the contract (PWGSC 942 call-up contracts against the Standing Offer). For example, floors must be swept and mopped, windows washed, light fixture cleaning, dumping garbage receptacles and dusting daily as per camp management direction.
- 4.14.15. The service provider must provide dumpsters and recycling bins including garbage and recycling removal.
- 4.14.16. Property Management includes but is not limited to all repairs, minor repairs, and general work to upkeep the camp. Any such repair or work must be outlined in the contract (PWGSC 942 call-up contracts against the Standing Offer). The main tasks of the work to be performed are, but not limited to: electrical work, carpentry, plumbing, masonry, refrigeration, and welding.
- 4.14.17. Heavy equipment rental with operator: All construction engineering equipment must have the ability to be utilized for general construction projects and builds. The equipment required are as follows, but not limited to:
- a. dozer D6;
 - b. grader;
 - c. backhoe;
 - d. front end loader;
 - e. excavator;
 - f. dump truck;
 - g. vibratory compactor;
 - h. auger; and
 - i. skid steer.
- 4.14.18. Small tool equipment rental: All small tools and equipment rentals must have the ability to be utilized for general construction projects and builds. The tools and equipment required are as follows, but not limited to: chain saw, plate compactor, jack hammer, concrete vibrator, air compressor, with tools and attachments, cut off saw, generator set portable, plasma cutter and rods.
- 4.14.19. Hazmat waste removal and disposal:
- a. identified liquid chemicals and hazardous wastes must be removed in identified 45-gallon (202 liters) drums only;
 - b. the service provider assumes the risk of all adverse conditions foreseeable once the hazardous waste is collected for removal;
 - c. while on site, the service provider must handle, collect and transport all hazardous waste in such a manner as to avoid spillage. Any spillage must be promptly reported to the Technical Authority and the service provider's employees must be responsible to immediately initiate containment and clean-up procedures if possible, to the satisfaction of the Technical Authority; and
 - d. the Project Coordinator must ensure that the service provider carries out all responsibilities in accordance with all applicable country's environmental laws. Once the hazardous waste has been collected, approved and the delivery note signed as accepting, by the Technical Authority, the service provider then assumes legal ownership of the hazardous waste and is then responsible for the safe storage, transportation and disposal of the chemical/hazardous waste.
- 4.14.20. Sea Container (SEACAN) rental: All SEACAN rentals must have the ability to be utilized for general projects and builds as specified in the contract (PWGSC 942 call-up contracts against the Standing Offer). The SEACAN must be CSC-Solid Lockable. Further specifications will be outlined in the contract (PWGSC 942 call-up contracts against the Standing Offer).
- 4.14.21. Internet: Internet must be wireless.

4.14.22. Generators: The Project Coordinator must ensure that the rental of camp power generating systems between 100,000KW to 500,000KW is available upon request.

4.14.23 Un-skilled Labourers - Camp Build

- a. All Un-skilled Labourers under this Standing Offer must be provided as specified in the contract (PWGSC 942 call-up contracts against the Standing Offer), on an as and when required basis.
- b. 4.15.2. The CAF will require Un-skilled Labourers to assist with Camp Build and teardown.
- c. An un-skilled labourer is an individual who is able to work either independently or as a team to construct CAF temporary camps. Tasks that may be included are:
 - i. Hand-carrying camp stores items from storage to locations within the Camp; and
 - ii. Constructing and erecting of tents and other non-permanent infrastructure as directed by the CAF.
- d. The Project Coordinator will be responsible to:
 - iii. Provide an on-site Supervisor. Supervisor must remain on-site for the duration of the work;
 - iv. Supervisor must be able to communicate effectively in English with the CAF and issue the necessary directions to the Un-skilled Labourers;
 - v. Match the amount of Un-skilled Labourer required with the level of effort required to achieve the completion date;
 - vi. Provide the required safety equipment;
 - vii. Ensure that Un-skilled Labourers adhere to the safety and security rules as stipulated in the CAF briefs; and
 - viii. Provide the required real life support (including, water, food, transportation, etc) to the Un-skilled Labourers.
- b. 4.15.5. CAF will be responsible to:
 - i. Create the camp design, work priorities, project start date, inspection schedule, and completion date;
 - ii. Provide an estimate level of effort required, to include labourers force size and completion time;
 - iii. Issue the required camp stores to the Un-skilled Labourers' supervisor;
 - iv. Issue a Camp and Security Brief as well as a Safety Brief to all Un-Skilled Labourers prior to work commencement on the establish start date;
 - v. Issue instruction on proper procedures of constructing and erecting of tents and other non-permanent infrastructure;
 - vi. Conduct on-going inspection of the work with the on-site Supervisor; and
 - vii. Conduct final inspection of the work.
- c. Safety. The contractor must provide the necessary safety equipment to the Un-skilled Labourers. At a minimum the equipment will consist of work gloves, eye protection, hard hats, and closed toe shoes. CAF reserve the right to order a work stoppage for any actions that is deemed non-safe and in contradiction of the Safety Brief."

5.0 APPENDICES

5.1 Appendix 1 - Pricing Request Form

PRICING REQUEST FORM

Standing Offer Number: _____

Date: _____

***Supporting Quote**

Number(s): _____

Item #	Item Description	Uof I	Quantity	Unit Price	Extended Price
					\$0.00
					\$0.00
					\$0.00
					\$0.00
					\$0.00
					\$0.00
					\$0.00
					\$0.00
					\$0.00
					\$0.00
					\$0.00
				Total Cost	\$0.00

*The Contractor is required to provide three (3) supporting quotes to substantiate the pricing of goods and service acquired through this Standing Offer. When this is not possible, the Contractor must provide a justification. The Contractor must then certify that the price proposed is not in excess of the lowest price charged by any sub-contractor, including the Contractor's most favoured customer, for the like quality and quantity of the goods and services.

Contractor's Project Coordinator name and signature:

Date

5.2 Appendix 2 - Standard Meal Entitlement Pattern

Regular Meal Pattern – Cafeteria Style

Breakfast
Juice Fruit Breakfast entrée Breakfast meat or alternative Cheese or Yogurt Breakfast starch Breakfast vegetable Bread product Two beverages Condiments/Preserves
Lunch
Soup Main Entrée Choice of freshly prepared protein dish, pasta, à la carte, or sandwich Starch Cooked vegetable Salad Bar Fruit Dessert Bread product Three beverages Condiments
Dinner

Soup

Main Entrée dish

Choice of freshly prepared protein dish, pasta or à la carte item

Starch

Cooked vegetable

Salad Bar

Fruit

Dessert

Bread product

Three beverages

Condiments

5.3 Appendix 3 - Dispersed Meal Patterns

Boxed Meals

Breakfast	Box Lunch /Dinner
<ul style="list-style-type: none"> – One fruit – One juice – Cereal (with 250 ml milk) – Egg – Breakfast meat or alternative (meat, cheese or yogurt) – Two breakfast bread products – Appropriate condiments 	<ul style="list-style-type: none"> – Two sandwiches: <ul style="list-style-type: none"> 1 of sliced solid meat (90 g) 1 with a mixed filling, (110 g) Or <ul style="list-style-type: none"> 1 sandwich with a mixed filling 1 solid meat item with a roll Or <ul style="list-style-type: none"> 1 cold plate with sliced meats + a solid meat item with two rolls. <p>(Note: a variety of fresh bread products is to be used, e.g. one sandwich whole wheat, one sandwich white bread.)</p> <ul style="list-style-type: none"> – Side salad or assorted raw vegetables – Condiments appropriate for sandwiches and salad – Fresh or canned fruit – One prepared or baked dessert – Two beverages ^{Note 1} – One pocket supplement (for example, granola bar, nuts, or cheese and cracker pack)

Note: Two beverages: One of the two beverages should be milk. However, in situations where milk may not be appropriate for issue in a box lunch (hot weather conditions, diner preference), either 2 x 250 ml juice/cold beverages or 1 x 400-500 ml container of juice/cold beverage can be issued. Where potable water is available in a dining facility, bottled water must not be provided. Sports Drinks, Energy Drinks, Thirst Quenchers, and Bottled water, flavoured, sparkling, fortified or other bottled water products are not covered within this standard.

5.4 Appendix 4 - Night Snack Food Entitlement

All of the following food and/or beverage items must be available in each dining facility as a night snack:
--

Coffee or tea, plus cream or milk, plus sugar

Hot chocolate beverage mix

Iced tea mix

Milk

Fruit juice

Bread, spreads (peanut butter, cheese spread, jam, etc.)
--

Soup and soda crackers

Fresh fruit (orange, apple, pear, banana, etc.)

Snack (e.g. muffin, breakfast bar, cookies, granola bar)

5.5 Appendix 5 - Portion Sizes for All Meal Standards

Lunch and Dinner	
Soup	250 ml
Steaks and chops (bone in)	250g (raw)
Chicken pieces (bone-in)	275g (raw)
Steak (boneless)	225 g (raw)
Boneless meat/poultry	210 g cooked (180 g raw)
Fish (steaks, fillet)	210 g (raw)
Fish (battered)	210 g (cooked)
Stews	300 g (cooked) (250 ml ladle)
Casserole dishes	300g (cooked) (250 ml ladle)
Pasta w/ sauce (main entrée)	210 g of pasta, 175 ml of sauce
Three decker sandwich	1 each (90 g of meat total)
Hamburger	1 each (167 g raw)
Hot dog	80 g (2 ea @ 40 g or 1 ea @ 80 g)
Pizza	1 each (1/6 of a 40 cm diameter pizza) 240 g
Tacos	2 each
Burritos	1 each (210g)
Submarine (21 cm long)	1 each (90 g sliced meat or 110 g mixed filling)
Sandwich	1 each
Sandwich filling - salad	110 g
Sandwich filling - sliced meat	90 g
Sliced meat – for cold plate	90 g
Starch Item - potatoes, rice, pasta	125 g (cooked) (2 ea 125 ml spoon, 2 ea #16 scoop)
Vegetables	90 g (125 ml spoon)
Salad Items	6” bowl or 8” plate
Canned fruit	175 ml
Fresh fruit (individual)	1 each

Fresh grapes/berries/sliced fruits	125 ml or 90 g
Pudding	125 ml
Jello	125 ml
Ice cream	125 ml
Fruit yogurt	175 ml
Cake	1 piece (5 cm X 5 cm X 7 cm)
Pie	1 piece (1/8 of a 22 cm diameter pie)
Squares	1 piece (5 cm X 5 cm X 2.5 cm)
1 Cookies (7.5 cm diam.)	2 each
Cookies (12.5 cm diam.)	1 each
Doughnuts / Sweet Buns	1 each
Bread	1 slice
Dinner Roll	1 each
Juice	250 ml
Milk (2%, 1%, skim, choc, non dairy)	250 ml
Fruit Drinks	250 ml
Pop	250 ml
Hot Beverages	250 ml

5.6 Appendix 6 - Meal Satisfaction Checklist

NAME: _____

RANK: _____ POS: _____

UNIT: _____

DATE: _____

NO. MEALS ORDERED: _____

NO. MEALS SERVED: _____

TIME MEAL REQUESTED: _____

TIME MEAL SERVED: _____

BREAKFAST		LUNCH		DINNER	
------------------	--	--------------	--	---------------	--

ITEM	POOR	FAIR	GOOD
1. MAIN DISH			
2. SIDE DISH			
3. SALAD			
4. DESSERT			
5. BEVERAGE			
6. OVERALL DINER IMPRESSION			

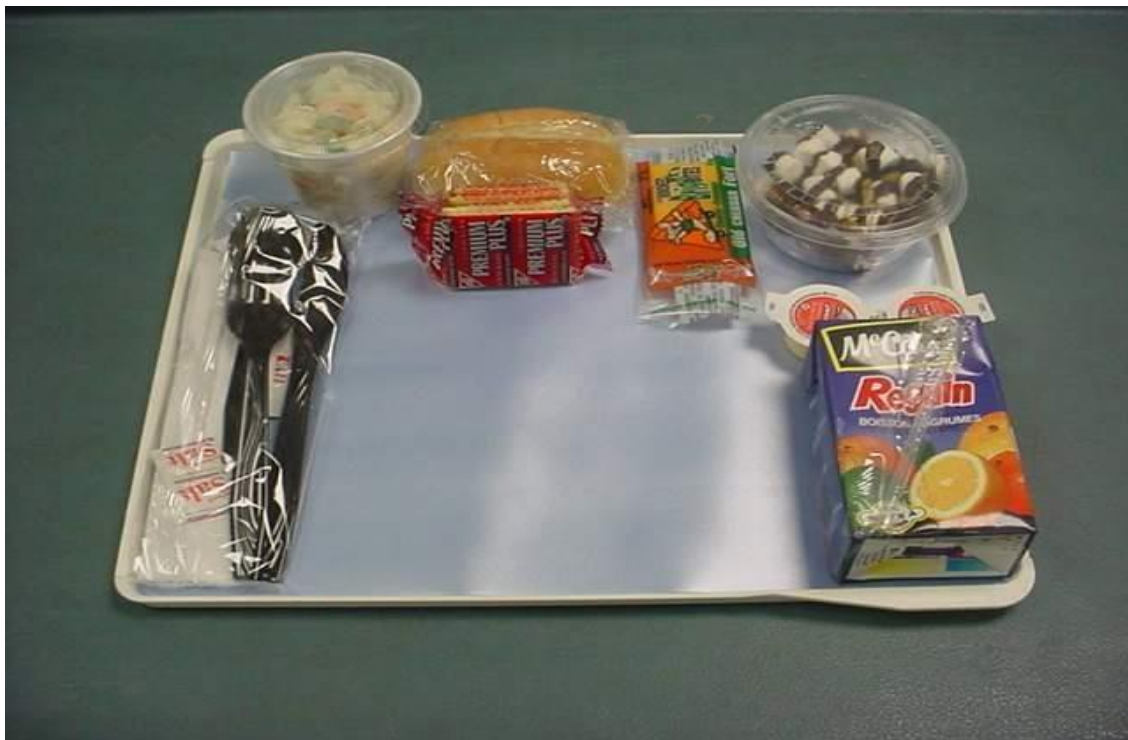
COMMENTS:

CATERER / CONTRACTOR

UNIT AUTHORITY

5.7 Appendix 7 - Tray Settings





5.8 Appendix 8 - Menu Plan – Aircrew

Air Crew	Choice 1	Choice 2		Choice 3		Choice 4		
Continental Breakfast								
Whole Fruit	Banana	each	Apple	each				
Orange Juice 250	OJ	25	Smoothie	250ml				
Cereal & milk	Corn flakes	35	Rice Krispies	35g				
milk cuplet	milk cuplet	25	milk cuplet	250ml				
Yoghurt 100gr	Strawberry	12	Raspberry	125g				
Bread Roll	Bread roll	each	Bread roll	each				
Croissant	Croissant	each	Muffin	80g				
Butter, jam and 9 in 1 cutlery	Condiments / cutlery	each	Condiments / cutlery	each				
Full Hot breakfast								
Whole Fruit	Banana	each	Apple	each	Pear	each	Grapes	each
2 x Fruit Juice 250ml	Juice / Smoothie	25	Juice / Smoothie	250ml	Juice / Smoothie	250ml	Juice / Smoothie	250ml
Breakfast entrée - omelette, 2 sausages, hash brown beans etc	Omelette, sausages, bea	h	Scram Egg, bacon, hash brown	each	Mush Omel, hash brown, tomatoes	each	Scram egg, mushrooms, sausage, beans	each
Bread	Bread roll	each	Muffin	80g	Pain au chocolat	each	Danish pastry	each
Butter, jam and 9 in 1 cutlery	Condiments / cutlery	each	Condiments / cutlery	each	Condiments / cutlery	each	Condiments / cutlery	each
Boxed Dinner								
2 x sandwiches or one sandwich & 1 protein or cold meat salad plate	2 x sandwiches	each		each	2 x sandwiches	each	One sandwich & 1 boiled egg	each
Assorted veg - salad or crudities	Mixed salad	10	Crudities selection	100g	Pasta salad	100g	Coleslaw salad	100g
Whole fruit	Banana	each	Apple	each	Pear	each	Grapes	each
2 x fruit juice / smoothie	Juice / Smoothie	25	Juice / Smoothie	250ml	Juice / Smoothie	250ml	Juice / Smoothie	250ml
one dessert	Apple lattice	90	Cheesecake	90g	Choc cake	90g	Fruit tart	90g
cereal bar or cheese crackers	Cereal bar	each	Cheddar & crackers	each	Cereal bar	each	Soft cheese & Crackers	each
Butter and 9 in 1 cutlery	Condiments / cutlery	each	Condiments / cutlery	each	Condiments / cutlery	each	Condiments / cutlery	each
Salad dressing / mayo	French dressing	28	1000 island dressing	28g	Mustard sachet	10g	Mayonnaise sachet	28g
Hot dinner								
Hot entrée - 150 - 180g	Beef stew	16	Lasagne	220g	Chicken stir fry	160g	Cod cream sauce	160g
starch item - 100-125g	Mashed potatoes	11	Garlic Bread	2 slices	Egg Noodles	110g	Boiled Potatoes	110g
Vegetable - 90g	Carrots & Green Beans	90			Cabbage / Baby corn	90g	Broccoli & Peas	90g
salad - coleslaw etc - 100ml	Mixed salad & dressing	10	Coleslaw	100g	Mixed salad & dressing	100g	Green salad & dressing	100g
whole fruit	Banana	each	Apple	each	Pear	each	Grapes (Bunch)	each
dessert	Apple lattice	90	Cheesecake	90g	Choc cake	90g	Fruit tart	90g
Bread roll & butter	Bread roll & Butter	each	Bread roll & Butter	each	Bread roll & Butter	each	Bread roll & Butter	each
2 x beverages	Juice / Smoothie	25	Juice / Smoothie	250ml	Juice / Smoothie	250ml	Juice / Smoothie	250ml
condiments & 9 in 1 cutlery	Condiments / cutlery	each	Condiments / cutlery	each	Condiments / cutlery	each	Condiments / cutlery	each

5.9 Appendix 9 - Menu Plan – Passenger

Passenger	Choice 1		Choice 2		Choice 3		Choice 4	
Continental Breakfast								
Whole Fruit	Pear	each	Bunch grapes	each				
Orange Juice 250	OJ	250ml	Smoothie	250ml				
Cereal & milk	Alpen	35g	Frosties	35g				
milk cuplet	milk cuplet	250ml	milk cuplet	250ml				
Yoghurt 100gr	Peach	125g	Strawberry	125g				
Bread Roll	Bread roll	each	Bread roll	each				
Croissant	Pain au chocolat	each	Blueberry Muffin	each				
Butter, jam and 9 in 1 cutlery	Condiments / cutlery	each	Condiments / cutlery	each				
Full Hot breakfast								
Whole Fruit	Pear	each	Bunch grapes	each				
2 x Fruit Juice 250ml	Juice / Smoothie	250ml	Juice / Smoothie	250ml				
Breakfast entrée - omelette, 2 sausages, hash brown beans	Mush Omelet, hash brown,	each	Scram egg, mushrooms, sausage, beans	each				
Bread	Pain au chocolat	each	Danish pastry	each				
Butter, jam and 9 in 1 cutlery	Condiments / cutlery	each	Condiments / cutlery	each				
Boxed Dinner								
2 x sandwiches or one sandwich & 1 protein or cold meat salad plate	2 x sandwiches	each						
Assorted veg - salad or	Mixed salad	100g	Cold cuts & salad plate	each				
Whole fruit	Banana	each	Apple	each				
2 x fruit juice / smoothie	Juice / Smoothie	250ml	Juice / Smoothie	250ml				
one dessert	Apple lattice	90g	Cheesecake	90g				
cereal bar or cheese crackers	Cereal bar	each	Cheddar & crackers	each				
Butter and 9 in 1 cutlery	Condiments / cutlery	each	Condiments / cutlery	each				
Salad dressing / mayo	French dressing	28g	100 island dressing	28g				
Hot dinner								
Hot entrée - 150 - 180g	Braised Beef	160g	Bolognese sauce	160g	Chicken Breast /Mushroom sauce	160g	Fish Pie	175g
starch item -100-125g	Mashed potatoes	110g	Spaghetti	160g	Boiled Potatoes	110g	Mashed Potatoes	110g
Vegetable - 90g	Broccoli & cauliflower	90g			Beans & Carrots	90g	Peas	40g
salad - coleslaw etc – 100ml	Mixed salad & dressing	100g	Coleslaw	100g	Mixed salad & dressing	100g	Green salad & dressing	100g
whole fruit	Banana	each	Apple	each	Pear	each	Grapes	each
Dessert	Apple lattice	90g	Cheesecake	90g	Choc cake	90g	Fruit tart	90g
bread roll & butter	Bread roll & Butter	each	Bread roll & Butter	each	Bread roll & Butter	each	Bread roll & Butter	each
2 x beverages	Juice / Smoothie	250ml	Juice / Smoothie	250ml	Juice / Smoothie	250ml	Juice / Smoothie	250ml
condiments & 9 in 1 cutlery	Condiments / cutlery	each	Condiments / cutlery	each	Condiments / cutlery	each	Condiments / cutlery	each

**EVALUATION GRID for Point Rated Criteria R1 to R9
(Insert in Appendix "D"- Evaluation Criteria)**

	INADEQUATE	WEAK	ADEQUATE	FULLY SATISFACTORY	STRONG
0 point	2 points	4 points	6 points	8 points	10 points
Did not submit information which could be evaluated	Lacks complete or almost complete understanding of the requirements.	Has some understanding of the requirements but lacks adequate understanding in some areas of the requirements.	Demonstrates a good understanding of the requirements.	Demonstrates a very good understanding of the requirements.	Demonstrates an excellent understanding of the requirements.
	Weaknesses cannot be corrected	Generally doubtful that weaknesses can be corrected	Weaknesses can be corrected	No significant weaknesses	No apparent weaknesses
	Proponent do not possess qualifications and experience	Proponent lacks qualifications and experience	Proponent has an acceptable level of qualifications and experience	Proponent is qualified and experienced	Proponent is highly qualified and experienced
	Team proposed is not likely able to meet requirements	Team does not cover all components or overall experience is weak	Team covers most components and will likely meet requirements	Team covers all components - some members have worked successfully together	Strong team - has worked successfully together on comparable projects
	Sample projects not related to this requirement	Sample projects generally not related to this requirement	Sample projects generally related to this requirement	Sample projects directly related to this requirement	Leads in sample projects directly related to this requirement
	Extremely poor, insufficient to meet performance requirements	Little capability to meet performance requirements	Acceptable capability, should ensure adequate results	Satisfactory capability, should ensure effective results	Superior capability, should ensure very effective results