



**RETURN BIDS TO:
RETOURNER LES SOUMISSIONS À:**

**Bid Receiving
PWGSC
33 City Centre Drive
Suite 480C
Mississauga
Ontario
L5B 2N5
Bid Fax: (905) 615-2095**

**REQUEST FOR PROPOSAL
DEMANDE DE PROPOSITION**

**Proposal To: Public Works and Government
Services Canada**

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

**Proposition aux: Travaux Publics et Services
Gouvernementaux Canada**

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

Comments - Commentaires

Address inquiries to the Contracting Authority at Hussain.Noor@pwgsc-tpsgc.gc.ca

Title - Sujet Catering Services	
Solicitation No. - N° de l'invitation W3027-183657/A	Date 2018-06-26
Client Reference No. - N° de référence du client W3027-183657	
GETS Reference No. - N° de référence de SEAG PW-\$TOR-007-7551	
File No. - N° de dossier TOR-8-41035 (007)	CCC No./N° CCC - FMS No./N° VME
Solicitation Closes - L'invitation prend fin at - à 02:00 PM on - le 2018-08-07	Time Zone Fuseau horaire Eastern Daylight Saving Time EDT
F.O.B. - F.A.B. Plant-Usine: <input type="checkbox"/> Destination: <input checked="" type="checkbox"/> Other-Autre: <input type="checkbox"/>	
Address Enquiries to: - Adresser toutes questions à: Noor, Hussain	Buyer Id - Id de l'acheteur tor007
Telephone No. - N° de téléphone (905) 615-2077 ()	FAX No. - N° de FAX () -
Destination - of Goods, Services, and Construction: Destination - des biens, services et construction: DEPARTMENT OF NATIONAL DEFENCE Ex Arrowhead Shield Joint Maneuver Training Centre Grayling Township Michigan 49739-001 Canada	

Instructions: See Herein

Instructions: Voir aux présentes

Vendor/Firm Name and Address

**Raison sociale et adresse du
fournisseur/de l'entrepreneur**

Issuing Office - Bureau de distribution

Public Works and Government Services Canada
Ontario Region
33 City Centre Drive
Suite 480
Mississauga
Ontario
L5B 2N5

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

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PART 1 - GENERAL INFORMATION

1.1 Requirement

The requirement is detailed under Article 6.2 of the resulting contract clauses.

1.2 Debriefings

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

1.3 Trade Agreements

The requirement is subject to the provisions of the World Trade Organization Agreement on Government Procurement (WTO-AGP), the North American Free Trade Agreement (NAFTA), the Canada-European Union Comprehensive Economic and Trade Agreement (CETA), and the Canadian Free Trade Agreement (CFTA).

PART 2 - BIDDER INSTRUCTIONS

2.1 Standard Instructions, Clauses and Conditions

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

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

The [2003](#) (2017-04-27) Standard Instructions - Goods or Services - Competitive Requirements, are incorporated by reference into and form part of the bid solicitation.

2.2 Submission of Bids

Bids 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 bid solicitation.

2.3 Enquiries - Bid Solicitation

All enquiries must be submitted in writing to the Contracting Authority no later than 10 calendar days before the bid closing date. Enquiries received after that time may not be answered.

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

2.4 Applicable Laws

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

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

PART 3 - BID PREPARATION INSTRUCTIONS

3.1 Bid Preparation Instructions

"Due to the nature of the bid solicitation, bids transmitted by epost Connect service will not be accepted."

Canada requests that bidders provide their bid in separately bound sections as follows:

Section I: Financial Bid (1 hard copies)

Section II: Certifications (1 hard copies)

Canada requests that bidders follow the format instructions described below in the preparation of hard copy of their bid:

- (a) use 8.5 x 11 inch (216 mm x 279 mm) paper;
- (b) use a numbering system that corresponds to the bid solicitation.

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, bidders should:

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

Section I: Financial Bid

Bidders must submit their financial bid in accordance with the Basis of Payment.

3.1.1 Electronic Payment of Invoices – Bid

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

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

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

3.1.2 Exchange Rate Fluctuation

[C3011T](#) (2013-11-06), Exchange Rate Fluctuation

3.1.3 SACC Manual Clauses

Section II: Certifications

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

PART 4 - EVALUATION PROCEDURES AND BASIS OF SELECTION

4.1 Evaluation Procedures

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

4.1.1 Financial Evaluation

4.1.1.1 The bidder must submit pricing for all line items in accordance with Annex B – Appendix 1, in USD Funds.

4.1.1.2 The price used in the evaluation will be Sum of Daily Total Cost. Extended Price is calculated by multiplying the Estimated Usages by the Firm Unit Price for all line items in accordance with Annex D, Evaluation.

4.1.1.3 SACC Manual Clause [A0222T](#) (2016-06-26), Evaluation of Price

4.2 Basis of Selection

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

PART 5 – CERTIFICATIONS AND ADDITIONAL INFORMATION

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

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

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

5.1 Certifications Required with the Bid

Bidders must submit the following duly completed certifications as part of their bid.

5.1.1 Integrity Provisions - Declaration of Convicted Offences

In accordance with the [Ineligibility and Suspension Policy](http://www.tpsgc-pwgsc.gc.ca/ci-if/politique-policy-eng.html) (<http://www.tpsgc-pwgsc.gc.ca/ci-if/politique-policy-eng.html>), the Bidder must provide with its bid the required documentation, as applicable, to be given further consideration in the procurement process.

5.2 Certifications Precedent to Contract Award and Additional Information

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

5.2.1 Integrity Provisions – Required Documentation

In accordance with the [Ineligibility and Suspension Policy](http://www.tpsgc-pwgsc.gc.ca/ci-if/politique-policy-eng.html) (<http://www.tpsgc-pwgsc.gc.ca/ci-if/politique-policy-eng.html>), the Bidder must provide the required documentation, as applicable, to be given further consideration in the procurement process.

5.2.2 Federal Contractors Program for Employment Equity - Bid Certification

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

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

PART 6 - RESULTING CONTRACT CLAUSES

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

6.1 Security Requirements

6.1.1 There is no security requirement applicable to the Contract.

6.2 Requirement

The Contractor must provide the items detailed under the "Requirement" at Annex "A".

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File No. - N° du dossier
TOR-8-41035

Buyer ID - Id de l'acheteur
TOR007
CCC No./N° CCC - FMS No./N° VME

6.3 Standard Clauses and Conditions

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

6.3.1 General Conditions

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

6.4 Term of Contract

6.4.1 Period of the Contract

The period of the Contract is from date of Contract to 30 September 2018 inclusive.

6.5 Authorities

6.5.1 Contracting Authority

The Contracting Authority for the Contract is:

Hussain Noor
Supply Officer
Public Works and Government Services Canada
33 City Centre Dr., Suite 480C
Mississauga, ON
L5N 2N5

Telephone: 905-615-2080
Facsimile: 905-615-2060
E-mail address: Hussain.Noor@pwgsc.gc.ca

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

6.5.2 Project Authority *(to be inserted at contract award)*

The Project Authority for the Contract is:

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

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

The Project Authority is the representative of the department or agency for whom the Work is being carried out under the Contract and is responsible for all matters concerning the technical content of the

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TOR007
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Work under the Contract. Technical matters may be discussed with the Project Authority, however the Project Authority has no authority to authorize changes to the scope of the Work. Changes to the scope of the Work can only be made through a contract amendment issued by the Contracting Authority.

6.5.3 Contractor's Representative *(to be completed by bidder)*

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

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

6.6 Payment

6.6.1 Basis of Payment

In consideration of the Contractor satisfactorily completing all of its obligations under the Contract, the Contractor will be paid a firm price as specified in Annex B, Basis of Payment, for a cost of USD \$_____. Customs duties are included and Applicable Taxes are extra.

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

6.6.2 SACC Manual Clauses

H1000C Single Payment (2008-05-12)

6.6.3 Electronic Payment of Invoices – Contract

If applicable, where payment of invoices will be made using electronic payment instruments, Refer to Annex "C" Electronic Payment Instruments, where the Bidder indicated which electronic payment instruments are accepted and change the text below accordingly.

Delete 6.6.3 if bidder does not accept electronic payment

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

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

6.7 Invoicing Instructions

1. The Contractor must submit invoices in accordance with the section entitled "Invoice Submission" of the general conditions. Invoices cannot be submitted until all work identified in the invoice is completed.

2. Invoices must be distributed as follows:

- a. The original and one (1) copy must be forwarded to the address shown on page 1 of the Contract for certification and payment.
- b. One (1) copy must be forwarded to the Contracting Authority identified under the section entitled authorities of the Contract.

6.8 Certifications and Additional Information

6.8.1 Compliance

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

6.9 Applicable Laws

The Contract must be interpreted and governed, and the relations between the parties determined, by the laws in force in _____ (*Insert the name of the province or territory as specified by the Bidder in its bid, if applicable*).

6.10 Priority of Documents

If there is a discrepancy between the wording of any documents that appear on the list, the wording of the document that first appears on the list has priority over the wording of any document that subsequently appears on the list.

- (a) the Articles of Agreement;
- (b) the general conditions 2010A (2016-04-04), General Conditions – Goods (Medium Complexity);
- (c) Annex A, Requirement;
- (d) Annex B, Basis of Payment;
- (e) the Contractor's bid dated _____. (*to be inserted at contract award*)

6.11 Insurance

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

ANNEX "A"

REQUIREMENT

1. Background

The Department of National Defence (DND), 31 Canadian Brigade Group (31 CBG) requires Food Catering Services for Exercise Arrowhead Shield from August 19, 2018 to 31 August 31, 2018 located at Camp Grayling MI. 49739-0001.

2. Frequency of Service Requirements

The contractor must provide breakfast, lunch, supper and bagged lunches on each full day for the duration of the above dates.

3. Provision of Personnel

The Contractor must ensure the provision of qualified management and non-management personnel to efficiently operate all Food Services requirements provided to the Department of National Defence. The contractor is responsible for the contractor's staff's meals at the contractor's own expense.

4. Provision of Equipment

The Contractor is responsible to provide all equipment deemed necessary to fulfill the scope of work. The Contractor may not use DND kitchens, serveries, or other kitchen or serving equipment for preparing or cooking, but perhaps required to serve in the dining area. The contractor will supply all required dishes and utensils for all meals.

5. Meal Specifics

5.1 Capacity

The Contractor must at a minimum feed up to 120 people per meal with a peak service up to 650 per meal. Numbers to be confirmed at the time of order.

5.2 Portion Size

Portion sizes and/or quantities for bagged lunches, for all units, provided by the Contractor must conform to the specifications outlined in Appendix 1.

All condiments must be portion control pack sizes to prevent cross contamination.

5.3 Menus

The Contractor must provide a cycle menu to be used for the days and meals required. Must be prepared to accommodate meals for religious requirements.

5.3.1 Breakfast Menu

The Breakfast Menu must include:

- 2 large eggs per person, Pancakes/French toast (two pieces per person served); and
- 2 types cooked meat (1 beef, 1 pork – Chicken sausage is acceptable); and
- 4 types of bread; and
- 3 types of individual packaged cereals (one per person served); and
- 2 types of individual packaged milks (one per person served); and
- 3 types of hot beverages (coffee, tea & hot chocolate); and
- 3 types of 100% juice (2 fruit and 1 vegetable, no sugar drinks); and
- Bottled water – 1 per person served; and
- 3 types of fresh fruit – 1 piece per person served; and
- Cheese – 30 grams; and
- 4 types of individual yogurt; and
- Condiments:
 - a. 2 spreads (butter or margarine); and
 - b. 5 varieties of either jams/jellies, honey, ketchup, mayonnaise, mustard, hot sauce, or meat sauce (as applicable to the meal); and
 - c. Sugar, sweetener, coffee mate, and creamers.

5.3.2 Lunch and Supper Menus

Lunch and Supper Menus must include:

- 1 type of Soup; and
- 2 types of cooked meat (1 non-pork option if requested on call up); and
- 1 vegetarian entrée choice (if requested on call up); and
- 1 pasta choice or 1 starch choice; and
- 1 cooked vegetable; and
- Salad: 2 prepared and 1 greens; and
- 3 types of fresh fruit – 1 piece per person served; and
- 4 types of bread; and
- 3 types of hot beverages (coffee, tea and hot chocolate - seasonal); and
- 3 types of juice (2 fruit, 1 vegetable, no sugar drinks); and
- Bottled water – one bottle per person served; and
- 2 types of individual milks – 1 per person served; and
- Desserts: 2 prepared, 2 baked, 4 types of yogurt (note - granola or other bars are not acceptable); and
- Condiments:
 - a. 2 spreads (butter or margarine); and
 - b. 5 varieties of jams/jellies, honey, ketchup, margarine/butter, mayonnaise, mustard, hot sauce, meat sauce (as applicable to the meal); and
 - c. sugar, sweetener, coffee mate, and creamers.

5.3.2.1 BBQ (Supper Only on Aug 30th 2018)

The Department of National Defence may request supper to be provided as a BBQ. DND will outline this request on the Call Up documentation. The contractor must provide a BBQ menu for supper that meets the supper menu as outlined above in “Lunch and Supper Menus”.

5.3.3 Bagged Lunches

Bagged Lunches must include:

Packaging; and

2 Sandwiches, filling of (90g of meat or 110g mixed filling per sandwich, white or whole wheat bread, each sandwich is to offer a different sliced meat option with cheese and butter. (**Note** - no mayonnaise based sandwiches will be provided on hot days); and

1 fruit juice (tetra pack); and

1 bottle of water; and

Pudding or Jell-O pack (with plastic spoon); and

Dessert: cookies or squares; and

Vegetable Sticks (carrots, celery, peppers); and

Pickles; and

1 Boiled Egg (weather permitting); and

Fresh Fruit – one piece; and

Condiments:

a. Dip for vegetable sticks; and

b. Salt & pepper packages for boiled egg; and

c. Two packages of mayonnaise, mustard, or other spread as applicable to the sandwich.

Note: Portion sizes and/or quantities for bag lunches must conform to portions/quantities identified for lunches in Appendix 1.

5.3.4 Between Meal Supplements (Snacks)

Between Meal Supplements must include:

Between meal supplements are designed to provide additional food for DND/CF personnel who are undergoing rigorous training activities or who are conducting heavy physical labour. If requested in the call-up, the between meal supplements must be left on-site by the Contractor for self-serve access by the DND/CF units:

One loaf of bread per 10 persons served; and

Two types of packaged cookies – two packages per person served; and

Three fruit juice (tetra pack) per person served; and

Fresh Fruit (oranges or apples) – one per person served; and

Plastic knives – one per person served; and

Packaged Condiments:

a. Peanut Butter – two packages per person served; and

b. 5 varieties of jams/jellies, honey – three packages per person served; and

c. Cheese spread – two packages per person served.

5.4 Transportation

The Contractor must supply one catered meal per delivery to ensure that proper holding temperatures are maintained. Proper holding temperatures for hot meals are identified in the 'Food Safety Code of Practice for Canada's Foodservice Industry book (Published by the Canadian Restaurant and Foodservice Association, 2003) or American equivalent.

5.5 Service

Catering Staff must serve all meals and are required to wear disposable gloves, disposable hats and apron. Hats that are worn to and from location not allowed. Military Staff that wishes to help serve must follow to same guidelines.

5.6 Service Area

Catering Staff must ensure that serving area is clean prior to set up of serving area and after service has been completed.

5.7 Service Validation

Catering Staff must have a list of Units being served, including Point of contact with telephone number, numbers to be fed as per call-up. This is crucial since caterer may be feeding multiple units/events at the same location.

5.8 Meal Hours

As and when requested the contractor will provide meal service for up to three meals per day. The following are typical meal service hours but are subject to change to reflect training requirements.

Breakfast: 0630hrs-0800hrs (inclusive)

Lunch: 1100hrs-1300hrs (inclusive) Sunday 1030hrs-1330hrs (inclusive)

Supper: 1630hrs-1800hrs (inclusive)

The Contractor will be notified at time of call up of any changes to the meal times described above.

5.9 Style of Service

The Contractor must provide cafeteria (buffet-style) service during the hours of operation

5.10 Hygiene and Sanitation

The Contractor must follow the guidelines in the 'Food Safety Code of Practice for Canada's Foodservice Industry, *CFRA, 2003* book or American equivalent, and the Contractor must demonstrate that all employees charged with the preparation and handling of food have received food handler training acceptable to the provincial health authorities.

The Project Authority reserves the right to conduct unscheduled Quality Control Inspections of the Contractor's food preparation areas, storage facilities, food service area, and staff it ensure that Guide lines from the Food Safety Code of Practice for Canada's Food services Industry, *CFRA, 2003*, book or American equivalent are being followed. Inspections shall be carried out by either a qualified Food Services Inspector or by DND Preventative Medicine personal.

6. Complaint Resolution

31 CBG provided services in accordance with this contract may identify reasonable concerns regarding the Contractor's services to the Contractor while the Contractor is on-site. The Contractor must attempt to resolve these concerns on-site as a matter of good business practice. Where the Contractor is not able to

resolve a complaint, the Contractor must contact the Project Authority to identify the specific concerns raised by 31 CBG. All concerns or complaints raised by 31 CBG will be addressed through the creation of a Performance Incident Report by the Project Authority. A copy of each report will be provided to the Contracting Authority.

7. Cancellation of Call Ups

In the event that the Project Authority is required to cancel a call-up, the Project Authority may do so without financial penalty so long as the Contractor is given notification of the cancellation not later than 48 hours prior to the date that services are required. If the Project Authority cancels the call-up later than 48 hours prior to the date that services are required, DND remains liable to pay for the full cost of the call-up. This notwithstanding, call-ups may be cancelled within the 48 hour period prior to services being required without financial penalty to DND if the cancellation is mutually agreed to by both the Project Authority and the Contractor. Notification of cancellation may be made verbally or by telephone, but must be confirmed in writing.

8. Inability to provide requested services

In the event that the Contractor is unable to deliver services and the Contractor advises the Project Authority of this fact not later than three working days prior to the requirement, the Contractor will not be paid for meals not provided but will not be adversely assessed in terms of performance.

In the event that the Contractor is unable to deliver meals within 60 minutes of any requested meal time the Project Authority reserves the right to make alternate feeding arrangements for any meal that the Contractor does not supply. Under these circumstances, the Contractor will not be paid for meals that are not provided in accordance with the Call-up. If the Contractor advises the Project Authority or 31 CBG receiving service as soon as it is apparent that the meals will be delayed, the Contractor will not be adversely assessed in terms of performance.

9. Transportation and Storage

The Contractor is responsible for all transportation costs in support of the food service operation. Food requiring refrigeration must be kept on ice or insulated containers. Hot food must be transported in insulated containers that will maintain holding temperatures as identified in the Food Safety Code of Practice for Canada's Foodservice Industry, *CFRA, 2003* book or American equivalent. The Contractor must ensure that on-site staff are equipped with, and trained to use food service quality thermometers to verify holding temperatures. The Contractor may have no more than one (1) meal at the point of delivery (on-site) at any one time.

10. Locations

Feeding will occur in the locations outlined in the catering process. Which has specified in the training area at the north FOB, and on the main camp during in and out procedures at Camp Grayling MI. Located in Building 560, Logistic Support Center, and Camp Grayling MI.49739-0001.

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ANNEX "B"

BASIS OF PAYMENT

Firm unit prices in USD funds including fuel costs, delivery costs, FOB Destination, transportation/storage costs, and any overhead costs. The total amount of Goods and Services Tax (GST) or Harmonized Sales Tax (HST) is to be shown separately, if applicable

1. Prices stated in Annex B are firm for the period of the Contract.

ANNEX B - Appendix 1

Note to Offerors: *Annex B will be attached based on inputs of the Bidder's Annex D, Evaluation from the winning bid. Annex B, Basis of Payment will then be provided with any resulting Contract.*

Appendix 1 to Annex A

Portion Size Standard

Portion Size Standard	
Breakfast	
Eggs, Large	2 each
Ham/Back Bacon	45 g (raw)
Bacon	3 slices (40/48 slices per kg raw)
Sausages	2 each (12/500 g raw)
Hot cakes	2 X 90 ml ladles of patter
French Toast	2 slices
Cereal w/milk <ul style="list-style-type: none"> - Hot - Cold 	175 ml (cooked) plus 125 ml of milk Ind pkg or 250 ml plus 125 ml of milk
Cheese	30 g
Muffin	1 each (130 g)
Bagel	1 each (110 g)
Croissants	1 each (60 g)
Toast	2 slices (each 35 g)
Lunch and Supper	
Soup	250 ml
Steaks and chops (bone-in)	250 g (raw)
Chicken Pieces (bone in)	275 g (raw)
Steak (boneless)	225 g (raw)
Boneless meat/poultry	150 g cooked (180 g raw)

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Fish (steaks, fillet)	150 g (cooked)
Fish (battered)	150 g (cooked)
Stews	300 g (cooked) (250 ml ladle)
Casserole dishes	300g (cooked) (250 ml ladle)
Pasta w/ sauce (main entrée)	150 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 (150 g)
Submarine (15 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)
Portion Size Standard	
Lunch and Supper con't	
Vegetables	90g (125 ml spoon)
Salad Items	6" bowl or 8" plate
Canned fruit	175 ml

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Fresh fruit (individual)	1 each
Fresh grapes/berries/slice fruits	125 ml or 90 g
Pudding	125 ml
Gelatin dessert	125 ml
Ice cream	125 ml
Fruit yogurt	125 ml
Cake	1 piece (5 cm X 5cm X 7cm)
Pie	1 piece (1/8 of a 22 diameter pie)
Squares	1 piece (5 cm X 5 cm X 2.5 cm)
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
Portion Size Standard	
Beverages	
Juice	250 ml
Milk (2%, 1%, skim, choc, non-dairy)	250 ml
Fruit Drinks	250 ml
Pop	250 ml
Hot Beverages	250 ml

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ANNEX "C" to PART 6 OF THE BID SOLICITATION

ELECTRONIC PAYMENT INSTRUMENTS

As indicated in Part 6, clause 6.6.3, the Bidder must identify which electronic payment instruments they are willing to accept for payment of invoices.

The Bidder accepts 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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ANNEX "D"

FINANCIAL EVALUATION

For evaluation purposes, a bid price analysis will be performed using firm case prices from Annex B - Basis of Payment and estimated quantities. The estimated quantities are used as a guideline for evaluation purposes and are not a guarantee of actual usage.

ANNEX D - Appendix 1

See attached.

ANNEX D - APPENDIX 1

Date	Estimated Quantity for Breakfast	Firm All Inclusive Unit Price Per Breakfast	Total Cost Breakfast	Estimated Quantity for Lunch	Firm All Inclusive Unit Price Per Lunch	Total Cost Lunch	Estimated Quantity for Dinner	Firm All Inclusive Unit Price Per Dinner	Total Cost Dinner	Estimated Quantity for Bagged Lunches	Firm All Inclusive Unit Price Per Bagged Lunch	Total Cost Bagged Lunch	Estimated Quantity for Snacks	Firm All Inclusive Unit Price Per Snacks	Total Cost Snacks	Daily Total Cost
19/08/2018 Sunday	0	\$ N/A	\$ N/A	0	\$ N/A	\$ N/A	40	\$	\$	0	\$ N/A	\$ N/A	0	\$ N/A	\$ N/A	\$
20/08/2018 Monday	40	\$	\$	40	\$	\$	100	\$	\$	0	\$ N/A	\$ N/A	0	\$ N/A	\$ N/A	\$
21/08/2018 Tuesday	100	\$	\$	100	\$	\$	100	\$	\$	0	\$ N/A	\$ N/A	0	\$ N/A	\$ N/A	\$
22/08/2018 Wednesday	100	\$	\$	100	\$	\$	100	\$	\$	0	\$ N/A	\$ N/A	0	\$ N/A	\$ N/A	\$
23/08/2018 Thursday	100	\$	\$	100	\$	\$	100	\$	\$	0	\$ N/A	\$ N/A	0	\$ N/A	\$ N/A	\$
24/08/2018 Friday	100	\$	\$	100	\$ N/A	\$ N/A	120	\$	\$	0	\$ N/A	\$ N/A	0	\$ N/A	\$ N/A	\$
25/08/2018 Saturday	300	\$	\$	300	\$	\$	600	\$	\$	0	\$ N/A	\$ N/A	600	\$	\$	\$
26/08/2018 Sunday	600	\$	\$	600	\$	\$	200	\$	\$	0	\$ N/A	\$ N/A	0	\$ N/A	\$ N/A	\$

27/08/2018 Monday	200	\$	\$	200	\$	\$	200	\$	0	\$	\$	\$	200	\$	\$
28/08/2018 Tuesday	200	\$	\$	200	\$	\$	200	\$	0	\$	\$	\$	200	\$	\$
29/08/2018 Wednesday	200	\$	\$	200	\$	\$	200	\$	0	\$	\$	\$	0	\$	\$
30/08/2018 Thursday	200	\$	\$	200	\$	\$	600 (BBQ)	\$	0	\$	\$	\$	600	\$	\$
31/08/2018 Friday	600	\$	\$	0	\$	\$	0	\$	600	\$	\$	\$	0	\$	\$

Sum of Daily Total Cost: \$ _____