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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            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 the Statement of Work, the Basis of Payment, the Electronic Payment Instruments and any other annexes

### **1.2 Summary**

The Department of National Defence, Garrison Toronto has a requirement for the supply of Laundry and Drycleaning Services as and when requested during the period of the Standing Offer from the date of award to 31 August 2019 with three (3) additional one (1) year option years.

Pickup and delivery points are as follows:

MSA 1 Yukon Lane, Toronto

Canadian Forces College (CFC) 215 Yonge Blvd Toronto

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

### 1.3 Debriefings

Offerors may request a debriefing on the results of the request for standing offers process. Offerors should make the request to the Standing Offer Authority within 15 working days of receipt of the results of the request for standing offers process. The debriefing may be in writing, by telephone or in person.

## PART 2 - OFFEROR INSTRUCTIONS

### 2.1 Standard Instructions, Clauses and Conditions

All instructions, clauses and conditions identified in the Request for Standing Offers (RFSO) by number, date and title are set out in the [Standard Acquisition Clauses and Conditions Manual](https://buyandsell.gc.ca/policy-and-guidelines/standard-acquisition-clauses-and-conditions-manual) (<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](#) (2018-05-22) Standard Instructions - Request for Standing Offers - Goods or Services - Competitive Requirements, are incorporated by reference into and form part of the RFSO.

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

Delete: 60 days  
Insert: 90 days

#### 2.1.1 SACC Manual Clauses

SACC Manual Clause M0019T (2007-05-25), Firm Price and/or Rates

### 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 in the RFSO.

### 2.3 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 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

Due to the nature of the RFSO, offers transmitted by epost Connect service will not be accepted.

Canada requests that offerors provide their offer in separately bound sections as follows:

- Section I: Technical Offer ( one (1) hard copy )
- Section II: Financial Offer ( one (1) hard copy and one soft copy Excel spreadsheet by e-mail to [kingston.procurement@pwgsc.gc.ca](mailto:kingston.procurement@pwgsc.gc.ca))
- Section III: Certifications ( one (1) hard copy)

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

Prices must appear in the financial offer only. No prices must be indicated in any other section of the offer.

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

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

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](https://www.tbs-sct.gc.ca/pol/doc-eng.aspx?id=32573) (<https://www.tbs-sct.gc.ca/pol/doc-eng.aspx?id=32573>). 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 Annex B, Basis of Payment. The total amount of Applicable Taxes must be shown separately.

**1. Hard (Paper) Copy:** One (1) hard copy **must be submitted** by the date, time and place indicated on page 1 of the Request for Standing Offers.

**2. Soft (Electronic) Copy:** In addition to the hard copy, PWGSC is requesting offerors send in an electronic copy of Excel file, by e-mail at the following address: [Kingston.procurement@pwgsc.gc.ca](mailto:Kingston.procurement@pwgsc.gc.ca).

### 3.1.1 Electronic Payment of Invoices - Offer

If you are willing to accept payment of invoices by Electronic Payment Instruments, complete Annex "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

SACC *manual* clause [C3011T](#) (2013-11-06), Exchange Rate Fluctuation

**Section III: Certifications** Offerors must submit the certifications and additional information required under Part 5.

## PART 4 - EVALUATION PROCEDURES AND BASIS OF SELECTION

### 4.1 Evaluation Procedures

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

#### 4.1.1 Technical Evaluation

##### 4.1.1.1 Mandatory Technical Criteria

- a) Offeror must provide confirmation **in writing** how they meet the mandatory criteria in Table 1 to support compliance.
- b) Each mandatory technical criterion shall be addressed separately.
- c) Bids which fail to meet the mandatory technical criteria will be declared non-responsive.

Table 1. Mandatory Technical Evaluation Criteria

Item Number	Mandatory Requirements	Confirmation required
-------------	------------------------	-----------------------

M1	Offeror must deliver and pick up laundry at locations listed on Appendix 2 on as required basis.	
M2	Offeror must follow a 7 calendar day turn around.	
M3	Sleeping Bag Inner and Outer are to be returned rolled and tied.	
M4	Sleeping Bag Liners are to be bundled in sets of five (5).	

#### 4.1.1.2 Mandatory Financial Criteria

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

- a) Offers must not contain any alteration to the Pricing Basis other than the addition of the Offeror's unit prices.
- b) Pricing must be provided for all items and all pricing periods.
- c) Offers must not contain any condition or qualification placed upon the offer.
- d) Pricing must be firm in Canadian currency, excluding applicable taxes, and must not be indexed or tied to an escalation factor.

#### 4.1.2 Financial Evaluation

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

#### 4.2 Basis of Selection

##### 4.2.1 Basis of Selection – Mandatory Technical Criteria Only

An offer must comply with the requirements of the Request for Standing Offers and meet all mandatory technical evaluation criteria to be declared responsive. The responsive offer with the lowest evaluated price will be recommended for issuance of a standing offer.

*For all bids that meet the Mandatory Technical and Financial Criteria above, lowest evaluated price will be calculated as follows:*

*Under Item A of Annex B, Basis of Payment, for each line item – Item #1 up to and including Item #152 - the estimated yearly usage will be multiplied by the firm unit price provided for Year One, Option Year One, Option Year Two and Option Year Three.*

*Under Item B of Annex B, Basis of Payment, for each line item – Item #1 up to and including Item #3 - the estimated yearly usage will be multiplied by the firm unit price provided for Year One, Option Year One, Option Year Two and Option Year Three.*

*The resulting extensions for both Items A and B will be totalled to determine the lowest evaluated price.*

#### PART 5 – CERTIFICATIONS AND ADDITIONAL INFORMATION

Offerors must provide the required certifications and additional information to be issued a standing offer.

The certifications provided by offerors to Canada are subject to verification by Canada at all times. Unless specified otherwise, Canada will declare an offer non-responsive, will have the right to set-aside a standing offer, or will declare a contractor in default if any certification made by the Offeror is found to be untrue whether made knowingly or unknowingly during the offer evaluation period, during the Standing Offer period, or during the contract period.

The Standing Offer Authority will have the right to ask for additional information to verify the Offeror's certifications. Failure to comply and to cooperate with any request or requirement imposed by the Standing Offer Authority will render the offer non-responsive, result in the setting aside of the Standing Offer or constitute a default under the Contract.

## **5.1 Certifications Required with the Offer**

Offerors must submit the following duly completed certifications as part of their offer.

### **5.1.1 Integrity Provisions - Declaration of Convicted Offences**

In accordance with the Integrity Provisions of the Standard Instructions, all offerors must provide with their offer, **if applicable**, the declaration form available on the [Forms for the Integrity Regime](http://www.tpsgc-pwgsc.gc.ca/ci-if/declaration-eng.html) website (<http://www.tpsgc-pwgsc.gc.ca/ci-if/declaration-eng.html>), to be given further consideration in the procurement process.

## **5.2 Certifications Precedent to the Issuance of a Standing Offer and Additional Information**

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

### **5.2.1 Integrity Provisions – Required Documentation**

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

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

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

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

## **PART 6 - INSURANCE REQUIREMENTS**

### **6.1 Insurance Requirements**

The Offeror must provide a letter from an insurance broker or an insurance company licensed to operate in Canada stating 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 Annex D.

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 Annex "A".

#### **7.2 Security Requirements**

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

#### **7.3 Standard Clauses and Conditions**

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

##### **7.3.1 General Conditions**

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

##### **7.3.2 Standing Offers Reporting**

The Offeror must compile and maintain records on its provision of goods and services to Canada under contracts resulting from the Standing Offer. This data must include all purchases done by Canada, including those acquired and paid for by Canada acquisition cards.

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

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

The quarterly reporting periods are defined as follows:

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

The data must be submitted to the Standing Offer Authority no later than 20 calendar days after the end of the reporting period.

#### **7.4 Term of Standing Offer**

##### **7.4.1 Period of the Standing Offer**

The period for making call-ups and providing services against the Standing Offer is from the date of award to 31 August 2019 inclusive.

##### **7.4.2 Extension of Standing Offer**

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If the Standing Offer is authorized for use beyond the initial period, the Offeror offers to extend its offer for three additional one year periods, from 1 September 2019 to 31 August 2020, 1 September 2020 to 31 August 2021 and 1 September 2021 – 31 August 2022 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 15 days before the expiry date of the Standing Offer. A revision to the Standing Offer will be issued by the Standing Offer Authority.

## 7.5 Authorities

### 7.5.1 Standing Offer Authority

The Standing Offer Authority is:

Judy Holt  
Supply Specialist  
Public Works and Government Services Canada  
Acquisitions Branch

86 Clarence Street, 2<sup>nd</sup> Floor  
Kingston, ON K7L 1X3

Telephone: 613 – 536 - 4995  
Facsimile: 613 – 545 - 8067  
E-mail address: *judy.holt@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.

### 7.5.2 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.

### 7.5.3 Offeror's Representative

Name: \_\_\_\_\_  
Title: \_\_\_\_\_  
Organization: \_\_\_\_\_  
Address: \_\_\_\_\_  
  
Telephone: \_\_\_\_ - \_\_\_\_ - \_\_\_\_\_  
Facsimile: \_\_\_\_ - \_\_\_\_ - \_\_\_\_\_  
E-mail address: \_\_\_\_\_

## 7.6 Proactive Disclosure of Contracts with Former Public Servants

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

### 7.7 Identified Users

The Identified User authorized to make call-ups against the Standing Offer is: *To be determined*

### 7.8 Call-up Instrument

The Work will be authorized or confirmed by the Identified User(s) using the duly completed forms or their equivalents as identified in paragraph 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)

### 7.9 Limitation of Call-ups

Individual call-ups against the Standing Offer must not exceed \$10,000.00 (Applicable Taxes included).

### 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) the general conditions [2010C](#) (2018-06-21), General Conditions - Services (Medium Complexity);
- e) Annex A, Statement of Work;
- f) Annex B, Basis of Payment;
- g) Annex D, Insurance Requirements;
- h) Annex E, Standing Offer Usage Report;
- 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.

### 7.12 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**

[2010C](#) (2018-06-21), General Conditions - Services (Medium Complexity) apply to and form part of the Contract.

Section 13 Interest on Overdue Accounts, of [2010C](#) (2018-06-21), 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 firm unit price(s) as stipulated in the call-up, calculated in accordance with Annex B, Basis of Payment. Customs duties are excluded 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.

#### **7.5.2 Limitation of Price**

*SACC Manual* clause [C6000C](#) (2017-08-17) Limitation of Price

#### **7.5.3 Single Payment**

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

#### **7.5.4 SACC Manual Clauses**

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

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

*To be determined*

### **7.6 Invoicing Instructions**

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

completed.

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.

### **7.7 Insurance Requirements**

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

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

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

### **7.8 SACC Manual Clauses**

*SACC Manual* clause A9006C (2012-07-16), Defence Contract  
*SACC Manual* clause A9062C (2011-05-16), Canadian Forces Site Regulations,  
*SACC Manual* clause C0710C (2007-11-30), Time and Contract Price Verification

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## ANNEX "A"

### STATEMENT OF WORK

#### 1. SCOPE

The Department of National Defence has a requirement for laundering and dry cleaning services on a requested basis at the following locations, Denison Armoury at 1 Yukon Lane Toronto Ontario M3K 0A1 and Canadian Forces College at 215 Yonge Blvd Toronto Ontario M5M 3H9. RISO will be for a 1 year period with 3 (one year) option periods.

#### 2. REQUIREMENTS

- a. The Contractor must ensure that the Industry Standards for best practices in the laundering and dry-cleaning industry are adhered to.
- b. The Contractor must service and accept call ups from locations listed on Appendix 2.
- c. All Laundry and Dry Cleaning must be picked up and delivered to the locations listed on Appendix 2 by the contractor. Items must be returned within 7 calendar days from pick-up date.
- d. All laundry and dry cleaning must be subject to a count, both at the time of pickup and delivery by the contractor, following the count verification process:

##### Count Verification Process:

At time of laundry pick-up, the Department of National Defence will provide a count sheet with the number of garments to be laundered. Contractor must verify the count no later than the following morning after pickup and email the Project Authority once contract awarded.

The Project Authority at the Department of National Defence (DND) will verify laundry count of any laundered garments returned. DND staff will advise the Project Authority of any discrepancies which in turn advise the Contractor. Corrective action must be taken within 24 hours of the reported discrepancies between both the Contractor and Project Authority.

- e. Clean Laundry must be returned to all locations as it was received with the exception of linen which requires to be plastic wrapped.
- f. All product made of linen material must be plastic wrapped for hygiene reasons prior to delivery.
- g. Linen bags and Laundry carts must be dropped off for dirty laundry at the following locations:
  - i. MSA Supply, LCol George Taylor III Armoury 1 Yukon Lane Toronto ON M3K 0A;  
and
  - ii. Canadian Forces College (CFC) 215 Yonge Blvd Toronto ON M5M 3H9
- h. Graduations hoods to be delivered on hangars
- i. Sleeping Bag Inner and Outer are to be returned rolled and tied.
- j. Sleeping Bag liners are to be returned bundled in sets of five (5).

- k. Blood stains from food are common on Cook's whites. Articles are to be pre-treated as necessary and as per Industry Standards. Yellow stains are not acceptable.
- l. Green towels sent from the hospital must be laundered and packed separately from other lint bearing material. These towels are used in surgery and must be lint free in order to prevent infection. Instructions to handling these towels can be found in the Health Canada report, "Canada Communicable Disease Report – Infection Control Guidelines" found at: [www.phac-aspc.gc.ca/publicat/ccdr-rmtc/98pdf/cdr24s8e.pdf](http://www.phac-aspc.gc.ca/publicat/ccdr-rmtc/98pdf/cdr24s8e.pdf).
- m. Some bedding, garments and clothes requiring laundering may be contaminated with blood, bodily fluids, etc. These items will be marked "Contaminated", require special handling and are not to be cleaned with other items.

## APPENDIX 1

### Codes for Cleaning Process

#### CLASS

1. Clothing
2. Bedding and Towels
3. Camping Equipment
4. Kitchen Equipment
- 5 Hospital Equipment
6. Miscellaneous.

#### MATERIAL

1. Cotton / Polyester Blend
2. Wool
3. Nylon
4. Leather
5. Linen
6. Rayon
7. Canvas
8. Miscellaneous
9. Gortex
10. Silk and Polyester blend

#### TYPE OF PROCESS

##### 1. Laundering Services

1. Washed and Tumbled Dry + Folded
2. Washed and Air Dry + Folded
3. Washed and pressed
4. Washed starched and pressed
- 4a. Washed, Starched and hand pressed
5. Washed, Starched, dried on stretcher
6. Rough washed and fringes hand pressed
7. Hand sponged and air dried

##### 2. Dry Cleaning

20. Dry cleaning and Tumbled dried
- 20a. Dry cleaning, tumbler dried and rolled
21. Dry cleaned and pressed
22. Dry Cleaned, re-waterproofed and re-blocked
23. Dry cleaned, re-blocked and pressed
24. Dry cleaned, re waterproofed and pressed
25. Shampooed
26. Dry cleaned, re-fireproofed and pressed
27. Hand cleaned and re-blocked
28. Call for cleaning of Service Carpets and Rugs

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## Appendix 2

### LIST OF UNITS

#### Authorized to Raise Call-Up and Pay Invoice

Canadian Forces College (CFC)  
215 Yonge Blvd  
Toronto ON, M5M 3H9

#### Authorized to Raise Call-Up and Pay Invoice

4 Canadian Division HQ  
LCol George Taylor III Denison Armoury  
1 Yukon Lane  
Toronto ON, M3K 0A1

4 CDSB Tech Svcs  
LCol George Taylor III Denison Armoury  
1 Yukon Lane  
Toronto ON, M3K 0A1

PSP  
LCol George Taylor III Denison Armoury  
1 Yukon Lane  
Toronto ON, M3K 0A1

32 Canadian Brigade Group HQ  
LCol George Taylor III Denison Armoury  
1 Yukon Lane  
Toronto ON, M3K 0A1

32 Combat Engineer Regiment  
LCol George Taylor III Denison Armoury  
1 Yukon Lane  
Toronto ON, M3K 0A1

Governor General's Horse Guard  
LCol George Taylor III Denison Armoury  
1 Yukon Lane  
Toronto ON, M3K 0A1

2 Intelligence Company  
LCol George Taylor III Denison Armoury  
1 Yukon Lane  
Toronto ON, M3K 0A1

32 Service Battalion  
LCol George Taylor III Denison Armoury  
1 Yukon Lane  
Toronto ON, M3K 0A1

#### Pick-up and Drop Location

Canadian Forces College (CFC)  
215 Yonge Blvd  
Toronto ON, M5M 3H9

#### Pick-up and Drop Location

4 CDSB Tech Svcs MSA Supply  
LCol George Taylor III Denison Armoury  
1 Yukon Lane  
Toronto ON, M3K 0A1

4 CDSB Tech Svcs MSA Supply  
LCol George Taylor III Denison Armoury  
1 Yukon Lane  
Toronto ON, M3K 0A1

4 CDSB Tech Svcs MSA Supply  
LCol George Taylor III Denison Armoury  
1 Yukon Lane  
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4 CDSB Tech Svcs MSA Supply  
LCol George Taylor III Denison Armoury  
1 Yukon Lane  
Toronto ON, M3K 0A1

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2 Military Police Regiment  
LCol George Taylor III Denison Armoury  
1 Yukon Lane  
Toronto ON, M3K 0A1

4 CDSB Tech Svcs MSA Supply  
LCol George Taylor III Denison Armoury  
1 Yukon Lane  
Toronto ON, M3K 0A1

32 Military Police Platoon  
LCol George Taylor III Denison Armoury  
1 Yukon Lane  
Toronto ON, M3K 0A1

4 CDSB Tech Svcs MSA Supply  
LCol George Taylor III Denison Armoury  
1 Yukon Lane  
Toronto ON, M3K 0A1

Queen Own Rifles of Canada  
Moss Park Armoury  
130 Queen Street East  
Toronto ON, M5A 1R9

4 CDSB Tech Svcs MSA Supply  
LCol George Taylor III Denison Armoury  
1 Yukon Lane  
Toronto ON, M3K 0A1

48<sup>th</sup> Highlanders of Canada  
Moss Park Armoury  
130 Queen Street East  
Toronto ON, M5A 1R9

4 CDSB Tech Svcs MSA Supply  
LCol George Taylor III Denison Armoury  
1 Yukon Lane  
Toronto ON, M3K 0A1

7 Toronto Regiment  
Moss Park Armoury  
130 Queen Street East  
Toronto ON, M5A 1R9

4 CDSB Tech Svcs MSA Supply  
LCol George Taylor III Denison Armoury  
1 Yukon Lane  
Toronto ON, M3K 0A1

25 Field Ambulance  
Moss Park Armoury  
130 Queen Street East  
Toronto ON, M5A 1R9

4 CDSB Tech Svcs MSA Supply  
LCol George Taylor III Denison Armoury  
1 Yukon Lane  
Toronto ON, M3K 0A1

Queen York Rangers  
Fort York Armoury  
660 Fleet Street West  
Toronto ON, M5V 1A9

4 CDSB Tech Svcs MSA Supply  
LCol George Taylor III Denison Armoury  
1 Yukon Lane  
Toronto ON, M3K 0A1

Royal Regiment of Canada  
Fort York Armoury  
660 Fleet Street West  
Toronto ON, M5V 1A9

4 CDSB Tech Svcs MSA Supply  
LCol George Taylor III Denison Armoury  
1 Yukon Lane  
Toronto ON, M3K 0A1

32 Signal Regiment  
Fort York Armoury  
660 Fleet Street West  
Toronto ON, M5V 1A9

4 CDSB Tech Svcs MSA Supply  
LCol George Taylor III Denison Armoury  
1 Yukon Lane  
Toronto ON, M3K 0A1

32 CBG Battle School  
Fort York Armoury  
660 Fleet Street West  
Toronto ON, M5V 1A9

4 CDSB Tech Svcs MSA Supply  
LCol George Taylor III Denison Armoury  
1 Yukon Lane  
Toronto ON, M3K 0A1

HMCS York  
359 Lakeshore Blvd West  
Toronto ON, M5V 1A7

4 CDSB Tech Svcs MSA Supply  
LCol George Taylor III Denison Armoury  
1 Yukon Lane  
Toronto ON, M3K 0A1

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Toronto Scottish Regiment  
70 Birmingham Street  
Mississauga ON, M8V 3W6

4 CDSB Tech Svcs MSA Supply  
LCol George Taylor III Denison Armoury  
1 Yukon Lane  
Toronto ON, M3K 0A1

Lorne Scots  
12 Chapel Street  
Brampton ON, L6W 2H1

4 CDSB Tech Svcs MSA Supply  
LCol George Taylor III Denison Armoury  
1 Yukon Lane  
Toronto ON, M3K 0A1

Ontario Regiment  
53 Simcoe Street North  
Oshawa ON, L1G 4R9

4 CDSB Tech Svcs MSA Supply  
LCol George Taylor III Denison Armoury  
1 Yukon Lane  
Toronto ON, M3K 0A1

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**ANNEX "B"**

**BASIS OF PAYMENT**

*Attached electronically as Excel document*

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

**ELECTRONIC PAYMENT INSTRUMENTS**

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

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

## ANNEX "D"

### INSURANCE REQUIREMENTS

#### 1. Commercial General Liability Insurance

1. The Contractor must obtain Commercial General Liability Insurance, and maintain it in force throughout the duration of the Contract, in an amount usual for a contract of this nature, but for not less than \$2,000,000 per accident or occurrence and in the annual aggregate.
2. The Commercial General Liability policy must include the following:
  - a. Additional Insured: Canada is added as an additional insured, but only with respect to liability arising out of the Contractor's performance of the Contract. The interest of Canada should read as follows: Canada, as represented by Public Works and Government Services Canada.
  - b. Bodily Injury and Property Damage to third parties arising out of the operations of the Contractor.
  - c. Products and Completed Operations: Coverage for bodily injury or property damage arising out of goods or products manufactured, sold, handled, or distributed by the Contractor and/or arising out of operations that have been completed by the Contractor.
  - d. Personal Injury: While not limited to, the coverage must include Violation of Privacy, Libel and Slander, False Arrest, Detention or Imprisonment and Defamation of Character.
  - e. Cross Liability/Separation of 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 Contractor will provide the Contracting Authority thirty (30) days prior written notice of policy cancellation or any changes to the insurance policy.
  - 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.

#### 2. Automobile Liability Insurance

1. The Contractor must obtain Automobile Liability Insurance, and maintain it in force throughout the duration of the Contract, in an amount usual for a contract of this nature, but for not less than \$2,000,000 per accident or occurrence.
2. The policy must include the following:
  - a. Third Party Liability - \$2,000,000 Minimum Limit per Accident or Occurrence
  - b. Accident Benefits - all jurisdictional statutes
  - c. Uninsured Motorist Protection
  - d. Notice of Cancellation: The Contractor will provide the Contracting Authority thirty (30) days prior written notice of policy cancellation or any changes to the insurance policy.

### **3. Bailee's Customer's Goods Insurance**

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

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

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**ANNEX " E "**

**STANDING OFFER USAGE REPORT**

Return to: *judy.holt@pwgsc-tpsgc.gc.ca*

**Quarterly Usage Report Schedule:**

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

**REPORT ON THE VOLUME OF BUSINESS WITH FEDERAL GOVERNMENT DEPARTMENTS AND AGENCIES**

SUPPLIER:  
STANDING OFFER NO:  
DEPARTMENT OR AGENCY:

REPORTING PERIOD:

Item No.	Call-Up/contract No. Description	Value of the Call-Up/Contract	GST/HST
(A) Total Dollar Value Call-ups for this reporting period:			
(B) Accumulated Call-Up totals to date:			
(A+B) Total Accumulated Call-Ups:			

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

PREPARED BY:

NAME:  
TELEPHONE NO.:

SIGNATURE:

DATE