

**REQUEST FOR PROPOSAL (RFP)**  
**ACCOMODATION SERVICES**  
**IN SUPPORT OF**  
**OP UNIFIER IN**  
**KAMYANETS-PODILSKY, UKRAINE**

**for the DEPARTMENT OF NATIONAL DEFENCE (DND)**

Bid Solicitation Number: W8484-19-9276

*Submit Proposals by email to Kristopher Kennedy*

*Email to: [Kristopher.Kennedy@forces.gc.ca](mailto:Kristopher.Kennedy@forces.gc.ca)*

*(DND will confirm receipt of proposal)*

*Submit Inquiries by email to [Kristopher.Kennedy@forces.gc.ca](mailto:Kristopher.Kennedy@forces.gc.ca)*

***RFP Closing Time and Date: 11:00 EDT on 16 Aug 2018***

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

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## **PART 1 - GENERAL INFORMATION**

### **1.1 Introduction**

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

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

### **1.2 Security Requirements**

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

### **1.3 Statement of Work**

The Canadian Armed Forces (CAF) requires accommodation services for the period of 01 October 2018 to 31 March 2019, with two (2) six (6) month option periods.

The Work to be performed is detailed under Annex A.

### **1.4 Debriefings**

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

## **PART 2 - BIDDER INSTRUCTIONS**

### **2.1 Standard Instructions, Clauses and Conditions**

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

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

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

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

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

Section 05, Submission of Bids – Subsection 4 is amended as follows:

Delete: 60 days

Insert: 90 days

Section 20, Further Information is deleted in its entirety.

## **2.2 Submission of Bids**

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

## **2.3 Enquiries - Bid Solicitation**

All enquiries must be submitted in writing to the Contracting Authority no later than five (5) calendar days before the bid closing date. Enquiries received after that time may not be answered.

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

## **2.4 Applicable Laws**

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

# **PART 3 - BID PREPARATION INSTRUCTIONS**

## **3.1 Bid Preparation Instructions**

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

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

Individual e-mails exceeding five (5) megabytes in size, or those including other factors such as embedded files, macros and/or links, may be rejected by the Department of National Defence (DND) e-mail system and/or firewall(s) without notice to the Bidder or Procurement Authority. Larger bids may be submitted through more than one e-mail. DND will confirm receipt of documents. It is the responsibility of the Bidder to ensure that their entire bid submission has been received. Bidders must not assume that all documents have been received unless DND confirms receipt of each document. Due to the possibility of e-mail rejection and/or other technical issues, bidders are requested to allow sufficient time before the

closing time and date to submit their bid and for DND to confirm receipt. Bid documents received after the closing time and date will not be accepted.

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

### **Section I: Technical Bid**

In their technical bid, Bidders should explain and demonstrate how they propose to meet the requirements and how they will carry out the Work in accordance with Annex A, Statement of Work.

### **Section II: Financial Bid**

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

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

### **Section III: Certifications**

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

### **Section IV: Additional Information**

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

#### **General enquiries**

Name: \_\_\_\_\_

Title: \_\_\_\_\_

Telephone: \_\_\_-\_\_\_-\_\_\_\_

Facsimile: \_\_\_-\_\_\_-\_\_\_\_

E-mail: \_\_\_\_\_

## **PART 4 - EVALUATION PROCEDURES AND BASIS OF SELECTION**

### **4.1 Evaluation Procedures**

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

#### **4.1.1 Technical Evaluation**

##### **4.1.1.1 Mandatory Technical Criteria**

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

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

#### **4.1.2 Financial Evaluation**

#### 4.1.2.1 Mandatory Financial Criteria

##### Evaluation of Price

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

#### 4.2 Basis of Selection

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

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

### PART 5 – CERTIFICATIONS AND ADDITIONAL INFORMATION

Bidders 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\\_p rogram.page?&\\_ga=1.229006812.1158694905.1413548969](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 Unclassified:** This requirement is Unclassified and there is no security associated with this requirement.

### 6.2 Statement of Work

The Work to be performed is detailed under Annex A.

#### 6.2.2 Task Authorization

The Work or a portion of the Work to be performed under the Contract will be on an "as and when requested basis" using a Task Authorization (TA). The Work described in the TA must be in accordance with the scope of the Contract.

##### 6.2.2.1 Task Authorization Process

1. The Procurement Authority will provide the Contractor with a description of the task using the "DND 626, Task Authorization Form" specified in Annex "C".
2. The Task Authorization (TA) will contain the details of the activities to be performed, a description of the deliverables, and a schedule indicating completion dates for the major activities or submission dates for the deliverables. The TA will also include the applicable basis (bases) and methods of payment as specified in the Contract.
3. The Contractor must provide the Procurement Authority, within five (5) calendar days of its receipt, the proposed total estimated cost for performing the task and a breakdown of that cost, established in accordance with the Basis of Payment specified in the Contract.
4. The Contractor must not commence work until a TA authorized by the Procurement Authority has been received by the Contractor. The Contractor acknowledges that any work performed before a TA has been received will be done at the Contractor's own risk.

## 6.3 Standard Clauses and Conditions

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

### 6.3.1 General Conditions

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

a. Definition of Minister is modified as follows:

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

b. 2010C 06 (2013-06-27) Subcontracts is deleted.

## 6.4 Term of Contract

### 6.4.1 Period of the Contract

The period of the Contract is from 01 October 2018 to 31 March 2019, inclusive.

### 6.4.2 Option to Extend the Contract

The Contractor grants to Canada the irrevocable option to extend the term of the Contract by up to two (2) six (6) month period and increase the room number by no more than 10 under the same conditions. The Contractor agrees that, during the extended period of the Contract, it will be paid in accordance with the applicable provisions as set out in the Basis of Payment.

Canada may exercise this option at any time by sending a written notice to the Contractor at least 10 calendar days before the expiry date of the Contract. The option may only be exercised by the Contracting Authority, and will be evidenced for administrative purposes only, through a contract amendment.

## 6.5 Authorities

To be inserted at Contract Award.

### 6.5.1 Contracting Authority

The Contracting Authority for the Contract is:

Name: \_\_\_\_\_

Title: \_\_\_\_\_

Department of National Defence

Directorate: \_\_\_\_\_

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Address: \_\_\_\_\_

Telephone: \_\_\_\_\_

E-mail address: \_\_\_\_\_

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

### 6.5.2 Technical Authority

The Technical Authority for the Contract is:

Name: \_\_\_\_\_

Title: \_\_\_\_\_

Organization: \_\_\_\_\_

Address: \_\_\_\_\_

Telephone: \_\_\_\_ - \_\_\_\_ - \_\_\_\_

E-mail: \_\_\_\_\_.

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

### 6.5.3 Contractor's Representative

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

Contractor Representative's Contact Information.

Name: \_\_\_\_\_

Title: \_\_\_\_\_

Telephone: \_\_\_\_ - \_\_\_\_ - \_\_\_\_

E-mail: \_\_\_\_\_

## 6.6 Payment

### 6.6.1 Basis of Payment

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

### 6.6.2 Limitation of Expenditure

Canada's total liability to the Contractor under the Contract must not exceed € \_\_\_\_\_ EUR. Customs duties are included and Applicable Taxes are extra.

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### 6.6.3 Monthly Payment

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

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

### 6.7 Invoicing Instructions

1. The Contractor must submit invoices in accordance with the section entitled "Invoice Submission" of the general conditions. Invoices cannot be submitted until all work identified in the invoice is completed.
2. One (1) copy of any invoice submitted must be emailed to the Contracting Authority identified under the section entitled "Authorities" of the Contract.

### 6.8 Certifications and Additional Information

#### 6.8.1 Compliance

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

### 6.9 Insurance

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

### 6.10 Applicable Laws

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

### 6.11 Government Property

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

### 6.12 Priority of Documents

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

- (a) the Articles of Agreement;
- (b) the general conditions [2010C](#) (2016-04-04), General Conditions - Services (Medium Complexity);

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Client Ref. No. - N° de réf. du client

W8484-19-9276

Amd. No. - N° de la modif.

File No. - N° du dossier

W8484-19-9276

Buyer ID - Id de l'acheteur

CCC No./N° CCC - FMS No./N° VME

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- (c) Annex A, Statement of Work;
- (d) Annex B, Basis of Payment; and
- (e) Annex C, Task Authorization
- (f) the Contractor's bid dated \_\_\_\_\_

### **6.13 Defence Contract**

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

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## Annex A – Statement of Work

### 1. Scope

#### 1.1 Background

The Department of National Defence, Canadian Armed Forces (CAF) have a requirement for accommodations, hotel amenities, meals and laundry services for 25 people in Kamyanets-Podilsky, Ukraine. The duration of the contract for these services will be 1 October 2018 until 31 March 2019, with two (2) option periods of six (6) months each.

There may be a requirement to increase the number of occupants on an “as and when requested basis”. The CAF will normally communicate to the Contractor any such increase in room requirements seven (7) days in advanced of the anticipated date of arrival. The nature of military operations may however preclude such a minimum notice period and the Contractor may be required to provide rooms on less than 48 hours’ notice.

- a. The occupants will reside in the same facility and, where possible, be grouped together in a manner as determined by the CAF point of contact.
- b. The Contractor shall have reasonable flexibility to adapt to any changes in dates of check-in and check-out and timings, and the total number of rooms required.
- c. The services to be provided will be the same for all personnel, regardless of whether they form part of the firm room requirement of the Contract, or the “as and when requested basis” aspect of the Contract.

#### 1.2 Purpose

The purpose of this Statement of Work (SOW) is to obtain accommodations, hotel amenities, meals and laundry services in support of the CAF’s operation:

- a. For 25 personnel as captured in section 2.2.2 of this SOW plus one (1) additional common room; and
- b. On an “as and when required basis”. The instrument to obtain these services will be through a DND 626 Task Authorization. Each Task Authorization shall detail the requirements including dates, required quantities, etc.

#### 1.3 Scope

The general approach to the work described in this SOW is that the Contract will be managed and administered by a single Prime Contractor who will either deliver all required services, or through sub-contracts, arrange for the delivery of the required services. In either scenario, the Prime Contractor will be wholly responsible for the seamless delivery of all of the required services and will proactively take the necessary measures to ensure that any conflicts or issues are promptly addressed and resolved.

#### 1.4 Applicable Documents

Appendix 1: Regular Meal Pattern

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## Appendix 2: Boxed Lunches

## Appendix 3: Portion Size Standards

### 2. Requirements

#### 2.1 Tasks

The Contractor must deliver the following services in support of the CAF's operation in Kamyanets-Podilsky, Ukraine, as follows:

- 2.1.1 On-site representative services;
- 2.1.2 Hotel accommodations and amenities;
- 2.1.3 Meals; and
- 2.1.4 Laundry Services.

#### 2.2 Technical Requirements

The requirements detailed below are the minimum requirements. The Contractor may provide alternatives that exceed these requirements.

- 2.2.1 On-site representative services: The Contractor must designate a representative, for the entire period of the contract, who will be responsible for:
  - a. Coordinating hotel accommodations and amenities in Kamyanets-Podilsky, Ukraine in accordance with SOW sections 2.2 and 2.3;
  - b. Providing the Requisitioning Authority with monthly reports on the usage of the Contract and its Task Authorizations for all hotel accommodations and amenities, meals and laundry, showing the number, date and total value. Reports must be submitted no later than two (2) business days after the designated reporting period in the form of an Excel table presenting the aforementioned information;
  - c. The on-site representative must have the authority to liaise with authorized CAF personnel and facilitate the coordination and completion of the services outlined in the contract; and
  - d. The Contractor and all On-Site Representative(s) must effectively communicate in a clear and understandable manner in English.
- 2.2.2 Hotel accommodations and amenities: The Contractor must coordinate the provision of hotel accommodations both for the firm room requirement and for the "as and when required basis" for the entire period of the contract.
  - a. Firm Requirement: The contractor must provide non-smoking single and double occupancy rooms (smoking rooms that have been "cleaned" or deodorized are not acceptable) as follows:

Date	Single Rooms	Suites	Common Room	Number of Nights
1 October 2018 to 31 March 2019	18	7	1	182
1 April 2019 to 31 September 2019 (Option 1)	18	7	1	183
1 October 2019 to 31 March 2020 (Option 2)	18	7	1	182

- b. "As and when requested basis": The CAF will provide the Contractor with seven (7) days' notice of exact room number requirements for any additional room requirements. The nature of military operations may however preclude such a minimum notice period and the Contractor may be requested to provide rooms on less than 48 hours' notice. Such additional requirements will be communicated to the contractor through a DND 626 Task Authorization.
- c. All rooms must have, at a minimum,
- i. A Single or double bed with clean comfortable bedding and clean mattress. A sofa bed or cot will not be acceptable;
  - ii. A private full bathroom with a minimum of a toilet, sink and shower;
  - iii. Capability of completely blocking out light during the day i.e. blackout curtains or shutters, to allow rest for shift-workers;
  - iv. Each person must have their own key to the room;
  - v. A telephone capable of making international calls. Personnel will pay phone charges at time of check out. The Department of National Defence will not be invoiced for personal calls made from rooms under any Standing Offer call-ups;
  - vi. Either an alarm clock or easy access to reliable wake-up call services;
  - vii. A television; and
  - viii. A refrigerator.
- d. The Contractor's proposed hotel must provide early check-in and late check-out services as required to accommodate flight changes. If not feasible, in lieu of early check-in or late check-out, a secure luggage storage area must be provided.
- e. Accommodations must adhere to the following cleaning requirements:
- i. Rooms, including bathrooms, must be cleaned daily;

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- ii. Beds must be made, daily;
  - iii. Hand towels, bath towels, washcloths and bath mats must be changed daily;
  - iv. Fresh towels, soap and shampoo sufficient for the number of personnel in each room must be provided daily;
  - v. Provide daily at least one (1) sanitized (cleaned and disinfected is acceptable) drinking glass per person; and
  - vi. Linens must be changed at least once a week.
- f. The Contractor must coordinate the provision of hotel amenities for the entire period of the contract, to include:
- i. On-site Fitness facility at no extra charge;
  - ii. At least one (1) restaurant must be located within the hotel;
  - iii. Welfare room/common room: The contractor must provide one additional suite (for use as a common room for all CAF occupants) with storage and/or a meeting room to include a table and four chairs, two sofas, television, bathroom with minimum a sink and toilet and that is not accessible by the public. The Contractor must provide 25 room keys/cards for access;
  - iv. Parking must be available on-site for up to nine (9) vehicles at no extra charge. Additional parking spaces may be requested; and
  - v. High speed internet must be available on-site. The internet must be wireless and accessible throughout common areas, including guest rooms and conference rooms.

### 2.2.3 Meals:

- a. Food services must be provided in accordance with the Canadian Forces standard meal item availability specifications enclosed at appendix 1 to 3. The specifications are to be used as a reference to maintain the administration of food services and a minimum level of food service quality, safety and quantity. The specifications are not intended to prescribe how the Contractor will carry out the work, or exactly what selection of meals are to be provided, but only the desired level of service.
- b. Boxed meals must be provided by the Contractor as per the Dispersed Meal Patterns identified at appendix 2, Boxed Lunches. They are cold meals packaged individually for consumption away from a dining facility to meet operational/training requirements.
- c. All food handling, storage and preparation practices are to be in accordance with the Canadian Food Inspection Agency's Guide to Food Safety located at the following website: <http://www.inspection.gc.ca/food/non-federallyregistered/safe-food-production/guide/eng/1352824546303/1352824822033>.

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- d. All meals must have assorted non-alcoholic beverages included. The CAF shall not be invoiced for alcoholic drinks consumed by CAF personnel;
  - e. Portion sizes for all meal standards are found in Appendix 3 — Portion Size Standard.
  - f. The Contractor must identify how they plan to deliver the meals, for example, through a restaurant, catering company or other.
  - g. The Contractor must be responsible for establishing a tracking system, providing daily visibility for both the Contractor and CAF and must include tracking of feeding customers, and numbers of boxed meals.
  - h. The Contractor must provide sample menus of items available for breakfast, lunch, dinner, and boxed meals with their proposal.
  - i. There must be variety in the meals and in the boxed lunches to avoid repetition and ensure variety of choices. The same meals are not to be provided day after day, so there must be minimum of five (5) days between repeated meals.
  - j. Meals not conforming to the specifications detailed at appendix 1, 2, and 3 will be returned to the Contractor and not paid for. Reasonable cause for discontinuing meal requirement includes, but is not limited to, the following:
    - i. Receipt of unsatisfactory meals;
    - ii. Menu substitutions without prior CAF approval;
    - iii. Short shipment — receipt of less than the meal order quantity; and
    - iv. Late delivery — meals not available for CAF pick-up at the pre-arranged time, or not delivered at the pre-arranged time.
  - k. The Contractor must accommodate when possible, special dietary needs to accommodate religious beliefs and temporary illness, when directed by the CAF representative.
  - l. 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.
  - m. Personnel preparing the food must hold the appropriate food services qualifications.
  - n. The contractor must agree to meet with the CAF on-site representative on a regular basis in accordance with the menu cycle, in order to review and discuss the menu. The Contractor must consider the CAF suggestions while respecting the guidelines of this SOW
  - o. Packaging and Meal Preparation: The Contractor is responsible for all packaging materials related to the provision and service of these meals. Meals must be prepared no more than 12 hours ahead of the delivery date. Meals must be held under refrigeration until pick-up ensuring holding times and temperatures are in

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accordance with the Canadian Food Inspection Agency 's Guide to Food Safety at the following website:

<http://www.inspection.gc.ca/food/non-federallyregistered/safe-food-production/guide/eng/1352824546303/1352824822033>

- 2.2.4 **Laundry Services:** The contractor is responsible for laundry services, including washing, drying, and folding CAF personal laundry.
- a. The Contractor must be able to handle laundry volumes generated from 25 personnel with each person possibly generating up to 40 items per week, or seven (7) kg per week, per person. Each laundry bag of soiled clothing will weigh no more than seven (7) Kg.
  - b. Examples of clothing per bag (or per CAF member) per week includes seven (7) pairs of socks, seven (7) t-shirts, seven (7) underwear, seven (7) undershirts, two (2) uniforms (uniforms consist of one (1) pair of pants, one (1) shirt), plus miscellaneous personal clothing, such as trousers (any type), shirts, t-shirts, track pants, sweaters, pyjamas, blouses, skirts, dresses, shorts, brassieres and gym outfits.
  - c. The following Laundry tracking services must be in place:
    - i. Upon drop-up of soiled laundry, each CAF member will provide the contractor with a count spreadsheet/laundry slip itemizing the list of articles in the bag and the number of bags tagged (named) for each individual. Both the contractor and the CAF member must retain a copy of the laundry slip.
    - ii. Once the Contractor has completed the laundry service which includes washing, drying and folding, the Contractor must return the items in the laundry bag tagged (named) for each individual, along with a signed copy of the laundry slip or count spreadsheet itemizing the list of articles in the bag. Once the CAF member has verified their laundry bag and has accounted for all items, the CAF member will provide a copy of the itemized list to the on-site Technical Authority or his/her designate. This will allow for tracking of laundry usage.
    - iii. The articles of clothing and number of laundry bags will be reconciled during each pick-up and delivery.
  - d. The Contractor must only use hypoallergenic washing powder, detergents, and other additives and compounds that guarantee a good washing and cleaning effect and gentle treatment of textiles. All laundered articles must be fully dried in order to prevent mildew/odour;
  - e. The Contractor must provide services with a turnaround time of no longer than 48 hours. Turnaround time includes the time the bagged dirty laundry is picked up at CAF's location to the return of clean, dry laundry to the original location.
  - f. The Contractor must ensure that CAF clothing and other customers' clothing are separated to avoid loss or mix-up.

- g. The Contractor shall provide all equipment and supplies necessary to perform this service at their own facilities.
- h. Contractor shall only charge for the number of bags recorded as having been received.
- i. The Contractor shall provide a copy of the order for each laundry bag with each clean laundry bag delivered, to be used for reconciliation with each invoice.

## 2.3 Constraints

- 2.3.1 The Contractor must provide a contact number that may be used 24/7 for the on-site representative to respond to any CAF queries or emergencies.
- 2.3.2 The designated on-site representative must be able to answer the lead times identified in this SOW, for the duration of the Contract.
- 2.3.3 Quality Assurance: The Contractor must ensure that all of the requirements outlined in this SOW are met at all times. The Contractor must respond back to the CAF Point of Contact within 24 hours of being advised of any discrepancies related to hotel rooms, hotel amenities, meals, and laundry, and advise the CAF Point of Contact of the corrective action.
- 2.3.4 The Contractor must ensure that hotel accommodations can be secured and booked by the dates specified in the Contract;
- 2.3.5 The Contractor must ensure that accommodations are located in a safe and quiet environment to allow rest for shift-workers (higher floors preferred);
- 2.3.6 The Contractor must ensure that accommodations are located no more than 15 driving kilometres of the Demining Centre which is located at 32300, Kamyanets-Podilsky, 56 Gagarina Str;
- 2.3.7 The Contractor must accommodate CAF personnel in one (1) hotel facility; and
- 2.3.8 The Contractor must ensure that CAF personnel are not relocated to another room during their stay unless it becomes necessary as a result of a maintenance issue.
- 2.3.9 All meals must comply with Appendices 1, 2, and 3.
- 2.3.10 The Contractor shall only use hypoallergenic washing powder, detergents, and other additives and compounds that guarantee a good washing and cleaning effect and gentle treatment of textiles. All laundered articles shall be fully dried in order to prevent mildew/odour.
- 2.3.11 The Contractor shall laundry provide services with a turnaround time of no longer than 48 hours. Turnaround time includes the time the bagged dirty laundry is picked up at CAF's location to the return of clean, dry and folded laundry to the original location.
- 2.3.12 The Contractor's obligation is to ensure minimum lost, stolen and damaged items. The Contractor will be financially liable for any lost, stolen or damaged items.

2.3.13 The Contractor must have sufficient back-up power generation systems to ensure that power outages do not exceed two hours.

2.3.14 The hotel must have cell phone coverage in all of the proposed rooms.

## **2.4 Client Support**

2.4.1 Each CAF member will be responsible for dropping off their laundry bag along with a completed form of the laundry contents.

2.4.2 Each CAF member will be responsible for dropping off their signed laundry slip or tracking form to the CAF TA or the TA's designated laundry representative. The TA must retain all member's copies of laundry slips for tracking purposes.

2.4.3 CAF members must advise the CAF on-site Technical Authority or his/her designate of any discrepancies/issues within 24 hours of the laundry delivery, who will in turn advise the Contractor.

## **3. Deliverables**

3.1 On-site representative services as per this SOW.

3.2 Hotel services and amenities as per this SOW.

3.3 Monthly reporting on hotel accommodations, amenities, meals and laundry as per SOW 2.2.1b.

3.4 Meals as per this SOW.

3.5 Laundry services as per this SOW.

**Appendix 1 – REGULAR MEAL PATTERN / Додаток 1 – СТАНДАРТНА СХЕМА ХАРЧУВАННЯ**

<b>Breakfast / Сніданок</b>
Juice / Сік
Fruit / Фрукти
Breakfast entrée / Сніданкова тарілка
Breakfast meat or alternative / М'ясний сніданок або інше
Cheese or Yogurt / Сир або йогурт
Breakfast starch / Сніданок, що містить крохмаль
Breakfast vegetable / Овочевий сніданок
Bread product / Хлібобулочні вироби
Two beverages / Два напої
Condiments / Preserves / Приправи / Консерви
<b>Lunch / Обід</b>
Soup / Суп
Main Entrée / Основна тарілка
Choice of freshly prepared protein dish, pasta, à la carte, or sandwich / Свіжоприготоване протеїнове блюдо на вибір, макарони, меню на вибір, або сендвіч
Starch / Їжа, що містить крохмаль
Cooked vegetable / Варені овочі
Salad Bar / Салат на вибір
Fruit / Фрукти
Dessert / Десерт
Bread product / Хлібобулочні вироби
Three beverages / Три напої
Condiments / Приправи
<b>Supper / Вечеря</b>
Soup / Суп
Main Entrée dish / Основна тарілка
Choice of freshly prepared protein dish, pasta or à la carte item / Свіжоприготоване протеїнове блюдо на вибір, макарони, меню на вибір
Starch / Їжа, що містить крохмаль
Cooked vegetable / Варені овочі
Salad Bar / Салат на вибір
Fruit / Фрукти
Dessert / Десерт
Bread product / Хлібобулочні вироби
Three beverages / Три напої
Condiments / Приправи



### Appendix 3 – PORTION SIZE STANDARD / Додаток 3 – СТАНДАРТНІ РОЗМІРИ ПОРЦІЙ

<b>Lunch and Supper / Обід і вечеря</b>	
Soup / Суп	250 ml / 250 мл
Steaks and chops (bone in) / Стейки та котлети (з кісткою)	250g (raw) / 250 гр (сирі)
Chicken pieces (bone-in) / Курятина (з кісткою)	275g (raw) / 275 гр (сирі)
Steak (boneless) / Стейк (без кістки)	225 g (raw) / 225 гр (сирій)
Boneless meat/poultry / м'ясо без кісток/птиця	210 g cooked / (180 g raw) / 210 гр приготоване / (180 гр сирі)
Fish (steaks, fillet) / Риба (стейки, філе)	210 g (raw) / 210 гр (сирі)
Fish (battered) / Риба (смажена)	210 g (cooked) / 210 гр (приготована)
Stews / Тушковане м'ясо	300 g (cooked) (250 ml ladle) / 300гр (приготоване) (250 мл черпак)
Casserole dishes / Запиканка з овочів та м'яса	300g (cooked) (250 ml ladle) / 300гр (приготована) (250 мл черпак)
Pasta / sauce (main entrée) / Макарони/Соус (основна тарілка)	210 g of pasta, 175 ml of sauce / 210 гр макаронів, 175 мл соусу
Three decker sandwich / Сендвіч з трьох шарів	1 each (90 g of meat total) / кожний 1 (90 гр м'яса)
Hamburger / Гамбургер	1 each (167 g raw) / кожний 1 (167 гр., сирій)
Hot dog / Хот дог	80 g (2 ea @ 40 g or 1 ea @ 80 g) / 80 гр (2, кожен по 40 гр або 1 - 80 гр)
Pizza / Піца	1 each (1/6 of a 40 cm diameter pizza) 240 g / кожний 1 (1/6 з піци діаметром 40 см)
Tacos / Тако	2 each / 2 кожному
Burritos / Бурітос	1 each (210g) / кожний 1 (210гр)
Submarine (21 cm long) / "Крокодил" (довжиною 21 см)	1 each (90 g sliced meat or 110 g mixed filling) / кожний 1 (90 гр нарізаного м'яса або 110 гр змішаного наповнення)
Sandwich / Сендвіч	1 each / 1 кожному
Sandwich filling – salad / Наповнення сендвічу - салат	110 g / 110 гр
Sandwich filling - sliced meat / Наповнення сендвічу – нарізане м'ясо	90 g / 90 гр
Sliced meat – for cold plate / Нарізане м'ясо - на тарілці	90 g / 90 гр
Starch Item - potatoes, rice, pasta / Їжа, що містить крохмаль – картопля, рис, макарони	125 g (cooked) (2 ea 125 ml spoon, 2 ea #16 scoop) / 125 гр (приготованої) (2 ложки кожна по 125 мл, 2 глибоких ложки №16)
Vegetables / Овочі	90 g (125 ml spoon) / 90гр (125 мл ложка)
Salad Items / Салати	6" bowl or 8" plate / 6" миска або 8" тарілка
Canned fruit / Консервовані фрукти	175 ml / 175 мл
Fresh fruit (individual) / Свіжі фрукти (цілі)	1 each / 1 кожному
Fresh grapes/berries/sliced fruits / Свіжий виноград / ягоди / нарізані фрукти	125 ml or 90 g / 125 мл або 90гр
Pudding / Пудинг	125 ml / 125 мл

Jell-O / Желе	125 ml / 125 мл
Ice cream / Морозиво	125 ml / 125 мл
Fruit yogurt / Фруктовий йогурт	175 ml / 175 мл
Cake / Торт	1 piece (5 cm X 5 cm X 7 cm) / 1 шматок (5см X 5см X 7см)
Pie / Пиріг	1 piece (1/8 of a 22 cm diameter pie) / 1 шматок (1/8 пирога діаметром 22 см)
Squares / Кубики солодоців	1 piece (5 cm X 5 cm X 2.5 cm) / 1 шматок (5см X 5см X 2.5 см)
Cookies (7.5 cm diam.) / Печення	2 each / 2 кожному
Cookies (12.5 cm diam.) / Печення	1 each / 1 кожному
Doughnuts / Sweet Buns / Пончики	1 each / 1 кожному
Bread / Хліб	1 slice / 1 скибка
Dinner Roll / Булочка	1 each / 1 кожному
Beverages / Напої	
Juice / Сік	250 ml / 250 мл
Milk (2%, 1%, skim, choc, non dairy) / Молоко (2%, 1%, обезжирене, з шоколадом, штучне молоко)	250 ml / 250 мл
Fruit Drinks / Фруктові напої	250 ml / 250 мл
Pop / Газована вода	250 ml / 250 мл
Hot Beverages / Гарячі напої	250 ml / 250 мл

Solicitation No. - N° de l'invitation

W8484-19-9276

Client Ref. No. - N° de réf. du client

W8484-19-9276

Amd. No. - N° de la modif.

File No. - N° du dossier

W8484-19-9276

Buyer ID - Id de l'acheteur

CCC No./N° CCC - FMS No./N° VME

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## **ANNEX "B" – Basis of Payment**

The Bidder must provide accommodations, meals and laundry services in accordance with Annex A – Statement of Work. Please fill out Basis of Payment table on next page.

	Requirement	Unit Price (Euro €)	VAT (Euro €)	Expected Usage	Total (Euro €)
<b>Initial Contract Period: 01 October 2018 to 31 March 2019</b>					
	Hotel Rooms	Per room / Per night	Per room / Per night		
	18 Single Occupant Rooms	€	€	182 Nights per room	€
	7 Suites	€	€	182 Nights per room	€
	Additional Rooms as Required	€	€	150 Nights total	€
	1 Common Room	€	€	182 Nights per room	€
	Laundry Rates – Per Bag	Per Bag	Per Bag		
	Laundry – Price per bag weighing less than 7Kg	€	€	1000 Bags	
	Meal Rates – Per Person	Per Meal	Per Meal		
	Hot Breakfast at Hotel	€	€	7500 <sup>a</sup>	€
	Hot Lunch at Hotel	€	€	2500 <sup>b</sup>	€
	Boxed Lunch	€	€	5000	€
	Hot Dinner at Hotel	€	€	7500	€
<b>(a) Total Initial Contract Period €</b>					€
<b>Extended Contract Period 1 (If Option is Exercised): 01 April 2019 to 30 September 2019</b>					
	Hotel Rooms	Per room / Per night	Per room / Per night		
	18 Single Occupant Rooms	€	€	183 Nights per room	€
	7 Suites	€	€	183 Nights per	€

	Additional Rooms as Required	€	€	150 Nights total	€
	1 Common Room	€	€	183 Nights per room	€
	Laundry Rates – Per Bag	Per Bag	Per Bag		
	Laundry – Price per bag weighing less than 7Kg	€	€	1000 Bags	€
	Meal Rates – Per Person	Per Meal	Per Meal		
	Hot Breakfast at Hotel	€	€	7500 <sup>a</sup>	€
	Hot Lunch at Hotel	€	€	2500 <sup>b</sup>	€
	Boxed Lunch	€	€	5000	€
	Hot Dinner at Hotel	€	€	7500	€
<b>(b) Total, Extended Contract Period 1</b>					€
<b>Extended Contract Period 2 (If Option is Exercised): 01 October 2019 to 31 March 2020</b>					
	Hotel Rooms	Per room / Per night	Per room / Per night		
	18 Single Occupant Rooms	€	€	182 Nights per room	€
	7 Suites	€	€	182 Nights per room	€
	Additional Rooms as Required	€	€	150 Nights total	€
	1 Common Room	€	€	182 Nights per room	€
	Laundry Rates – Per Bag	Per Bag	Per Bag		
	Laundry – Price per bag weighing less than 7Kg	€	€	1000 Bags	€

	Meal Rates – Per Person	Per Meal	Per Meal		
	Hot Breakfast at Hotel	€	€	7500 <sup>a</sup>	€
	Hot Lunch at Hotel	€	€	2500 <sup>b</sup>	€
	Boxed Lunch	€	€	5000	€
	Hot Dinner at Hotel	€	€	7500	€
<b>(c) Total, Extended Contract Period 2</b>					€
<b>Current Limitation of Expenditure, Total Cost (a)+(b)+(c)</b>					€

Expected usage numbers are estimates provided in good faith and do not guarantee actual usage.

Note a: 335 days for 25 people, plus the expected total as and when required 150 nights.

Note b: Personnel will typically only eat lunch at the hotel on Sundays.

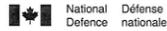
## 2.0 Total Estimated Cost

Initial Contract Period: \$ \_\_\_\_\_ (insert amount at contract award)

Extended Contract Period 1 (If Option is Exercised): \$ \_\_\_\_\_ (insert amount at contract award)

Extended Contract Period 2 (If Option is Exercised): \$ \_\_\_\_\_ (insert amount at contract award)

### ANNEX "C" – Task Authorization



#### TASK AUTHORIZATION AUTORISATION DES TÂCHES

All invoices/progress claims must show the reference Contract and Task numbers. Toutes les factures doivent indiquer les numéros du contrat et de la tâche.		Contract no. – N° du contrat <hr/> Task no. – N° de la tâche
Amendment no. – N° de la modification	Increase/Decrease – Augmentation/Réduction	Previous value – Valeur précédente
To – A	<b>TO THE CONTRACTOR</b> You are requested to supply the following services in accordance with the terms of the above reference contract. Only services included in the contract shall be supplied against this task. Please advise the undersigned if the completion date cannot be met. Invoices/progress claims shall be prepared in accordance with the instructions set out in the contract.  <b>À L'ENTREPRENEUR</b> Vous êtes prié de fournir les services suivants en conformité des termes du contrat mentionné ci-dessus. Seuls les services mentionnés dans le contrat doivent être fournis à l'appui de cette demande.  Prière d'aviser le signataire si la livraison ne peut se faire dans les délais prescrits. Les factures doivent être établies selon les instructions énoncées dans le contrat.	
Delivery location – Expédiez à	Date _____ for the Department of National Defence pour le ministère de la Défense nationale	
Delivery/Completion date – Date de livraison/d'achèvement		
Contract item no. N° d'article du contrat	Services	Cost Prix
	GST/HST TPS/TVH	
	Total	
<b>APPLICABLE ONLY TO PWGSC CONTRACTS:</b> The Contract Authority signature is required when the total value of the DND 626 exceeds the threshold specified in the contract.  <b>NE S'APPLIQUE QU'AUX CONTRATS DE TPSGC :</b> La signature de l'autorité contractante est requise lorsque la valeur totale du formulaire DND 626 est supérieure au seuil précisé dans le contrat.		
_____ for the Department of Public Works and Government Services pour le ministère des Travaux publics et services gouvernementaux		