

## **REQUEST FOR PROPOSAL (RFP)**

### **ACCOMODATION SERVICES IN SUPPORT OF CANADIAN ARMED FORCES**

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

Bid Solicitation Number: W8484-19-9330

*Submit Proposals by email to Michaëlle Ferrus*

*Email to: [Michaëlle.Ferrus@forces.gc.ca](mailto:Michaëlle.Ferrus@forces.gc.ca)*

*(DND will confirm receipt of proposal)*

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

***RFP Closing Time and Date: Tuesday November 13, 2018 @ 11:00 EST.***

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

## TABLE OF CONTENTS

<b>PART 1 - GENERAL INFORMATION</b>	<b>3</b>
1.1 INTRODUCTION	3
1.2 SECURITY REQUIREMENTS	3
1.3 STATEMENT OF WORK	3
1.4 DEBRIEFINGS	3
<b>PART 2 - BIDDER INSTRUCTIONS</b>	<b>4</b>
2.1 STANDARD INSTRUCTIONS, CLAUSES AND CONDITIONS	4
2.2 SUBMISSION OF BIDS	4
2.3 ENQUIRIES - BID SOLICITATION	4
2.4 APPLICABLE LAWS	5
<b>PART 3 - BID PREPARATION INSTRUCTIONS</b>	<b>6</b>
3.1 BID PREPARATION INSTRUCTIONS	6
<b>PART 4 - EVALUATION PROCEDURES AND BASIS OF SELECTION</b>	<b>9</b>
4.1 EVALUATION PROCEDURES	9
4.2 BASIS OF SELECTION	10
<b>PART 5 – CERTIFICATIONS AND ADDITIONAL INFORMATION</b>	<b>11</b>
5.1 CERTIFICATIONS PRECEDENT TO CONTRACT AWARD AND ADDITIONAL INFORMATION	11
<b>PART 6 - RESULTING CONTRACT CLAUSES</b>	<b>12</b>
6.1 SECURITY REQUIREMENTS	12
6.2 STATEMENT OF WORK	12
6.3 STANDARD CLAUSES AND CONDITIONS	12
6.4 TERM OF CONTRACT	12
6.5 AUTHORITIES	12
6.6 PAYMENT	13
6.7 INVOICING INSTRUCTIONS	14
6.8 CERTIFICATIONS AND ADDITIONAL INFORMATION	14
6.9 INSURANCE	14
6.10 APPLICABLE LAWS	14
6.11 PRIORITY OF DOCUMENTS	14
6.12 DEFENCE CONTRACT	14
<b>ANNEX "A" - STATEMENT OF WORK</b>	<b>15</b>
<b>ANNEX "B" - BASIS OF PAYMENT</b>	<b>22</b>
<b>ANNEX "C" - BIDDER'S POINT OF CONTACT AND CONTACT DETAILS</b>	<b>24</b>

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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) will be holding Third Location Decompression (TLD) in Spain (Tenerife, Canary Islands or Marbella) for CAF personnel who are undergoing Decompression prior to continuation of their travel to Canada.

The CAF requires hotel accommodation services for the period of 06 to 31 January 2019 including but not limited to: hotel accommodations, conference rooms and hotel amenities.

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.

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## PART 2 - BIDDER INSTRUCTIONS

### 2.1 Standard Instructions, Clauses and Conditions

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

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

The [2003](#) (2018-05-22) Standard Instructions - Goods or Services - Competitive Requirements, are incorporated by reference into and form part of the bid solicitation, with the following modifications:

- a) Section 02, Procurement Business Number is deleted in its entirety.
- b) Section 05, Submission of Bids – Subsection 2(d) is deleted and replaced by: It is the Bidder's responsibility to:
  - (d) send its bid only to the Department of National Defence (DND) organization receiving the bids as specified on page 1 of the RFP.
- c) Section 05, Submission of Bids – Subsection 3 is deleted.
- d) Section 05, Submission of Bids – Subsection 4 is amended as follows:

Delete: 60 days  
Insert: 90 days
- e) Section 08, Transmission by facsimile or by epost Connect is deleted in its entirety.
- f) Section 20, Further Information is deleted in its entirety.

### 2.2 Submission of Bids

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

### 2.3 Enquiries - Bid Solicitation

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

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

## **2.4 Applicable Laws**

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

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

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## **PART 3 - BID PREPARATION INSTRUCTIONS**

### **3.1 Bid Preparation Instructions**

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

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

#### **3.1.1 Electronic Submissions**

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 fully meet the requirements and how they will carry out the Work, as defined in Annex A, Statement of Work.

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

Bidders financial bid must include at a minimum the information requirements contained in the table below.

Unit Price: The firm unit price must be quoted in Euros.

If the cost of the mandatory hot breakfast is listed as a separate cost, it will be added to the Room Rate for both evaluation purposes and contractual purposes.

The total amount of Applicable Taxes must be shown separately (for contractual purposes only).

**For each hotel offered**, the bidder must provide the following information:

Name and Address of Hotel:					
Date Check-in and Check-out	# of Nights (A)	Single Occupancy Rooms (1 bed)			Total cost for Single rooms (A*B*C)
		Nightly Price (B)	# of Rooms (C)	Total # of Persons	
6 – 31 Jan 2019	25		27	27	
11 – 31 Jan 2019	19		65	65	
<b>Cost of hot breakfast (per person/per day):</b> (only if not already included in the rates above)					
<b>Parking Rates</b>					
Date	Requirement	Daily Rate per vehicle (A)	Quantity (B)	Number of days (C)	Total cost for parking (A*B*C)
6 – 31 Jan 2019	Parking - 5 Sedans		5	26	
<b>Conference Rooms</b>					
Date	Requirement	Daily Rate (A)	Quantity (B)	Number of days (C)	Total cost for conference rooms (A*B*C)
11 – 30 Jan 2019	Conference Room – 70 participants		20	20	

Tax Rate Accommodations: \_\_\_\_\_

Tax Rate Parking: \_\_\_\_\_

Tax Rate Conference Rooms: \_\_\_\_\_

### 3.1.2 Electronic Payment of Invoices

Invoices will be paid by Electronic Wire Transfer.

### 3.1.3 Exchange Rate Fluctuation

The requirement does not offer exchange rate fluctuation risk mitigation. Requests for exchange rate fluctuation risk mitigation will not be considered. All bids including such provision will render the bid non-responsive.

## Section III: Certifications

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

## Section IV: Additional Information

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.
- (c) Each bidder must bid to accommodate the requirement in whole. If a bidder offers more than one hotel, each hotel will be evaluated as a distinct bid.

#### **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.

By providing a bid, the bidder agrees to comply with all aspects of the Statement of Work. Full compliance of the Statement of Work is mandatory.

#### **4.1.2 Financial Evaluation**

##### **4.1.2.1 Mandatory Financial Criteria**

Evaluation of Price

The price of the bid will be evaluated in Euro's, exclusive of taxes.

The total cost will be evaluated, which includes the cost of accommodations (including breakfast), Parking and Conference Room costs.

If the cost of the mandatory hot breakfast is listed as a separate cost, it will be added to the Room Rate for both evaluation purposes and contractual purposes.

**For each hotel offered**, the bidder must provide the following information:

Name and Address of Hotel:					
Date Check-in and Check-out	# of Nights (A)	Single Occupancy Rooms (1 bed)			Total cost for Single rooms (A*B*C)
		Nightly Price (B)	# of Rooms (C)	Total # of Persons	
6 – 31 Jan 2019	25		27	27	
11 – 31 Jan 2019	19		65	65	
<b>Cost of hot breakfast (per person/per day):</b> (only if not already included in the rates above)					
Parking Rates					
Date	Requirement	Daily Rate per vehicle (A)	Quantity (B)	Number of days (C)	Total cost for parking (A*B*C)
6 – 31 Jan 2019	Parking - 5 Sedans		5	26	
Conference Rooms					
Date	Requirement	Daily Rate (A)	Quantity (B)	Number of days (C)	Total cost for conference rooms (A*B*C)
11 – 30 Jan 2019	Conference Room – 70 participants		20	20	

Tax Rate Accommodations: \_\_\_\_\_

Tax Rate Parking: \_\_\_\_\_

Tax Rate Conference Rooms: \_\_\_\_\_

## 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.

In order to reflect the value of locating the CAF contingent in Tenerife, Canary Islands (Spain), the following calculation will apply to the room rates as bid, for evaluation purposes only, to establish the lowest evaluated price:

- a) Any Hotel that is located on the island of Tenerife, according to Google Maps ([www.google.com/maps](http://www.google.com/maps)), will have its room rate discounted by 30%.

Note: this is for comparison purposes only. Contractual rates will remain as bid.

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## 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 Precedent to Contract Award and Additional Information

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

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

In accordance with the *Ineligibility and Suspension Policy* (<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.

#### 5.1.2 Integrity Provisions – Required Documentation

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

#### 5.1.3 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* website ([http://www.esdc.gc.ca/en/jobs/workplace/human\\_rights/employment\\_equity/federal\\_contractor\\_program.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 There is no security requirement applicable to the Contract.

### 6.2 Statement of Work

The Work to be performed is detailed under Annex A.

### 6.3 Standard Clauses and Conditions

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

**2010C** (2018-06-21), General Conditions - Services (Medium Complexity) apply to and form part of the Contract, with the following modifications:

a. Definition of Minister is modified as follows:

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

### 6.4 Term of Contract

#### 6.4.1 Period of the Contract

The period of the Contract is from date of the Contract to 28 February 2019, inclusive.

### 6.5 Authorities

To be inserted at Contract Award.

#### 6.5.1 Contracting Authority

The Contracting Authority for the Contract is:

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

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

Department of National Defence

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

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

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

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 address: \_\_\_\_\_

The Technical Authority is the representative of the department or agency for whom the Work is being carried out under the Contract and is responsible for all matters concerning the technical content of the Work under the Contract. Technical matters may be discussed with the 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

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

### 6.6.2 Limitation of Expenditure

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

### 6.6.3 Single Payment

SACC *Manual* clause H1000C (2008-05-12) Single Payment – applies to and forms part of the Contract.

### 6.6.4 Electronic Payment of Invoices – Contract

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

- a. Wire Transfer (International Only).

## 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 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](#) (2018-06-21), General Conditions - Services (Medium Complexity);
- (c) Annex A, Statement of Work;
- (d) Annex B, Basis of Payment;
- (e) the Contractor's bid dated \_\_\_\_\_

## 6.12 Defence Contract

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

## ANNEX "A" - STATEMENT OF WORK

### 1. Scope

#### 1.1 Purpose

The purpose of this Statement of Work (SOW) is to obtain Hotel Services in support of the Canadian Armed Forces (CAF) operation.

#### 1.2 Background

The Canadian Armed Forces (CAF) will be holding Third Location Decompression (TLD) in Tenerife, Canary Islands, Spain or Marbella, Spain. It is anticipated that the events will take place from 6 – 31 January 2019 for up to 92 people at a time.

The table below can assist the contractor in scoping the size of the contractual requirements.

Group	Date Check in	Date Check out	Number of Personnel	Type of Room Occupancy	Number of Nights
Admin Support Team	6 January 2019	31 January 2019	27	Single	25
Group	11 January 2019	30 January 2019	65	Single	19

#### 1.3 Terminology

1.3.1 Single Occupancy. A single occupancy room means at least one bed. Each bed must be a double bed or larger.

### 2. Requirements

The Contractor must provide Hotel services for a minimum of eighty three (83) people and a maximum of up to ninety two (92) people from 6 - 31 January 2019, and meeting rooms for up to 70 people each when required. All rooms must be confirmed within 48 hours to the CAF Point of Contact (POC) once the dates are confirmed.

2.1. The Contractor is responsible for providing all the specific services described within this Statement of Work.

### 3. Requirements

#### 3.1 Tasks

- 3.1.1 Provide hotel rooms;
- 3.1.2 Provide conference room;
- 3.1.3 Provide access and use to all hotel amenities; and
- 3.1.4 Provide bottled water.

## **3.2 Technical requirements**

The Contractor must provide with the following minimum requirements for accommodations. Those that exceed these requirements will be considered:

### 3.2.1 Facility Requirements:

- 3.2.1.1 Hotel must provide early check-in and late check-out as required to accommodate flight changes. If not feasible, in lieu of early or late check-out, a secured luggage storage area and showering area must be provided.
- 3.2.1.2 Space in the vicinity of the lobby must be made available for the duration of the contract, with a table and 2 chairs for support staff.
- 3.2.1.3 For hotels in Marbella, Spain, the hotel must be located within 60 kilometers of Malaga Airport (AGP / LEMG) driving according to Google Maps <https://www.google.com/maps/>

### 3.2.2 Room Requirements:

- 3.2.2.1 A double bed or larger, in single accommodation rooms, with comfortable bedding and newer mattress. Cots, pullouts, sofa beds or two single beds put together are not acceptable;
- 3.2.2.2 Temperature controlled rooms with individual room controls for each room;
- 3.2.2.3 Private full-bath to include a toilet, sink and shower per room;
- 3.2.2.4 Serviceable television with remote and cable with a minimum of one English TV channel;
- 3.2.2.5 Telephone capable of making international calls. DND guests must pay phone charges at time of check-out. DND shall not be invoiced under the Contract for phone calls made from rooms;
- 3.2.2.6 Safes must be made available within the room or at a minimum at the front desk for CAF personnel storage only;
- 3.2.2.7 At least two (2) electrical outlets with adaptor compatible with North American standard voltage;



- 3.2.2.8 Arm chair or sofa;
- 3.2.2.9 Armoire or dresser;
- 3.2.2.10 Alarm Clock or easy access to a reliable wake-up call services;
- 3.2.2.11 Rooms and throughout the hotel must have complimentary Wi-Fi access;
- 3.2.2.12 Rooms must be non-smoking; and
- 3.2.2.13 One (1) room key per person staying in each room. If available, keys will be picked up in advance of check-in and managed by an identified Technical Authority

### 3.2.3 Cleaning Requirements:

- 3.2.3.1 Daily room cleaning to European standards including bathroom;
- 3.2.3.2 Have beds made up daily;
- 3.2.3.3 Fresh towel service, shampoo and soaps sufficient for the number of personnel in each room must be provided on a daily basis;
- 3.2.3.4 Linen must be changed at least once a week;
- 3.2.3.5 At least one (1) sanitized (clean or disinfected is acceptable) drinking glass per person in the room must be provided; and
- 3.2.3.6 Have waste removed.

### 3.2.4 Conference Room Requirements:

Conference rooms must have:

- 3.2.4.1 Individual seating with sufficient space (not touching each other) between each person;
- 3.2.4.2 To be configured in a briefing/classroom format as required by the on-site CAF Representative;
- 3.2.4.3 Doors/access must have locks with at least two keys provided for staff access;
- 3.2.4.4 Flipcharts with appropriate markers;
- 3.2.4.5 Serviceable audio/visual equipment must be provided if requested by the on-site Technical Authority. Equipment must include laptop computer, projector, sound system and screen;

### 3.2.4.6 Conference room details:

- a. A meeting room must be available daily in three (3) hour slots from 11 January to 30 January 2019 inclusively, between 0900-1200 hours, capable of comfortably seating up to ninety (70) participants. Hotel must be able to provide Audio Visual equipment upon request. Hotel will provide complimentary bottled water; and
- b. If necessary, the bidder may propose alternate times for the conference rooms above as mutually agreed upon by the CAF POC and the contractor representative.

3.2.4.7 The hotel must be able to accommodate personnel purchasing refreshments at coffee break during the meeting dates mentioned in para 3.2.4.6. Refreshments to include, coffee, creamer, milk, juice, tea, water and soda drinks. Personnel will be individually responsible to pay for these beverages.

### 3.2.5 Hotel Amenities Requirements:

- 3.2.5.1 Fitness facility (gym) within the hotel. The gym area must include weights (free or machine), a minimum of two (2) aerobic equipment (examples: treadmill, stair climber, stationary bike), and sufficient space for up to 5 persons to participate at one time. Within this area, the Contractor must provide disinfectant cleaner at equipment stations for hygiene purposes between users. Access to the facility 24 hours a day, seven (7) days a week, would be an asset;
- 3.2.5.2 One restaurant within the hotel must have the dining capacity to accommodate a minimum of 92 guests at the same time. Featuring more than one restaurant would be an asset;
- 3.2.5.3 Three (3) or more restaurants and/or cafes within walking distance (500 meters) of the hotel;
- 3.2.5.4 Rooms and throughout the hotel must have complimentary Wi-Fi access (including at the conference rooms); and
- 3.2.5.5 The Contractor must provide a minimum of five (5) on-site parking spaces at the hotel for DND guests as and when requested.

### 3.2.6 Breakfast Requirements:

- 3.2.6.1 The Contractor must provide Full European breakfast, included with the room for all its occupants, in accordance with the specifications detailed below.
  - a. Breakfast must be available between 07:00-10:30 daily.

- 
- b. The breakfast facilities must be able to serve all the contracted guests of that facility within the above timeframe.
  - c. Breakfast must be provided in accordance with the local industry standards. 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.
  - d. Hot breakfast contents must include: Juice, Coffee, and Tea, Hot breakfast entrée, Hot breakfast meat or alternative, Cheese or Yogurt, Two fruit options, Breakfast starch, Breakfast vegetable, Bread product, Condiments/Preserves; and

3.2.6.2 All food handling, storage and preparation practices are to be in accordance with the Food Safety Code of Practice for Canada's Foodservice Industry or with HACCP International principles.

### 3.2.7 Bottled Water Requirement:

3.2.7.1 The Contractor must provide one (1) litre bottle (or equivalent) of drinking water per person per day per room at no additional cost to the occupants.

### 3.2.8 Incidental Charges:

3.2.8.1 Incidental charges incurred by personnel must be dealt with separately from the Contract. Examples of incidental charges that would not be covered by this Contract include but are not limited to:

- a. Telephone charges;
- b. Food and beverage charges;
- c. Minibar charges;
- d. Charges for damages; and
- e. Other incidentals.

## **3.3 Constraints**

3.3.1 The Contractor must ensure that hotel accommodations can be secured and booked by the dates specified in the contract.

3.3.2 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.

3.3.3 When requested, the Contractor must ensure that rooms are co-located in the same area of the hotel.

- 
- 3.3.4 The Contractor must provide single occupancy rooms for all 92 people and conference rooms at the same hotel location, including full use of hotel facilities.
- 3.3.5 The hotel must be located on either the island of Tenerife (Canary Islands) or in Marbella.

### **3.4 Contractor responsibilities**

- 3.4.1 The Contractor must establish an English speaking POC to provide customer service on a twenty-four (24) hour basis, seven (7) days per week. The Contractor must designate an on-site Point of Contact (POC), proficient in English, for the entire period identified in the contract that will be responsible for coordinating hotel accommodations and amenities and assisting CAF staff during their stay at the hotel in all matters relating to accommodations and hotel services.

The POC must be available from 08:00-18:00 daily. Outside these hours, a contact person and telephone number must be provided if different than the POC

- 3.4.2 Contractor must provide access to all hotel amenities for the duration of the contract dates, including restaurant(s) and fitness facility.

### **3.5 CAF responsibilities**

- 3.5.1 The CAF will notify the Contractor of irregular service issues if/when they arise. An example would be a scheduling irregularity that changes the total number of people expected.
- 3.5.2 The CAF will advise the Contractor immediately upon discovery of any damages to hotel rooms. Any damage to rooms will be reported to the identified point of contact (POC) for investigation. Individuals found responsible for damage caused to hotel property will be responsible to pay the charges. All charges for damages will not form part of this contract and will be settled outside of this contract.
- 3.5.3 The CAF Technical Authority will be responsible to provide a list of the names of the personnel utilizing the accommodation at least 48 hrs prior to the occupancy dates.

### **3.6 Quality Assurance Requirements**

- 3.8.1 Throughout the period of the contract, the Contractor must permit the CAF Rep, and/or other representatives of the CAF, to inspect any hotel facilities associated with the services outlined in this SOW. Inspection when required or requested, will be, but not limited to rooms and food preparation areas.
- 3.8.2 The Contractor will ensure that all of the requirements outlined in this SOW are met at all times. Discrepancies in the provision of services to the required standard shall be first dealt with by the designated POC of the Contractor and escalated to the TA if the issue remains unresolved.

#### 4. Deliverables

The Contractor must provide the following deliverables in accordance with the Statement of Work:

- 4.1 Provide hotel rooms;
- 4.2 Provide conference room;
- 4.3 Provide access and use to all hotel amenities; and
- 4.4 Provide bottled water.

**ANNEX "B" - BASIS OF PAYMENT**

The Bidder must provide accommodations services in accordance with Annex A – Statement of Work.

Basis of payment will be firm fixed rate for the duration of the contract.

Applicable taxes are extra.

Nightly price of rooms include the cost of the provided breakfast per person.

All prices are in Euros.

**ACCOMMODATIONS**

Name of Hotel: \_\_\_\_\_

Date Check-in and Check-out	# of Nights (A)	Single Occupancy Rooms (1 bed)			Total cost for Single rooms (A*B*C)
		Nightly Price (B)	# of Room s (C)	Total # of Person s	
6 – 31 Jan 2019	25		27	27	
11 – 30 Jan 2019	19		65	65	
Cost of hot breakfast (per person/per day): (only if not already included in the rates above)					

Total Cost Accommodations: \_\_\_\_\_

**PARKING**

Name of Hotel: \_\_\_\_\_

Date	Requirement	Daily Rate per vehicle (A)	Quantity (B)	Number of days (C)	Total cost for parking (A*B*C)
6 – 31 Jan 2019	Parking – 5 Sedans		5	26	

Total Cost Parking: \_\_\_\_\_

Solicitation No. - N° de l'invitation

W8484-19-9330

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

W8484-19-9330

Amd. No. - N° de la modif.

File No. - N° du dossier

W8484-19-9330

Buyer ID - Id de l'acheteur

CCC No./N° CCC - FMS No./N° VME

## CONFERENCE ROOMS

Name of Hotel: \_\_\_\_\_

Date	Requirement	Daily Rate (A)	Quantity (B)	Number of days (C)	Total cost for conference rooms (A*B*C)
11-30 Jan 2019	Conference Room – 70 participants		20	20	

Total Cost Conference Room(s): \_\_\_\_\_

Total Estimated Taxes: \_\_\_\_\_

Total Cost: \_\_\_\_\_

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**ANNEX "C" - BIDDER'S POINT OF CONTACT AND CONTACT DETAILS**

**a. Please provide the following information for your company:**

Company Name: \_\_\_\_\_  
Legal Form: \_\_\_\_\_  
Registration: \_\_\_\_\_  
Physical Address: \_\_\_\_\_  
Tel: \_\_\_\_\_  
Fax: \_\_\_\_\_  
Email: \_\_\_\_\_

**b. Main Point of Contact (for Contract Administration and Management):**

Name: \_\_\_\_\_  
Position(s) in the company: \_\_\_\_\_  
Office location: \_\_\_\_\_  
Tel: \_\_\_\_\_  
Mobile: \_\_\_\_\_  
E-Mail: \_\_\_\_\_

**c. The bidder confirms that their proposed 24 hours, 7 days a week on-site Point of Contact (POC) is fluent in English and is able to provide the services as outlined under Annex A, Statement of Work. Please identify your company's Point of Contact:**

Name: \_\_\_\_\_  
Position(s) in the company: \_\_\_\_\_  
Office location: \_\_\_\_\_  
Tel: \_\_\_\_\_  
Mobile: \_\_\_\_\_  
E-Mail: \_\_\_\_\_

I confirm and concur with the above:

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Printed Name & Title \_\_\_\_\_ Position held in Company \_\_\_\_\_

Date

Signature of Company Official

Company Stamp