



Real Property Services Management Contracting Directorate

Request for Proposals (RFP)

**Department of National Defence – 4th Canadian Division Training Centre Meaford Site
Support Services**

W6369-170008/B



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PART 1 - GENERAL INFORMATION

1.1 Introduction

The bid solicitation is divided into seven 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 and Additional Information: includes the certifications and additional information to be provided;
- Part 6 Security, Financial, Personnel and Other Requirements: includes specific requirements that must be addressed by Bidders; and
- Part 7 Resulting Contract Clauses: includes the clauses and conditions that will apply to any resulting contract.

The Annexes included are:

- Annex "A" Statement of Work
- Annex "B" Basis of Payment
- Annex "C" Security Requirements Check List
- Annex "D" Electronic Payment Instruments
- Annex "E" Certifications
- Annex "F" Insurance Requirements
- Annex "G" Resource Requirements
- Annex "H" Task Authorization: DND 626, Task Authorization Form
- Annex "I" Financial Evaluation
- Annex "J" Technical Evaluation
- Annex "K" Loan and Lease Agreements
- Annex "L" Performance Management Framework



1.2 Summary

1.2.1 The Department of National Defence (DND) is a key federal department with more than 100,000 employees located at sites throughout Canada and abroad. The mission of DND and the Canadian Forces is to defend Canada, its interests and its values, while contributing to international peace and security.

4 CDTC Meaford reports to 4th Canadian Division and is a military training centre located 8 km northwest of Meaford, Ontario on approximately 17,500 acres of land. Training support includes vehicles, equipment and training areas for individual and collective training.

It is Canada's intention to have a contract with the successful Bidder signed by the fall of 2020. This contract will be awarded initially for 10 years and with the potential of up to 10, 1 year option periods.

1.2.2 There are security requirements associated with this requirement. For additional information, consult Part 6 - Security, Financial and Other Requirements, and Part 7 - Resulting Contract Clauses. For more information on personnel and organization security screening or security clauses, bidders should refer to the Industrial Security Program (ISP) of Public Works and Government Services Canada (<http://ssi-iss.tpsgc-pwgsc.gc.ca/index-eng.html>) website.

1.2.3 The requirement is subject to the provisions of the Canadian Free Trade Agreement (CFTA).

1.2.4 The requirement is subject to a preference for Canadian goods and/or services.

1.2.5 This procurement is subject to the Controlled Goods Program. The Defence Production Act defines Canadian Controlled Goods as certain goods listed in Canada's Export Control List, a regulation made pursuant to the Export and Import Permits Act (EIPA).

1.2.6 There is an optional Bidders' conference and site visit associated with this requirement. Consult Part 2 – Bidder Instructions.

1.2.7 The Federal Contractors Program (FCP) for employment equity applies to this procurement; see Part 5 - Certifications, Part 7 - Resulting Contract Clauses and the Annex titled Federal Contractors Program for Employment Equity - Certification.

1.2.8 For this Bid solicitation Bids will be transmitted electronically. Bidders must refer to Part 2 entitled Bidder Instructions, and Part 3 entitled Bid Preparation Instructions, of the bid solicitation, for further information.



1.3 Debriefings

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

1.4 Phased Bid Compliance Process

1.4.1 The Phased Bid Compliance Process applies to this requirement



PART 2 - BIDDER INSTRUCTIONS

2.1 Standard Instructions, Clauses and Conditions

2.1.1 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.

2.1.2 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.

2.1.3 The 2003 (2018-05-22) Standard Instructions - Goods or Services - Competitive Requirements, are incorporated by reference into and form part of the RFP, and are amended as follows:

a) Section 05, Submission of Bids, subsection 2(d):

Delete: In its entirety.

b) Section 05, Submission of Bids, subsection 4:

Delete: Bids will remain open for acceptance for a period of not less than 60 days from the closing date of the bid solicitation, unless specified otherwise in the bid solicitation.

Insert: Bids will remain open for acceptance for a period of not less than 450 days from the date of proposal submission, unless specified otherwise in the bid solicitation.

c) Section 08, entitled Transmission by facsimile or by epost Connect, is amended as follows:
subsection 2. is deleted entirely and replaced with the following:

2. epost Connect

a. Unless specified otherwise in the bid solicitation, bids may be submitted by using the epost Connect service provided by Canada Post Corporation.

i. PWGSC, National Capital Region: The only acceptable email address to use with epost Connect for responses to bid solicitations issued by PWGSC headquarters is:

tpsgc.dgareceptiondessoumissions-abbidreceiving.pwgsc@tpsgc-pwgsc.gc.ca

b. To submit a bid using epost Connect service, the Bidder must either:

i. send directly its bid only to the specified PWGSC Bid Receiving Unit, using its own licensing agreement for epost Connect provided by Canada Post Corporation; or

ii. send as early as possible, and in any case, at least six business days prior to the solicitation closing date and time, (in order to ensure a response), an email that includes the bid solicitation number to the specified PWGSC Bid Receiving Unit requesting to open an epost Connect conversation. Requests to open an epost Connect conversation received after that time may not be answered.



- c. If the Bidder sends an email requesting epost Connect service to the specified Bid Receiving Unit in the bid solicitation, an officer of the Bid Receiving Unit will then initiate an epost Connect conversation. The epost Connect conversation will create an email notification from Canada Post Corporation prompting the Bidder to access and action the message within the conversation. The Bidder will then be able to transmit its bid afterward at any time prior to the solicitation closing date and time.
- d. If the Bidder is using its own licensing agreement to send its bid, the Bidder must keep the epost Connect conversation open until at least 30 business days after the solicitation closing date and time.
- e. The bid solicitation number should be identified in the epost Connect message field of all electronic transfers.
- f. It should be noted that the use of epost Connect service requires a Canadian mailing address. Should a bidder not have a Canadian mailing address, they may use the Bid Receiving Unit address specified in the solicitation in order to register for the epost Connect service.
- g. For bids transmitted by epost Connect service, Canada will not be responsible for any failure attributable to the transmission or receipt of the bid including, but not limited to, the following:
 - i. receipt of a garbled, corrupted or incomplete bid;
 - ii. availability or condition of the epost Connect service;
 - iii. incompatibility between the sending and receiving equipment;
 - iv. delay in transmission or receipt of the bid;
 - v. failure of the Bidder to properly identify the bid;
 - vi. illegibility of the bid;
 - vii. security of bid data; or,
 - viii. inability to create an electronic conversation through the epost Connect service.
- h. The Bid Receiving Unit will send an acknowledgement of the receipt of bid document(s) via the epost Connect conversation, regardless of whether the conversation was initiated by the supplier using its own license or the Bid Receiving Unit. This acknowledgement will confirm only the receipt of bid document(s) and will not confirm if the attachments may be opened nor if the content is readable.
- i. Bidders must ensure that they are using the correct email address for the Bid Receiving Unit when initiating a conversation in epost Connect or communicating with the Bid Receiving Unit and should not rely on the accuracy of copying and pasting the email address into the epost Connect system.
- j. A bid transmitted by epost Connect service constitutes the formal bid of the Bidder and must be submitted in accordance with section 05.

2.2 Submission of Bids

2.2.1 Technical Bids

- 2.2.1.1 Must be submitted and received only using the electronic Bid Submission tool found at the website specified: <https://dnd.smapply.io/>



2.2.2 Financial Bids

2.2.2.1 Must be submitted only to Public Works and Government Services Canada (PWGSC) Bid Receiving Unit by the date, time and place indicated on <https://buyandsell.gc.ca>

Note: For bidders choosing to submit using epost Connect for bids closing at the Bid Receiving Unit in the National Capital Region (NCR) the email address is:

tpsgc.dgareceptiondessomissions-abbidreceiving.pwgsc@tpsgc-pwgsc.gc.ca

Note: Bids will not be accepted if emailed directly to this email address. This email address is to be used to open an epost Connect conversation, as detailed in Standard Instructions 2003, or to send bids through an epost Connect message if the bidder is using its own licensing agreement for epost Connect.

2.3 Former Public Servant

2.3.1 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 FPSs, bidders must provide the information required below before contract award. If the answer to the questions and, as applicable the information required have not been received by the time the evaluation of bids is completed, Canada will inform the Bidder 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 bid non-responsive.

2.3.2 Definitions

2.3.2.1 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.

2.3.2.2 "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.



2.3.2.3 "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.

2.3.3 Former Public Servant in Receipt of a Pension

2.3.3.1 As per the above definitions, is the Bidder a FPS in receipt of a pension? Yes () No ()

If so, the Bidder must provide the following information, for all FPSs 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, Bidders agree that the successful Bidder'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.

2.3.4 Work Force Adjustment Directive

2.3.4.1 Is the Bidder a FPS who received a lump sum payment pursuant to the terms of the Work Force Adjustment Directive? Yes () No ()

If so, the Bidder 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 - Bid Solicitation

- 2.4.1 All enquiries must be submitted in writing to the Contracting Authority no later than 15 calendar days before the bid closing date. Enquiries received after that time may not be answered.
- 2.4.2 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.

2.5 Applicable Laws

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

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

2.6 Improvement of Requirement during Solicitation Period

- 2.6.1 Should Bidders consider that the specifications or Statement of Work contained in the bid solicitation could be improved technically or technologically, Bidders are invited to make suggestions, in writing, to the Contracting Authority named in the bid solicitation. Bidders must clearly outline the suggested improvement as well as the reason for the suggestion. Suggestions that do not restrict the level of competition nor favour a particular Bidder will be given consideration provided they are submitted to the Contracting Authority at least 15 days before the bid closing date. Canada will have the right to accept or reject any or all suggestions.

2.7 Bidders' Conference

- 2.7.1 A bidders' conference will be held at 4-CDTC Meaford on June 19, 2019. The conference will begin at 0730, in M-208 Drill Hall. The scope of the requirement outlined in the bid solicitation will be reviewed during the conference and questions will be answered. It is recommended that bidders who intend to submit a bid attend or send a representative.



2.7.2 Bidders are requested to communicate with the Contracting Authority before the conference to confirm attendance. Bidders should provide, in writing, to the Contracting Authority, the name(s) of the person(s) who will be attending and a list of issues they wish to table no later than 1400 EST June 12, 2019.

2.7.3 Any clarifications or changes to the bid solicitation resulting from the Bidders' conference will be included as an amendment to the bid solicitation. Bidders who do not attend will not be precluded from submitting a bid.

2.8 Optional Site Visit

2.8.1 It is recommended that the Bidder or a representative of the Bidder visit the work site. Arrangements have been made for the site visit to be held at 4 CDTC Meaford from June 19-20, 2019. The site visit will begin at 1000 June 19, 2019, in M-208 Drill Hall.

2.8.2 Bidders are requested to communicate with the Contracting Authority no later than 1400 EST June 12, 2019 to confirm attendance and provide the name(s) of the person(s) who will attend. Bidders may be requested to sign an attendance sheet. Bidders who do not attend or do not send a representative will not be given an alternative appointment but they will not be precluded from submitting a bid. Any clarifications or changes to the bid solicitation resulting from the site visit will be included as an amendment to the bid solicitation.

2.9 Ontario Labour Legislation - Bid

1. In accordance with the requirements of section 77(1) of the Employment Standards Act, 2000, S.O. 2000, c. 41, the following information concerning each employee of the previous supplier providing services at the premises is attached:
 - a. the employee's job classification or job description;
 - b. the wage rate actually paid to the employee;
 - c. description of the benefits, if any, provided to the employee including the cost of each benefit and the benefit period to which the cost relates;
 - d. the number of hours that the employee works in a regular work day and in a regular work week, or if the employee's hours of work vary from week to week, the number of the employee's non-overtime hours for each week that the employee worked during the thirteen (13) weeks before the date of the request for information;



- e. the date on which the employer hired the employee;
 - f. any period of employment attributed to the employer under section 10 of the Act;
 - g. the number of weeks that the employee worked at the premises during the twenty-six (26) weeks before the request date. The 26-week period must be calculated without including any period during which the provision of services at the premises was temporarily discontinued, or during which the employee was on leave of absence under Part XIV of the Act;
 - h. a statement indicating whether either of the following subparagraphs applies to the employee:
 - i. The employee's work, before the request date, included the provision of services at the premises, but the employee did not perform his or her job duties primarily at those premises during the thirteen (13) weeks before the request date.
 - ii. The employee's work included the provision of services at the premises, but the employee was not actively at work immediately before the request date, and did not perform his or her job duties primarily at the premises during the most recent thirteen (13) weeks of active employment.
2. The name, residential address and telephone number of each employee as they appear in the previous employer's records will be provided to the successful Bidder after contract award.
 3. In addition to the above information, a copy of either the collective agreement, union certificate, or pending union application(s) regarding these employees at the premises is also attached, if applicable.
 4. Bidders must use the information referred to in subparagraphs 1.(a) to 1.(h) and paragraph 3 (if applicable) only for the purposes of preparing their bids and complying with the Act. Bidders must not disclose such information except as may be authorized by Canada in writing.
 5. The enclosed information concerning the employees of the previous employer providing services at the premises has been received from the previous employer and Canada does not warrant its accuracy or completeness. Canada will not be responsible for any damage or loss which may result from use of or reliance upon any of this information.
 6. Bidders who require clarification or further information may contact:
heather.murphy@pwgsc.gc.ca.



PART 3 - BID PREPARATION INSTRUCTIONS

3.1 Bid Preparation Instructions

Technical Bid

- 3.1.1 Bidders are requested to complete and submit their Bid using the electronic Bid Submission tool found at the website specified: <https://dnd.smapply.io/>
- 3.1.2 In order to complete and submit a Bid, Bidders must first register and obtain a username and password.
- 3.1.3 When a Bid is successfully submitted, an automated email is sent to the Bidder. This email serves as confirmation of receipt.
- 3.1.4 All Bids must be received by the RFP closing date and time specified on the Buy and Sell website. Bids received after the specified period will not be evaluated. Bidders are solely responsible for ensuring their proposal is submitted properly in its entirety and on time.
- 3.1.5 Should there be technical difficulties accessing or using the online system, Bidders must use the contact information located on the website. Technical assistance is restricted to issues associated with mechanics of the online system. The personnel providing technical assistance are not associated with the RFP and are not in a position to comment on or provide interpretation on the RFP.
- 3.1.6 All questions related to the RFP and its content related to Bid submission is to be directed to the Contracting Authority.
- 3.1.7 Due to the nature of this RFP, Bids transmitted by facsimile to PWGSC will not be accepted.
- 3.1.8 Bidders who are not able to submit their Bid using the electronic tool must contact the Contracting Authority, with sufficient time, to arrange an alternate submission method for their Bids.

Financial Bid

- 3.1.9 If the Bidder chooses to submit its financial bid electronically, Canada requests that the Bidder submits its bid in accordance with section 08 of the 2003 standard instructions. The epost Connect system has a limit of 1GB per single message posted and a limit of 20GB per conversation.
- 3.1.10 If the Bidder chooses to submit its financial bid in hard copies, Canada requests that the Bidder submits its financial bid in separately bound sections as follows:

Section I: Financial Bid: 1 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.



If the Bidder is simultaneously providing copies of its bid using multiple acceptable delivery methods, and if there is a discrepancy between the wording of any of these copies and the electronic copy provided through epost Connect service, the wording of the electronic copy provided through epost Connect service will have priority over the wording of the other copies.

3.2 Bids

- 3.2.1 All Bids submitted will be bound by the same terms, conditions and limitations.
- 3.2.2 In the event that a Bid is submitted electronically and through an alternate means for the same proposal, the electronic Bid will take precedence unless otherwise specified by the Bidder.

3.3 Section I: Technical Bid

- 3.3.1 In their technical bid, Bidders should demonstrate their understanding of the requirements contained in the bid solicitation and explain how they will meet these requirements.
- 3.3.2 The Bidder's responses to the criteria in Part 4, which are also presented in the electronic tool, as applicable, will form the Bidder's Technical Proposal. Bidders should respond to each criterion in a thorough, concise and clear manner within the allotted character count for each criterion.
- 3.3.3 The technical Bid should address clearly and in sufficient depth the points that are subject to the evaluation criteria against which the bid will be evaluated. Simply repeating the statement contained in the Bid solicitation is not sufficient. In order to facilitate the evaluation of the Bid, Canada requests that Bidders address and present topics in the order of the evaluation criteria under the same headings. To avoid duplication, Bidders may refer to different sections of their bids by identifying the specific paragraph and page number where the subject topic has already been addressed.

3.4 Section II: Financial Bid

- 3.4.1 Bidders must complete the Financial Proposal Price Breakdown set out in Annex I.
- 3.4.2 All financial proposals must be in Canadian dollars.

3.5 Electronic Payment of Invoices – Bid

- 3.5.1 If you are willing to accept payment of invoices by Electronic Payment Instruments, complete Annex D Electronic Payment Instruments, to identify which ones are accepted.
- 3.5.2 If Annex D Electronic Payment Instruments is not completed, it will be considered as if Electronic Payment Instruments are not being accepted for payment of invoices.
- 3.5.3 Acceptance of Electronic Payment Instruments will not be considered as an evaluation criterion.

3.6 Exchange Rate Fluctuation

- 3.6.1 C3011T (2013-11-06), *Exchange Rate Fluctuation*

3.7 Section IV: Certifications

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



PART 4 - EVALUATION PROCEDURES AND BASIS OF SELECTION

4.1 Evaluation Procedures

- a) Canada will use the Phased Bid Compliance Process (PBCP) described below.
- b) Bids will be assessed in accordance with the entire requirement of the bid solicitation including the technical, and financial criteria. Evaluations will be conducted using a consensus-based approach.
- c) An evaluation team will determine first if there are two or more bids with a valid Canadian Content certification. In that event, the evaluation process will be limited to the bids with the certification; otherwise, all bids will be evaluated. If some of the bids with a valid certification are declared non-responsive, or are withdrawn, and less than two responsive bids with a valid certification remain, the evaluation will continue among those bids with a valid certification. If all bids with a valid certification are subsequently declared non-responsive, or are withdrawn, then all the other bids received will be evaluated.
- d) Bids that meet the Mandatory Technical Evaluation Criteria will proceed to the rated evaluation.
- e) Bids that do not meet all mandatory criteria, or do not achieve all minimum pass marks, will be declared non-responsive and will receive no further consideration.

4.1.1 Consensus

- a) A consensus process will be used to arrive at a consensus score for each criterion being evaluated.
- b) During consensus, it may be necessary to contact the reference(s) for verification or validation of what the Bidder has proposed in the bid. Information provided by a reference which differs from the information supplied by the Bidder may be considered by evaluators. If the information provided by the Bidder cannot be verified and validated, the information will not be evaluated and the bid will receive a score of zero for the criteria in question.
- c) PSPC has engaged P1 Consulting Inc. as a fairness monitor for this procurement. The fairness monitor will not be part of the evaluation team, but will, among other things, observe the evaluation of the bids with respect to Canada's adherence to the evaluation process described in this bid solicitation process.

4.1.2 Phased Bid Compliance Process

4.1.2.1 General

- a) Notwithstanding any review by Canada at Phase I or II of the PBCP, Bidders are and will remain solely responsible for the accuracy, consistency and completeness of their Bids and Canada does not undertake, by reason of this review, any obligations or responsibility for identifying any or all errors or omissions in Bids or in responses by a Bidder to any communication from Canada.

The Bidder acknowledges that the reviews in Phase I and II of this PBCP are preliminary and do not preclude a finding in Phase III that the Bid is non-responsive, even for mandatory requirements which were subject to review in Phase I or II and notwithstanding that the Bid had been found responsive in such earlier phase. Canada may deem a Bid to be non-responsive to a mandatory requirement at any phase.



The Bidder also acknowledges that its response to a Notice or a compliance assessment report (CAR) (each defined below) in Phase I or II may not be successful in rendering its bid responsive to the mandatory requirements that are the subject of the Notice or CAR, and may render its bid non-responsive to other mandatory requirements.

- b) Canada may, in its discretion, request and accept at any time from a Bidder and consider as part of the Bid, any information to correct errors or deficiencies in the Bid that are clerical or administrative, such as, without limitation, failure to sign the Bid or any part or to checkmark a box in a form, or other failure of format or form or failure to acknowledge; failure to provide a procurement business number or contact information such as names, addresses and telephone numbers; inadvertent errors in numbers or calculations that do not change the amount the Bidder has specified as the price or of any component thereof that is subject to evaluation. This will not limit Canada's right to request or accept any information after the bid solicitation closing in circumstances where the bid solicitation expressly provides for this right. The Bidder will have the time period specified in writing by Canada to provide the necessary documentation. Failure to meet this deadline will result in the Bid being declared non-responsive.
- c) The PBCP does not limit Canada's rights under Standard Acquisition Clauses and Conditions (SACC) 2003 (2018-05-22) Standard Instructions – Goods or Services – Competitive Requirements nor Canada's right to request or accept any information during the solicitation period or after bid solicitation closing in circumstances where the bid solicitation expressly provides for this right, or in the circumstances described in subsection (d).
- d) Canada will send any Notice or CAR by any method Canada chooses, in its absolute discretion. The Bidder must submit its response by the method stipulated in the Notice or CAR. Responses are deemed to be received by Canada at the date and time they are delivered to Canada by the method and at the address specified in the Notice or CAR. An email response permitted by the Notice or CAR is deemed received by Canada on the date and time it is received in Canada's email inbox at Canada's email address specified in the Notice or CAR. A Notice or CAR sent by Canada to the Bidder at any address provided by the Bidder in or pursuant to the Bid is deemed received by the Bidder on the date it is sent by Canada. Canada is not responsible for late receipt by Canada of a response, however caused.

4.1.2.2 Phase I: Financial Bid

- a) After the closing date and time of this bid solicitation, Canada will examine the Bid to determine whether it includes a Financial Bid and whether any Financial Bid includes all information required by the solicitation. Canada's review in Phase I will be limited to identifying whether any information that is required under the bid solicitation to be included in the Financial Bid is missing from the Financial Bid. This review will not assess whether the Financial Bid meets any standard or is responsive to all solicitation requirements.
- b) Canada's review in Phase I will be performed by officials of the Department of Public Services and Procurement Canada.



- c) If Canada determines, in its absolute discretion that there is no Financial Bid or that the Financial Bid is missing all of the information required by the bid solicitation to be included in the Financial Bid, then the Bid will be considered non-responsive and will be given no further consideration.
- d) For Bids other than those described in c), Canada will send a written notice to the Bidder (“Notice”) identifying where the Financial Bid is missing information. A Bidder, whose Financial Bid has been found responsive to the requirements that are reviewed at Phase I, will not receive a Notice. Such Bidders will not be entitled to submit any additional information in respect of their Financial Bid.
- e) The Bidders who have been sent a Notice will have the time period specified in the Notice (the “Remedy Period”) to remedy the matters identified in the Notice by providing to Canada, in writing, additional information or clarification in response to the Notice. Responses received after the end of the Remedy Period will not be considered by Canada, except in circumstances and on terms expressly provided for in the Notice.
- f) In its response to the Notice, the Bidder will be entitled to remedy only that part of its Financial Bid which is identified in the Notice. For instance, where the Notice states that a required line item has been left blank, only the missing information may be added to the Financial Bid, except that, in those instances where the addition of such information will necessarily result in a change to other calculations previously submitted in its Financial Bid, (for example, the calculation to determine a total price), such necessary adjustments shall be identified by the Bidder and only these adjustments shall be made. All submitted information must comply with the requirements of this solicitation.
- g) Any other changes to the Financial Bid submitted by the Bidder will be considered to be new information and will be disregarded. There will be no change permitted to any other Section of the Bidder’s Bid. Information submitted in accordance with the requirements of this solicitation in response to the Notice will replace, in full, only that part of the original Financial Bid as is permitted above, and will be used for the remainder of the bid evaluation process.
- h) Canada will determine whether the Financial Bid is responsive to the requirements reviewed at Phase I, considering such additional information or clarification as may have been provided by the Bidder in accordance with this Section. If the Financial Bid is not found responsive for the requirements reviewed at Phase I to the satisfaction of Canada, then the Bid shall be considered non-responsive and will receive no further consideration.
- i) Only Bids found responsive to the requirements reviewed in Phase I to the satisfaction of Canada, will receive a Phase II review.

4.1.2.3 Phase II: Technical Bid

- a) Canada’s review at Phase II will be limited to a review of the Technical Bid to identify any instances where the Bidder has failed to meet any Eligible Mandatory Criterion. This review will not assess whether the Technical Bid meets any standard or is responsive to all solicitation requirements. Eligible Mandatory Criteria are all mandatory technical criteria that are identified in this solicitation as being subject to the PBCP. Mandatory technical criteria that are not identified in the solicitation as being subject to the PBCP, will not be evaluated until Phase III.



- b) Canada will send a written notice to the Bidder (CAR) identifying any Eligible Mandatory Criteria that the Bid has failed to meet. A Bidder whose Bid has been found responsive to the requirements that are reviewed at Phase II will receive a CAR that states that its Bid has been found responsive to the requirements reviewed at Phase II. Such Bidder shall not be entitled to submit any response to the CAR.
- c) A Bidder shall have the period specified in the CAR (the “Remedy Period”) to remedy the failure to meet any Eligible Mandatory Criterion identified in the CAR by providing to Canada in writing additional or different information or clarification in response to the CAR. Responses received after the end of the Remedy Period will not be considered by Canada, except in circumstances and on terms expressly provided for in the CAR.
- d) The Bidder’s response must address only the Eligible Mandatory Criteria listed in the CAR as not having been achieved, and must include only such information as is necessary to achieve such compliance. Any additional information provided by the Bidder which is not necessary to achieve such compliance will not be considered by Canada, except that, in those instances where such a response to the Eligible Mandatory Criteria specified in the CAR will necessarily result in a consequential change to other parts of the Bid, the Bidder shall identify such additional changes, provided that its response must not include any change to the Financial Bid.
- e) The Bidder’s response to the CAR should identify in each case the Eligible Mandatory Criterion in the CAR to which it is responding, including identifying in the corresponding section of the original Bid, the wording of the proposed change to that section, and the wording and location in the Bid of any other consequential changes that necessarily result from such change. In respect of any such consequential change, the Bidder must include a rationale explaining why such consequential change is a necessary result of the change proposed to meet the Eligible Mandatory Criterion. It is not up to Canada to revise the Bidder’s Bid, and failure of the Bidder to do so in accordance with this subparagraph is at the Bidder’s own risk. All submitted information must comply with the requirements of this solicitation.
- f) Any changes to the Bid submitted by the Bidder other than as permitted in this solicitation, will be considered to be new information and will be disregarded. Information submitted in accordance with the requirements of this solicitation in response to the CAR will replace, in full, only that part of the original Bid as is permitted in this Section.



- g) Additional or different information submitted during Phase II permitted by this section will be considered as included in the Bid, but will be considered by Canada in the evaluation of the Bid at Phase II only for the purpose of determining whether the Bid meets the Eligible Mandatory Criteria. It will not be used at any Phase of the evaluation to increase or decrease any score that the original Bid would achieve without the benefit of such additional or different information. For instance, an Eligible Mandatory Criterion that requires a mandatory minimum number of points to achieve compliance will be assessed at Phase II to determine whether such mandatory minimum score would be achieved with such additional or different information submitted by the Bidder in response to the CAR. If so, the Bid will be considered responsive in respect of such Eligible Mandatory Criterion, and the additional or different information submitted by the Bidder shall bind the Bidder as part of its Bid, but the Bidder's original score, which was less than the mandatory minimum for such Eligible Mandatory Criterion, will not change, and it will be that original score that is used to calculate any score for the Bid
- h) Canada will determine whether the Bid is responsive for the requirements reviewed at Phase II, considering such additional or different information or clarification as may have been provided by the Bidder in accordance with this Section. If the Bid is not found responsive for the requirements reviewed at Phase II to the satisfaction of Canada, then the Bid shall be considered non-responsive and will receive no further consideration.
- i) Only Bids found responsive to the requirements reviewed in Phase II to the satisfaction of Canada, will receive a Phase III evaluation.

4.1.2.4 Phase III: Final Evaluation of the Bid

- a) In Phase III, Canada will complete the evaluation of all Bids found responsive to the requirements reviewed at Phase II. Bids will be assessed in accordance with the entire requirement of the bid solicitation including the technical and financial evaluation criteria.

4.1.3 Technical Evaluation

4.1.3.1 Mandatory and point rated technical evaluation criteria are included in Annex J.

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

4.1.4 Financial Evaluation

4.1.4.1 Financial evaluation criteria is found in Annex I.



4.2 Basis of Selection

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

1. To be declared responsive, a bid must:
 - a. comply with all the requirements of the bid solicitation; and
 - b. meet all mandatory criteria;
 - c. obtain the required minimum points for the following criteria:
 1. Rated Criteria 2.1, 560 out of a maximum of 800.
 2. Rated criteria 2.3a, 490 out of a maximum of 700.
 3. Rated criteria 2.3, must score a minimum of 1470 out of a maximum 2100 points available, and;
 - d. obtain the required minimum of 2800 points overall for the technical evaluation criteria which are subject to point rating. The rating is performed on a scale of 4000 points.
2. Bids not meeting (a) or (b) or (c) or (d) will be declared non-responsive.
3. The selection will be based on the highest responsive combined rating of technical merit and price. The ratio will be 70% for the technical merit and 30% for the price.
4. To establish the technical merit score, the overall technical score for each responsive bid will be determined as follows: total number of points obtained / maximum number of points available multiplied by the ratio of 70 %.
5. Each responsive bid will be prorated against the lowest evaluated price and the ratio of 30 %.
6. For each responsive bid, the technical merit score and the pricing score will be added to determine its combined rating.
7. Neither the responsive bid obtaining the highest technical score nor the one with the lowest evaluated price will necessarily be accepted. The responsive bid with the highest combined rating of technical merit and price will be recommended negotiation of an award of a contract.

Basis of Selection - Highest Combined Rating Technical Merit (70%) and Price (30%)

		Bidder 1	Bidder 2	Bidder 3
Overall Technical Score		115/135	89/135	92/135
Bid Evaluated Price		\$55,000.00	\$50,000.00	\$45,000.00
Calculations	Technical Merit Score	$115/135 \times 70 = 59.64$	$89/135 \times 70 = 46.15$	$92/135 \times 70 = 47.70$
	Pricing Score	$45/55 \times 30 = 24.55$	$45/50 \times 30 = 27.00$	$45/45 \times 30 = 30.00$
Combined Rating		84.19	73.15	77.70
Overall Rating		1st	3rd	2nd



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

5.1.2 Canadian Content Certification

This procurement is conditionally limited to Canadian services.

Subject to the evaluation procedures contained in the bid solicitation, Bidders acknowledge that only bids with a certification that the services offered are Canadian services, as defined in clause A3050T, may be considered.

Failure to provide this certification completed with the bid will result in the services offered being treated as non-Canadian services.

The Bidder certifies that:

- () the services offered are Canadian services as defined in paragraph 4 of clause A3050T.

For more information on how to determine the Canadian content for a mix of goods, a mix of services or a mix of goods and services, consult Annex 3.6.(9), Example 2, of the *Supply Manual*.

5.1.2.1.1 *SACC Manual* clause A3050T (2014-11-27) Canadian Content Definition



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 specified will render the bid 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>), 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 website (<https://www.canada.ca/en/employment-social-development/programs/employment-equity/federal-contractor-program.html#>).

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.

Canada will also have the right to terminate the Contract for default if a Contractor, or any member of the Contractor if the Contractor is a Joint Venture, appears on the “FCP Limited Eligibility to Bid” list during the period of the Contract.

The Bidder must provide the Contracting Authority with a completed annex titled Federal Contractors Program for Employment Equity - Certification, before contract award. If the Bidder is a Joint Venture, the Bidder must provide the Contracting Authority with a completed annex Federal Contractors Program for Employment Equity - Certification, for each member of the Joint Venture.

5.2.3 Additional Certifications Precedent to Contract Award

5.2.3.1 Status and Availability of Resources

SACC Manual clause A3005T (2010-08-16) Status and Availability of Resources

5.2.3.2 Education and Experience

SACC Manual clause A3010T (2010-08-16) Education and Experience



PART 6 - SECURITY, FINANCIAL, PERSONNEL AND OTHER REQUIREMENTS

6.1 Security Requirements

1. Before award of a contract, the following conditions must be met:
 - (a) the Bidder must hold a valid organization security clearance as indicated in Part 7 - Resulting Contract Clauses;
 - (b) the Bidder's proposed individuals requiring access to classified or protected information, assets or sensitive work sites must meet the security requirements as indicated in Part 7 - Resulting Contract Clauses;
 - (c) the Bidder must provide the name of all individuals who will require access to classified or protected information, assets or sensitive work sites.
2. Bidders are reminded to obtain the required security clearance promptly. Any delay in the award of a contract to allow the successful Bidder to obtain the required clearance will be at the entire discretion of the Contracting Authority.
3. For additional information on security requirements, Bidders should refer to the Contract Security Program of Public Works and Government Services Canada (<http://www.tpsgc-pwgsc.gc.ca/esc-src/introduction-eng.html>) website.

6.2 Financial Capability

SACC Manual clause A9033T (2012-07-16) Financial Capability

6.3 Controlled Goods Requirement

SACC Manual clause A9130T (2014-11-27) Controlled Goods Program

6.4 Insurance Requirements

The Bidder must provide a letter from an insurance broker or an insurance company licensed to operate in Canada stating that the Bidder, if awarded a contract as a result of the bid solicitation, can be insured in accordance with the Insurance Requirements specified in Annex F.

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

6.5 Resource Requirements and Resource Security Requirements for Contract award

1. Before award of a contract, the Contractor must have resources that meet the qualifications identified in Annex G, or equivalent approved by the TA.



2. Bidders are reminded to contact any resources promptly. Any delay in the award of a contract to allow the successful Bidder to obtain the required resources will be at the entire discretion of the Contracting Authority.
3. The Key Discipline Individuals must meet the following security requirements:

Key Personnel	Security Clearance (Secret) at Contract
Contractor Site Manager (CSM)	X
Resident Supply Manager	X
Inventory Control and Material Manager (s)	X
Personnel responsible for managing the Telecommunications Information Systems (TIS)	X
Personnel responsible for managing the MAN	X
IS Technicians	X
Weapons Technician and Supervisors	X
Vehicle Technician and Supervisors	X
Radio Technicians and Supervisor	X
Administrative Support staff in support of MP operations	X

All other personnel not named above must meet a security clearance level of ‘Reliability’.

To help PWGSC with the verification process, Bidders are being asked to complete Appendix 1 to Annex G.

If the required security information is not provided as per Appendix 1 to Annex G, Canada will inform the Bidder of a time frame within which to provide the information. Failure to comply will render the proposal non-responsive. Canada will not delay the award of the contract to allow the Bidder to meet the required security requirement.



PART 7 - RESULTING CONTRACT CLAUSES

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

7.1 Statement of Work

The Contractor must perform the Work in accordance with the Statement of Work at Annex A and the Contractor's technical bid entitled TBD, dated TBD.

7.1.2 Option to Purchase Capital Assets

The Contractor grants to Canada the option to acquire the capital assets described in the Contractor's proposal dated dd-mm-yyyy. The option will be negotiated and exercised by the Contracting Authority and will be evidenced, through a Contract amendment in accordance with the terms and conditions of the Contract.

7.2 Task Authorization

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.

7.2.1 Task Authorization Process

1. The Project Authority will provide the Contractor with a description of the task using the DND 626, Task Authorization Form specified in Annex H.
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 Project Authority, within 15 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 an authorized TA 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.

7.2.2 Task Authorization Limit

The Project Authority may authorize individual task authorizations up to a limit of \$100,000.00, Applicable Taxes included, inclusive of any revisions.

Any task authorization to be issued in excess of that limit must be authorized by the Contracting authority before issuance.



7.2.3 Canada's Obligation - Portion of the Work - Task Authorizations

SACC Manual clause B9031C (2011-05-16) Canada's Obligation - Portion of the Work - Task Authorizations

7.2.4 Periodic Usage Reports - Contracts with Task Authorizations

The Contractor must compile and maintain records on its provision of services to the federal government under authorized Task Authorizations issued under the Contract.

The Contractor must provide this data in accordance with the reporting requirements detailed below. If some data is not available, the reason must be indicated. If services are not provided during a given period, the Contractor must still provide a "nil" report.

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

The quarterly periods are defined as follows:

1st quarter: April 1 to June 30;

2nd quarter: July 1 to September 30;

3rd quarter: October 1 to December 31; and

4th quarter: January 1 to March 31.

The data must be submitted to the Contracting Authority no later than 5 calendar days after the end of the reporting period.

Reporting Requirement- Details

A detailed and current record of all authorized tasks must be kept for each contract with a task authorization process. This record must contain:

For each authorized task:

- i. the authorized task number or task revision number(s);
- ii. a title or a brief description of each authorized task;
- iii. the total estimated cost specified in the authorized Task Authorization (TA) of each task, exclusive of Applicable Taxes;
- iv. the total amount, exclusive of Applicable Taxes, expended to date against each authorized task;
- v. the start and completion date for each authorized task; and
- vi. the active status of each authorized task, as applicable.

For all authorized tasks:

- i. the amount (exclusive of Applicable Taxes) specified in the contract (as last amended, as applicable) as Canada's total liability to the contractor for all authorized TAs; and
- ii. the total amount, exclusive of Applicable Taxes, expended to date against all authorized TAs.



7.2.5 Task Authorization - Department of National Defence

The administration of the TA process will be carried out by the Department of National Defence designation xx xx xx xx. This process includes monitoring, controlling and reporting on expenditures of the contract with TAs to the Contracting Authority

7.3 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.

7.3.1 General Conditions

7.3.1.1

2035 (2018-06-21), General Conditions - Higher Complexity - Services, apply to and form part of the Contract.

7.3.1.2 Contract Cost Principles

1031-2 01 (2008-05-12) General Principle

The total cost of the Contract must be the sum of the applicable direct and indirect costs which are, or must be reasonably and properly incurred and/or allocated, in the performance of the Contract, less any applicable credits. These costs must be determined in accordance with the Contractor's cost accounting practices as accepted by Canada and applied consistently over time.

1031-2 02 (2008-05-12) Definition of a Reasonable Cost

1. A cost is reasonable if the nature and amount do not exceed what would be incurred by an ordinary prudent person in the conduct of a competitive business.
2. In determining the reasonableness of a particular cost, consideration will be given to:
 - a. whether the cost is of a type generally recognized as normal and necessary for the conduct of a contractor's business or performance of the Contract;
 - b. the restraints and requirements by such factors as generally accepted sound business practices, arm's length bargaining, federal, provincial and local laws and regulations, and contract conditions;
 - c. the action that prudent business persons would take in the circumstances, considering their responsibilities to the owners of the business, their employees, customers, the Government and public at large;
 - d. significant deviations from the established practices of the Contractor which may unjustifiably increase the contract costs; and



- e. the specifications, delivery schedule and quality requirements of the particular contract as they affect costs.

1031-2 03 (2008-05-12) Direct Costs

There are three categories of direct costs:

1. "Direct Material Costs" meaning the cost of materials which can be specifically identified and measured as having been used or to be used in the performance of the Contract and which are so identified and measured consistently by the Contractor's cost accounting practices as accepted by Canada.
 - a. These materials may include, in addition to materials purchased solely for the performance of the Contract and processed by the Contractor, or obtained from subcontractors, any other materials issued from the Contractor's general stocks.
 - b. Materials purchased solely for the performance of the Contract or subcontracts must be charged to the Contract at the net laid-down cost to the Contractor before cash discounts for prompt payment.
 - c. Materials issued from the Contractor's general stocks must be charged to the Contract in accordance with the method as used consistently by the Contractor in pricing material inventories.
2. "Direct Labour Costs" meaning the costs of the portion of gross wages or salaries incurred for the Work, which can be specifically identified and measured as having been incurred or to be incurred in the performance of the Contract and which are so identified and measured consistently by the Contractor's cost accounting practices as accepted by Canada.
3. "Other Direct Costs" meaning those applicable costs, not falling within the categories of direct material or direct labour, but which can be specifically identified and measured as having been incurred or to be incurred in the performance of the Contract and which are so identified and measured consistently by the Contractor's cost practices as accepted by Canada.

1031-2 04 (2012-07-16) Indirect Costs

1. "Indirect Costs (overhead)" meaning those costs which, though necessarily having been incurred during the performance of the Contract for the conduct of the Contractor's business in general, cannot be identified and measured as directly applicable to the performance of the Contract.
2. These Indirect Costs may include, but are not necessarily restricted to, such items as:
 - a. indirect materials and supplies (*);
 - b. indirect labour;
 - c. fringe benefits (the Contractor's contribution only);



- d. public services expenses: expenses of a general nature such as power, heat, light, operation and maintenance of general assets and facilities;
- e. fixed/period charges: recurring charges such as property taxes, rentals and reasonable depreciation costs;
- f. general and administrative expenses: including remuneration of executive and corporate officers, office wages and salaries and expenses such as stationery, office supplies, postage and other necessary administration and management expenses;
- g. selling and marketing expenses associated with the goods, services or both being acquired under the Contract;
- h. general research or development expenses as considered applicable by Canada.

(*) For supplies of similar low-value, high-usage items the costs of which meet the above definition of Direct Material Costs but for which it is economically expensive to account for these costs in the manner prescribed for direct costs, then they may be considered to be indirect costs for the purposes of the Contract.

1031-2 05 (2008-05-12) Allocation of Indirect Costs

Indirect Costs must be accumulated in appropriate indirect cost pools, reflecting a contractor's organizational or operational lines and these pools subsequently allocated to contracts in accordance with the following two principles:

1. the costs included in a particular indirect cost pool should have a similarity of relationship with each contract to which that indirect cost pool is subsequently distributed; further, the costs included in an indirect cost pool should be similar enough in their relationship to each other that the allocation of the total costs in the pool provides a result which would be similar to that achieved if each cost within that pool were separately distributed;
2. the allocation basis for each indirect cost pool should reflect, as far as possible, the causal relationship of the pooled costs to the contracts to which these costs are distributed.

1031-2 6 (2008-05-12) Credits

The applicable portion of any income, rebate, allowance, or any other credit relating to any applicable direct or indirect cost, received by or accruing to the Contractor, must be credited to the Contract.

1031-2 07 (2012-07-16) Non-applicable Costs

Despite that the following costs may have been or may be reasonably and properly incurred by the Contractor in the performance of the Contract, they are considered non-applicable costs to the Contract:

- a. allowance for interest on invested capital, bonds, debentures, bank or other loans together with related bond discounts and finance charges;



- b. legal, accounting and consulting fees in connection with financial reorganization, security issues, capital stock issues, obtaining of patents and licenses and prosecution of claims against Canada;
- c. losses on investments, bad debts and collection charges;
- d. losses on other contracts;
- e. federal and provincial income taxes, excess profit taxes or surtaxes and/or special expenses in connection with those taxes;
- f. provisions for contingencies;
- g. premiums for life insurance on the lives of officers and/or directors where proceeds accrue to the Contractor;
- h. amortization of unrealized appreciation of assets;
- i. depreciation of assets paid for by Canada;
- j. fines and penalties;
- k. expenses and depreciation of excess facilities;
- l. unreasonable compensation for officers and employees;
- m. specific product development or improvement expenses not associated with the product being acquired under the Contract;
- n. advertising, except reasonable advertising of an industrial or institutional character placed in trade, technical or professional journals for the dissemination of information for the industry or institution;
- o. entertainment expenses;
- p. donations except those to charities registered under the *Income Tax Act*;
- q. dues and other memberships other than regular trade and professional associations;
- r. fees, extraordinary or abnormal for professional advice in regard to technical, administrative or accounting matters, unless approval from the Contracting Authority is obtained.
- s. compensation in the form of dividend payments or calculated based on dividend payments;
- t. compensation calculated, or valued, based on changes in the price of corporate securities, such as stock options, stock appreciation rights, phantom stock plans or junior stock conversions; or, any compensation in the form of a payment made to an employee in lieu of an employee receiving or exercising a right, option, or benefit.



7.3.2 Supplemental General Conditions

4008 (2008-12-12), Supplemental General Conditions – Personal Information, apply to and form part of the Contract.

7.4 Security Requirements

The following security requirements apply and form part of the Contract.

7.4.1 Contractor’s Sites or Premises Requiring Safeguarding Measures

7.4.1.2 The Company Security Officer must ensure through the Contract Security Program that the Contractor and individuals hold a valid security clearance at the required level.

7.5 Term of Contract

The period of the Contract will be for a term of 10 years from date of Contract award.

7.5.1 Option to Extend the Contract

The Contractor grants to Canada the irrevocable option to extend the term of the Contract by up to 10 additional 1 year period(s) 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.

The option may only be exercised by the Contracting Authority, and will be evidenced for administrative purposes only, through a contract amendment.

7.6 Authorities

7.6.1 Contracting Authority

The Contracting Authority for the Contract is:

Name: _____
Title: _____
Public Works and Government Services Canada
Acquisitions Branch
Directorate: _____
Address: _____

Telephone: ____-____-_____
Facsimile: ____-____-_____
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.

7.6.2 DND Procurement Authority

The DND Procurement Authority for the Contract is:

Name: _____
 Title: _____
 Assistant Deputy Minister (Materiel)
 Directorate: Director Major Procurement
 Address: _____

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

The Procurement Authority provides procurement, materiel management, contracting and financial management advice, support and oversight related to the procurement of goods and services for DND and the Canadian Armed Forces. The Contractor may discuss administrative matters identified in the Contract with the Procurement Authority however the Procurement Authority has no authority to authorize changes to the scope of the Work. Changes to the scope of Work can only be made through a contract amendment issued by the Contracting Authority.

7.6.3 Project Authority

The Project Authority for the Contract is:

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

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

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



7.6.4 Contractor's Representative

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

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

In the event of a joint venture, for day to day operational requirements and communication, it is the responsibility of the parties to the joint venture to keep the other parties informed.

7.7 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.

7.8 Payment

7.8.1 Basis of Payment

In consideration of the Contractor satisfactorily completing all of its obligations under the Contract, the Contractor will be paid in accordance with Annex B – Basis of Payment.

7.8.2 Limitation of Expenditure - Cumulative Total of all Task Authorizations

Canada's total liability to the Contractor under the Contract must not exceed \$ _____. Customs duties and applicable taxes are extra.

No increase in the total liability of Canada or in the price of the Work resulting from any design changes, modifications or interpretations of the Work, will be authorized or paid to the Contractor unless these design changes, modifications or interpretations have been approved, in writing, by the Contracting Authority before their incorporation into the Work. The Contractor must not perform any work or provide any service that would result in Canada's total liability being exceeded before obtaining the written approval of the Contracting Authority. The Contractor must notify the Contracting Authority in writing as to the adequacy of this sum:

- i. when it is 75 percent committed, or
- ii. four (4) months before the contract expiry date, or
- iii. as soon as the Contractor considers that the contract funds provided are inadequate for the completion of the Work, whichever comes first.



If the notification is for inadequate contract funds, the Contractor must provide to the Contracting Authority a written estimate for the additional funds required. Provision of such information by the Contractor does not increase Canada's liability.

7.8.3 Method of payment

7.8.3.1 Progress Payments

For work detailed in Annex A

1. Canada will make progress payments in accordance with the payment provisions of the Contract, no more than once a month, for cost incurred in the performance of the Work, up to 100 percent of the amount claimed and approved by Canada if:
 - a. an accurate and complete claim for payment using form PWGSC-TPSGC 1111, Claim for Progress Payment, and any other document required by the Contract have been submitted in accordance with the invoicing instructions provided in the Contract;
 - b. the amount claimed is in accordance with the basis of payment;
 - c. the total amount for all progress payments paid by Canada does not exceed 100 percent of the total amount to be paid under the Contract;
 - d. all certificates appearing on form PWGSC-TPSGC 1111 have been signed by the respective authorized representatives.
2. The balance of the amount payable will be paid in accordance with the payment provisions of the Contract upon completion and delivery of all work required under the Contract if the Work has been accepted by Canada and a final claim for the payment is submitted.
3. Progress payments are interim payments only. Canada may conduct a government audit and interim time and cost verifications and reserves the rights to make adjustments to the Contract from time to time during the performance of the Work. Any overpayment resulting from progress payments or otherwise must be refunded promptly to Canada.

7.8.3.2 Additional Requirements for purchasing food in Food Services: Cost Plus a Percentage

For the purchasing of food detailed in Annex A chapter 7, Food Services:

- a. The cost of food will be paid through the TA process described in 7.2.

7.8.4 SACC Clauses

- a) A9117C (2011-07-30), T1204 - Direct Request by Customer Department, apply to and form part of the Contract.



- b) C2000C (2011-07-30), Taxes - Foreign-based Contractor, apply to and form part of the Contract.
- c) C2605C (2008-05-12), Canadian Customs Duties and Sales Tax - Foreign-based, apply to and form part of the Contract.
- d) C2608C (2015-02-25), Canadian Customs Documentation, apply to and form part of the Contract.
- e) C2610C (2007-11-30), Customs Duties - Department of National Defence - Importer, apply to and form part of the Contract.
- f) C4005C (2014-06-26), Travel and Living Expenses - National Joint Council Travel Directive

7.8.5 Electronic Payment of Invoices – Contract

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

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

7.8.6 Time Verification

C0710C (2007-11-30), Time and Contract Price Verification, apply to and form part of the Contract.

C0711C (2008-05-12), Time Verification, apply to and form part of the Contract

7.9 Invoicing Instructions

1. The Contractor must submit a claim for payment using form PWGSC-TPSGC 1111, Claim for Progress Payment. Each claim must show:
 - a. all information required on form PWGSC-TPSGC 1111;
 - b. all applicable information detailed under the section entitled "Invoice Submission" of the general conditions;
 - c. a list of all expenses;
 - d. expenditures plus pro-rated profit or fee;

Each claim must be supported by:

- a. a copy of time sheets to support the time claimed;
- b. a copy of the invoices, receipts, vouchers for all direct expenses, travel and living expenses;
- c. a copy of the monthly progress report.



2. Invoices must be distributed as follows:

- a. The original and one (1) copy must be forwarded to the Project Authority for certification and payment.
- b. One (1) copy must be forwarded to the Contracting Authority identified under the section entitled "Authorities" of the Contract.

4. The Contractor must not submit claims until all work identified in the claim is completed.

7.10 Certifications and Additional Information

7.10.1 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.

7.10.2 Federal Contractors Program for Employment Equity - Default by the Contractor

The Contractor understands and agrees that, when an Agreement to Implement Employment Equity (AIEE) exists between the Contractor and Employment and Social Development Canada (ESDC)-Labour, the AIEE must remain valid during the entire period of the Contract. If the AIEE becomes invalid, the name of the Contractor will be added to the "FCP Limited Eligibility to Bid" list. The imposition of such a sanction by ESDC will constitute the Contractor in default as per the terms of the Contract.

7.10.3 Canadian Content Certification

A3060C (2008-05-12), Canadian Content Certification

7.11 Applicable Laws

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

7.12 Priority of Documents

If there is a discrepancy between the wordings 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 General Conditions - Higher Complexity - Services 2035(2018-06-21);



- c) Annex A, Statement of Work;
- d) Annex B, Basis of Payment;
- e) Annex C, Security Requirements Check List;
- f) Annex F, Insurance Requirements;
- g) Annex G; Resource Requirements
- h) Annex L, Performance Management Framework;
- i) the signed Task Authorizations (including all of its annexes, if any);
- j) the Contractor's bid dated _____.

7.13 Defence Contract

SACC Manual clause A9006C (2012-07-16) Defence Contract

7.14 Foreign Nationals (Canadian Contractor OR Foreign Contractor)

SACC Manual clause A2000C _____ (*insert date*) Foreign Nationals (Canadian Contractor)

OR

SACC Manual clause A2001C _____ (*insert date*) Foreign Nationals (Foreign Contractor)

7.15 Insurance Requirements

The Contractor must comply with the insurance requirements specified in Annex F. 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.

7.16 Controlled Goods Program

SACC Manual clause A9131C (2014-11-27), Controlled Goods Program - Contract

SACC Manual clause B4060C (2011-05-16), Controlled Goods

7.17 Canadian Forces Site Regulations

The Contractor must comply with all standing orders or other regulations, instructions and directives in force on the site where the Work is performed.



7.18 Resource Requirements

The Contractor must comply with the resource requirements specified in Annex G. The Contractor must maintain the required resource requirements for the duration of the Contract.

7.19 Electrical Equipment

All electrical equipment supplied under the Contract must be certified or approved for use in accordance with the *Canadian Electrical Code*, Part 1, before delivery, by a certification organization accredited by the Standards Council of Canada.

7.20 Dispute Resolution

7.20.1 Interpretation

- a. "dispute" means any disagreement regarding any issue identified by the Contractor in the notice submitted to Canada in accordance with subparagraph 7.20.3.b., and includes any claim by the Contractor arising from such disagreement and any counterclaim by Canada, but does not include any claim by either party for punitive or exemplary damages, property damages, insured losses, injury to persons, death, or any claim based on an allegation of libel or slander; and
- b. The dispute resolution procedures set out herein, do not apply to any claim by Canada against the Contractor, except any counterclaim in a dispute as defined in subparagraph 7.20.1.a.

7.20.2 Consultation and Co-operation

The parties agree to maintain open and honest communication throughout the performance of the Contract. The parties agree to consult and co-operate with each other in the furtherance of the Work and the resolution of problems or differences that may arise.

7.20.3 Notice of Dispute

- a. Subject to subparagraph 7.20.1.a., any dispute between the parties to the Contract of any nature arising out of or in connection with the Contract which could result in a claim by the Contractor, and which is not settled by consultation and co-operation, must be resolved in the first instance by Canada, whose written decision or direction will be final and binding subject only to the provisions herein. Such written decision or direction includes, but is not limited to, any written decision or direction by Canada under any provision of the Contract.



- b. The Contractor shall be deemed to have accepted the decision or direction of Canada referred to in subparagraph 7.20.3.a. above and to have expressly waived and released Canada from any claim in respect of the particular matter dealt with in that decision or direction unless, within 15 working days after receipt of the decision or direction, the Contractor submits to Canada a written notice of dispute requesting formal negotiation under paragraph 7.20.4. Negotiation. Such notice must refer specifically to paragraph 7.20.4. Negotiation, and must specify the issues in contention and the relevant provisions of the Contract.
- c. The giving of a written notice in accordance with subparagraph 7.20.3.b. above does not relieve the Contractor from complying with the decision or direction that is the subject of the dispute. Such compliance, however, must not be construed as an admission by the Contractor of the correctness of such decision or direction.
- d. If a dispute is not resolved promptly, Canada must give such instructions as, in Canada's opinion, are necessary for the proper performance of the Work and to prevent delays pending a resolution of the matter. Unless Canada terminates the Contract, orders the Contractor to suspend the Work, or takes the Work out of the hands of the Contractor, the Contractor must continue to perform the Work in accordance with the provisions and requirements of the Contract and the instructions of Canada. Such performance will not prejudice any claim that the Contractor may have with respect to the matter in dispute.
- e. Nothing in these Dispute Resolution procedures relieves the Contractor from its obligation to provide any other notice required by the Contract within the time specified in the Contract.

7.20.4 Negotiation

- a. Within 10 working days after receipt by Canada of a notice referred to in paragraph 7.20.3. Notice of Dispute, the parties must commence negotiations in order to resolve the dispute. Negotiations must occur initially between representatives of the Contractor and Canada who play a direct supervisory role in the performance, administration or management of the matter in dispute under the Contract.
- b. If the representatives referred to in subparagraph 7.20.4.a. above are unable to resolve some or all of the issues which are the subject of the negotiations within 30 working days, the parties must refer the remaining issues which are in dispute to a second level of negotiation between a principal or principals of the Contractor and a higher ranked representative or representatives of Canada.
- c. If negotiations fail to resolve the dispute within 30 working days from the date of the dispute is referred to the second level of negotiation, either party may, by giving written notice to the other party, within 15 working days from the end of such period, request that mediation be undertaken to assist the parties to reach agreement on the outstanding issues.



- d. Additional levels of negotiation and periods of time longer than those prescribed above, may be agreed to in writing, by the parties. At each level of negotiation, both the Contractor and Canada must identify their representative(s).
- e. Should the abovementioned notice provisions not be adhered to, the dispute will be considered to be abandoned.

7.20.5 Mediation

- a. If mediation is requested in accordance with paragraph 7.20.4. Negotiation, mediation must be conducted in accordance with paragraph 7.20.8. Rules for Mediation of Disputes.
- b. If a Project Mediator has not previously been appointed for the purposes of the Contract, a Project Mediator must be appointed in accordance with paragraph 7.20.8. Rules for Mediation of Disputes, forthwith after delivery of a notice in accordance with paragraph 7.20.4. Negotiation, requesting mediation.
- c. If the dispute has not been resolved within
 - i. 30 working days following the appointment of a Project Mediator in accordance with 7.20.5. b., if a Project Mediator was not previously appointed;
 - ii. 30 working days following receipt by Canada of a responding party's written notice referred to in 7.20.3., "Notice of Dispute", if a Project Mediator was previously appointed; or
 - iii. such other longer period as may have been agreed to by the parties;
- d. the Project Mediator must terminate the mediation by giving written notice to the parties stating the effective date of termination.

7.20.6 Confidentiality

All information exchanged during alternative dispute resolution procedures, by whatever means, must be without prejudice and must be treated as confidential by the parties and their representatives, unless otherwise required by law. However, evidence that is independently admissible or discoverable must not be rendered inadmissible or non-discoverable by virtue of its use during an alternative dispute resolution process.

7.20.7 Settlement

Any agreement to settle all or any part of a dispute, by whatever means, must be in writing and be signed by the parties or their authorized representatives.

7.20.8 Rules for Mediation of Disputes

7.20.8.1 Appointment of Project Mediator



- a. The parties to the Contract may, by mutual consent, at any time after entry into the Contract, appoint a mediator (the "Project Mediator") to conduct mediation proceedings in accordance with these Rules for Mediation of Disputes, in regard to any dispute that may arise with regard to the interpretation, application or administration of the Contract. In this case, they must jointly enter into a contract with the appointed Project Mediator.
- b. If the parties do not appoint a Project Mediator pursuant to subparagraph 7.20.8.1.a., the parties must appoint a Project Mediator within 30 days following receipt of a written notice from either party, requesting that mediated negotiations be undertaken in accordance with these Rules to assist the parties to reach agreement on any outstanding issues that may be in dispute. Any contract entered into with the appointed Project Mediator must meet the requirements as set out for the contract described in subparagraph 7.20.8.1.a.
- c. When mediation is requested pursuant to subparagraph 7.20.8.1.a., the parties must within 15 days send to the Project Mediator
 - i. a copy of the notice requesting negotiation under paragraph 7.20.3. Notice of Dispute;
 - ii. a copy of Canada's written position in relation to the notice, the issues in contention and the relevant provisions of the contract; and
 - iii. a copy of the Contractor's written request for mediation required under paragraph 7.20.4. Negotiation.
- d. If the parties have not agreed on a Project Mediator, Canada must forthwith provide the Contractor with a list of 3 candidates from which the Contractor shall choose the Project Mediator
- e. If the parties have not previously entered into a contract with a mutually acceptable Project Mediator, a contract and a Mediation Agreement must be negotiated forthwith, which must incorporate or otherwise comply with the provisions of these Rules. If negotiations are unsuccessful, or if for other reason the individual is unwilling or unable to enter into a contract to act as Project Mediator, the parties must repeat the process with the Contractor's second selected mediator.
- f. Upon execution of the contract with the Project Mediator the parties must provide the Project Mediator with copies of the documents referred to in subparagraph 7.20.8.1.c.

7.20.8.2 Confidentiality

- a. Subject to subparagraph 7.20.8.2.b., and unless otherwise agreed in writing by the parties, the Project Mediator, the parties and their counsel or representatives must keep confidential all matters and documents disclosed during mediation proceedings except where the disclosure is necessary for any implementation of any agreement reached or is required by law.
- b. Evidence that is independently admissible or discoverable in any arbitral or judicial proceeding must not be rendered inadmissible or non-discoverable by virtue of its use in mediation proceedings.
- c. Neither party must make transcripts, minutes or other records of a mediation conference.



- d. The personal notes and written opinions of the Project Mediator made in relation to mediation are in the Project Mediator's sole possession and control, are confidential, and may not be used in any subsequent proceeding between the parties or where they are opposed in interest without the express written permission of the parties.
- e. All information exchanged during mediation procedures, by whatever means, must be without prejudice and must be treated as confidential by the parties and their representatives, unless otherwise required by law.

7.20.8.3 Time and Place of Mediation

The Project Mediator, in consultation with the parties must set the date, time and place of any mediation conference as soon as possible, bearing in mind that, subject to agreement to the contrary between the parties, only 30 working days are available within which to attempt to settle the dispute.

7.20.8.4 Representation

- a. Representatives of the parties may be accompanied at the mediation conference by legal counsel or any other person.
- b. If the Project Mediator is a lawyer, the Project Mediator must not provide legal advice to a party during the course of the mediation conference, but may recommend that a party obtain independent legal advice before finalizing a settlement agreement.

7.20.8.5 Procedure

- a. The parties agree to an exchange of all facts, information and documents upon which they intend to rely in any oral or written presentation during the mediation. This exchange must be completed no later than three working days prior to the date set for a mediation conference.
- b. The Project Mediator must be free to meet with the parties individually during a mediation conference if the Project Mediator is of the opinion that this may improve the chances of a mediated settlement, and either party may request such an individual meeting at any time.
- c. The parties may agree to extend the 30 working days available for settlement of the dispute through mediation, and the Project Mediator must record that agreement in writing.

7.20.8.6 Settlement Agreement

- a. The parties must record in writing any settlement agreement reached, with sufficient detail to ensure a clear understanding of
 - i. the issues resolved;
 - ii. any obligations assumed by each party including criteria to determine if and when these obligations have been met; and
 - iii. the consequences of failure to comply with the agreement reached.
- b. The parties agree to carry out the terms of a settlement agreement as soon as possible and, in any event, within any time periods specified in the agreement.



7.20.8.7 Termination of Mediation

- a. Either party may withdraw from mediation at any time without reason and, in that event, the Project Mediator must give each party a written notice terminating the mediation and establishing the effective date of termination.
- b. If, in the opinion of the Project Mediator, either party fails to mediate in good faith or fails to comply with the terms of these Rules, or if the Project Mediator, at any time during mediation, is of the opinion that further negotiations will fail to resolve the issues outstanding, the Project Mediator may terminate the negotiations by providing the parties with a written notice of termination, stating therein the Project Mediator's reasons for the termination, and the effective date of termination.
- c. If a dispute has not been resolved within 30 working days or such other longer period as may have been agreed to by the parties, the Project Mediator must terminate the mediation by giving written notice to the parties stating the effective date of termination.

7.20.8.8 Costs

The parties agree that they will each be responsible for the costs of their own representatives and advisors and associated travel and living expenses. Fees and expenses of the Project Mediator and all administrative costs of mediation, such as the cost of the meeting room(s), if any, must be borne equally by the parties.

7.20.8.9 Subsequent Proceedings

- a. The parties must not rely on or introduce as evidence in any arbitral or judicial proceeding, whether or not such proceeding relates to the subject matter of mediation,
 - i. any documents of other parties that are not otherwise producible in those proceedings;
 - ii. any views expressed or suggestions made by any party in respect of a possible settlement of issues;
 - iii. any admission made by any party in the course of mediation unless otherwise stipulated by the admitting party; and
 - iv. the fact that any party has indicated a willingness to make or accept a proposal or recommendation for settlement.
- b. The Project Mediator must neither represent nor testify on behalf of either of the parties in any subsequent investigation, action or proceeding relating to the issues in mediation proceedings.
- c. The Project Mediator must not be subpoenaed to give evidence relating to
- d. the Project Mediator's role in mediation;
- e. or the matters or issues in mediation, in any subsequent investigation, action or proceeding and the parties agree to vigorously oppose any effort to have the Mediator so subpoenaed.



7.21 Quality Plan

- 7.21.1 No later than 30 days after the effective date of the Contract, the Contractor must submit for acceptance by the Department of National Defence (DND) a Quality Plan prepared according to the latest issue (at contract date) of ISO 10005:2005 *"Quality management systems - Guidelines for quality plans"*. The Quality Plan must describe how the Contractor will conform to the specified quality requirements of the Contract and specify how the required quality activities are to be carried out, including quality assurance of subcontractors. The Contractor must include a traceability matrix from the elements of the specified quality requirements to the corresponding paragraphs in the Quality Plan.
- 7.21.2 The documents referenced in the Quality Plan must be made available when requested by Public Works and Government Services Canada or DND.
- 7.21.3 If the Quality Plan was submitted as part of the bidding process, the Contractor must review and, where appropriate, revise the submitted plan to reflect any changes in requirements or planning which may have occurred as a result of pre-contract negotiations.
- 7.21.4 Upon acceptance of the Quality Plan by DND, the Contractor must implement the Quality Plan. The Contractor must make appropriate amendments to the Quality Plan throughout the term of the contract to reflect current and planned quality activities. Amendments to the Quality Plan must be acceptable to DND.
- 7.21.5 If the Contract includes the option for software design, development or maintenance of software, the Contractor must interpret the requirements of ISO 9001:2008 *"Quality management systems - Requirements"*, according to the guidelines of the latest issue (at contract date) of ISO/IEC 90003:2004 *"Software engineering - Guidelines for the application of ISO 9001:2000 to computer software"*.
- 7.21.6 The following SACC clauses apply to and form part of the Contract.



Description	Date	Number
Quality Assurance Authority (Department of National Defence) - Canadian-based Contractor	2017-08-17	D5510C
ISO 9001:2008 Quality Management Systems - Requirements (Quality Assurance Code Q)	2010-08-16	D5540C
Release Documents (Department of National Defence) - Foreign-based Contractor	2008-12-12	D5604C
Quality Assurance Authority (Department of National Defence) - Foreign-based and United States Contractor	2010-01-11	D5515C
Release Documents (Department of National Defence) - United States-based Contractor	2010-01-11	D5605C
Release documents (Department of National Defence): Canadian-based contractor	2017-11-28	D5606C

7.22 Inspection and Acceptance

The Project Authority is the Inspection Authority. All reports, deliverable items, documents, goods and all services rendered under the Contract are subject to inspection by the Inspection Authority or representative. Should any report, document, good or service not be in accordance with the requirements of the Statement of Work and to the satisfaction of the Inspection Authority, as submitted, the Inspection Authority will have the right to reject it or require its correction at the sole expense of the Contractor before recommending payment.

7.23 Government Furnished Equipment and Facilities

7.23.1 Damage to or Loss of Canadian Property

The Contractor must reimburse Canada any cost or expenses due to the damage to or loss of Canadian-owned property resulting from the Contract or the carrying out thereof, or must, upon reasonable notice, promptly repair such damage or substitute such loss to Canada's satisfaction.

7.23.2 Government Facilities and Chattels

The Contractor understands and agrees that its employees are not to use the Government facilities and chattels for personal purposes.

7.23.3 Loan Agreement

Canada will make available to the Contractor, throughout the terms of the Contract, the equipment specified in DND Loan Agreement No. _____.



DND loaned equipment called up in the loan agreement is to be properly maintained by the Contractor in accordance with Article 23 Government Property of General Conditions - Higher Complexity – Services 2035 and the terms specified in Loan Agreement No. _____.

7.23.4 Licence Agreement

7.23.4.1 Canada will make available to the Contractor, throughout the terms of the Contract, the facilities specified in a Licence Agreement with DND. The Contractor will be required to enter into a License Agreement for the facilities.

7.23.4.2 Should the Contractor wish to licence additional DND facilities and DND is willing to licence the facilities, separate licence agreements with DND will be entered into for the license price negotiated between the Contractor and the Department of National Defence.

7.23.4.3 Licences for additional facilities will be absolute net licences to the landlord (DND) and the landlord must not be responsible during the term of the licence for any costs, charges, expenses and outlays of any nature or kind arising from the use. The tenant must pay all costs, charges, expenses and outlays of any nature whether extraordinary or ordinary, and whether foreseen or unforeseen.

7.24 Ontario Labour Legislation

1. The Contractor must keep records of its employees up to date and provide, within seven (7) days following a request from the Contracting Authority, the following information for each employee as provided for in section 77(2) of the *Employment Standards Act*, 2000, S.O. 2000, c. 41, and in *Ontario Regulation 287/01*:
 - a. the employee's name, residential address and telephone number;
 - b. the employee's job classification or job description;
 - c. the wage rate actually paid to the employee;
 - d. a description of the benefits, if any, provided to the employee including the cost of each benefit and the benefit period to which the cost relates;
 - e. the number of hours that the employee works in a regular work day and in a regular work week, or if the employee's hours of work vary from week to week, the number of the employee's non-overtime hours for each week that the employee worked during the thirteen (13) weeks before the date of the request for information;
 - f. the date on which the employer hired the employee;
 - g. any period of employment attributed to the employer under section 10 of the Act;
 - h. the number of weeks that the employee worked at the premises during the twenty-six (26) weeks before the request date. The 26-week period must be calculated without including any period during which the provision of services at the premises was temporarily discontinued, or during which the employee was on leave of absence under Part XIV of the Act;
 - i. a statement indicating whether either of the following subparagraphs applies to the employee
 - i. The employee's work, before the request date, included the provision of services at the premises, but the employee did not perform his or her job duties primarily at those premises during the thirteen (13) weeks before the request date.
 - ii. The employee's work included the provision of services at the premises, but the employee was not actively at work immediately before the request date, and did



not perform his or her job duties primarily at the premises during the most recent thirteen (13) weeks of active employment.

2. In addition to the above information, the Contractor must provide, within seven (7) days following a request from the Contracting Authority, an up-to-date copy of the collective agreement regarding the employees at the premises or, if no collective agreement exists for these premises, a copy of the union certificate regarding these employees or, if no union certificate was issued, a copy of any pending union application if it exists.
3. The Contractor must immediately provide the Contracting Authority with updated information if changes occur between the date the information requested by the Contracting Authority is provided and the expiry date of the Contract.
4. The Contracting officer will provide the information described above, with the exception of 1.(a) to potential bidders for a future contract for those services relating to the premises.

7.25 Gender Based Analysis Plus Requirements

The Key Contractor Personnel consisting of the:

- a) Contractor Site Manager (CSM)
- b) Contractor Program Manager (CPM)
- c) Health and Safety Manager
- d) Quality Control and Assurance Manager
- e) Contractor Environmental Manager

Must successfully complete the Gender Based Analysis Plus course found at: https://www.swc-cfc.gc.ca/gba-acsc/course-cours-2018/eng/mod00/mod00_01_01.html, one month after Contract award, if there is a change in resource the new resource must complete the Gender Based Analysis Plus course within 6 months of assuming the key position.

A copy of course completion is to be sent to the Contracting Authority once completed.



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Chapter 1. Overview.

1. General Information.

a. Background.

(1) 4th Canadian Division Training Centre (4 CDTC) is a military training establishment for Regular and Reserve Force collective and individual training. The site is located 8 km northwest of Meaford, Ontario on approximately 17,500 acres of land. The site provides a full range of support to Canadian Armed Forces training, including extensive ranges and training area, accommodations, food services, transport, heavy equipment, vehicle and facilities maintenance, material and equipment storage, fuel storage, water supply and waste management.

(2) 4 CDTC is responsible for planning, implementing and evaluating both individual and collective training. 4 CDTC provides various military equipment and materials for training use. 4 CDTC also provides administrative, communication, and logistic support to personnel and units using the site. Training consists of courses and exercises that occur year-round, 7 days per week. Training will include foreign military forces or civilian organizations.

(3) The Statement of Work (SOW) for the Meaford Site Support Services program defines those activities, by chapter, the Contractor will be required to perform. These chapters include:

- (a) Management and administration;
- (b) Facilities operations and maintenance;
- (c) Supply;
- (d) Front Desk and Accommodations;
- (e) Information Systems;
- (f) Food services;
- (g) Vehicle and equipment maintenance;
- (h) Transport;
- (i) Roads and grounds;
- (j) Power supply and distribution;
- (k) Water supply and distribution;
- (l) Waste management; and
- (m) Fire services.

b. Safety Requirements.

- (1) Canada Labour Code Part II and the Canadian Environmental Protection Act must be used by the Contractor to maintain a safe and hazard-free working environment.



- (2) Hazard Intervention Process: The Contractor is responsible for any sub-contractor they retain and must ensure that any hazard, accident, or incident that occurs under the hire of the Contractor is duly reported. The Contractor must ensure that due diligence is observed to secure the health and safety of all persons and protect real property.
- (3) The Contractor must identify a Point of Contact (POC) to provide cooperation and liaison with DND on health and safety matters, and participate in various health and safety meetings as requested by the Project Authority (PA).
- (4) All Federal and Provincial Environmental and Natural Resource Protection Guidelines and legislation must be complied with in carrying out functions in this contract.
- (5) The Contractor must properly label hazardous material, train personnel in the handling of hazardous material, and provide the workplace with material safety data sheets per Workplace Hazardous Material Information System (WHMIS). The Contractor must provide all contractor personnel with appropriate Personnel Protective Equipment (PPE) and they must provide training to correctly wear and maintain issued PPE. Contractor personnel must be trained to operate and must report any malfunctions of issued equipment.
- (6) Contractor personnel must be properly trained to respond to any hazardous material emergencies, contain and dispose of hazardous materials.
- (7) Sub-Contractors working on behalf of the Contractor must be monitored and all aspects of Sub-Contractor safety and hazardous materials handling, storage and disposal are the responsibility of the Contractor.
- (8) Comply with measures not otherwise specified in this contract but which are consistent with prudent management and industry practices.
- (9) Personnel must comply with the Provincial Sanitary, Health and Safety Standards and 4 CDTC General Safety Standing Orders.
- (10) The Contractor must furnish and enforce the use of appropriate Personal Protective Equipment to all warehouse personnel, forklift operators, and those who handle HM/HW/POL in the performance of their duties according to Health Canada and DND General Safety Regulations.
- (11) The Contractor must understand and comply with all current statutes, acts, mandates, and policy regarding weapon and ammunition storage and handling.
- (12) The Contractor must understand and comply with the applicable regulations for packaging and handling, preparation and certification, authorization, and shipment of hazardous material as defined by provincial, federal, and international laws/regulations.
- (13) The Contractor must ensure that all fuel handlers comply with the applicable Environment Protection certification requirements.



- (14) The Contractor must properly label hazardous material, provide the workplace with material safety data sheets per WHMIS and train personnel in the handling of hazardous material.
- (15) The Contractor must ensure that emergency eye wash stations are available and serviceable as applicable inside and outside of facilities with HazMat for use by employees or other users.
- (16) All work performed by the Contractor or his agents must comply with communication and electronics general safety practices.
- (17) Personnel involved with the handling of food for the consumption of others must comply with the Sanitation Code for Canada's Food Services Industry.
- (18) All drivers to have defensive driving course, safe backing training and be qualified AB on vehicles equipped w/ air brakes.
- (19) The type and method of application of any fertilizer or other chemical must not impose a health, sanitation or environmental hazard. PA approval is required before use.
- (20) Personnel must be knowledgeable of and follow safety rules and regulations required when working around high voltage equipment and Diesel Generators as specified in the DND Publication C-02-040-009/AG-001 (DND Electrical Safety Directive, Chapter 17).
- (21) In the case of major disaster, breakdown, or contamination, initiate the emergency procedures as provided in the Base Emergency Response Plan.
- (22) Comply with firefighting, fire safety and fire prevention policies and regulations in accordance with the references

2. Objectives.

a. In the provision of the contracted support, the following objectives must be achieved, subject to circumstances and conditions that may be beyond the Contractor's ability to reasonably influence, control or mitigate:

- (1) Maintain specified service levels;
- (2) Ensure satisfaction at the individual, unit, area and national level;
- (3) Accomplish a transition of the contract which is imperceptible to the client;
- (4) Achieve and maintain flexibility to allow for response to changing conditions, operational requirements and constraints
- (5) Contribute to the safety of operations;
- (6) Ensure the contracted out functions are performed in a safe manner;
- (7) Ensure compliance with all applicable regulations and standards;
- (8) Ensure activities are carried out in an environmentally sound manner; and



- (9) Ensure the quality and reliability of the services provided by the contractor.
- c. Non-public Fund Activities.
 - (1) The Canadian Armed Forces Morale and Welfare Services maintain and operate non-public fund retail outlets on site. These entities will be provided by the Canadian Armed Forces Personnel Support Program Agency who may be prepared to negotiate site-specific arrangements directly with the Contractor.

3. Materials, equipment and facilities.

- a. Government Furnished Equipment (GFE).
 - (1) Access to DND AIMS/DRMIS/NDMS.
 - (a) DND will provide access to the Ammunition Information and Maintenance System (AIMS), Defence Resource Management Information System (DRMIS), and National Movement and Distribution System (NMDS) for the Contractor to deliver the services stated in this SOW.
 - (2) Utilize equipment, material and facilities identified to perform the services of this SOW.
 - (a) The Contractor must account and care for GFE, material and facilities required to perform functions in accordance with the Facilities & Equipment Catalogue in DRMIS.
 - (3) Use DND 4 CDTC fuel supply to deliver the services required in this SOW.
 - (a) DND will provide, at no cost, the fuel required to operate any equipment required by the Contractor to deliver the services stated in this SOW.
- b. Contractor Furnished (CF).
 - (1) Provide all materials, equipment and furniture not otherwise provided as Government Furnished.
 - (a) The Contractor must select a supply source and arrange for delivery to meet contract requirements. The contractor is responsible for the procurement of spare components to maintain the equipment as these are not available from the Canadian Armed Forces Supply Syst



Chapter 2. Management and Administration.

1. General Requirements.

a. Scope of Work.

(1) General.

(a) In the area of Environmental Protection, develop and implement an Environmental Management System (EMS) in accordance with ISO 14001. The Contractor must provide, implement and manage a plan for hazardous material control functions at 4 CDTC. The different functions carried out are procurement (including a green procurement strategy for all materials purchased), storage, use and disposal. This includes maintaining an inventory and records for all Halocarbon in accordance with federal legislation and departmental policy and reporting releases as required by regulations; maintaining an inventory and records for all fuel storage tanks and oil/water separators in accordance with federal legislation and departmental policy and reporting spills as required by regulations; developing and implementing a water reduction strategy; monitoring sanitary sewer effluent in accordance with legislated and departmental standards; developing and implementing an energy reduction strategy; monitoring and reporting on fuel consumption and air emissions in accordance with federal legislation and departmental policy.

(b) Implementing and maintaining the Integrated Pest Management (IPM) plan for all pest control activities in accordance with federal legislation and departmental policies and reporting on any use of pesticides. The Contractor must:

- i. Prepare environmental assessments for projects in accordance with federal legislation and departmental guidelines and provide the assessments to the Base Environmental Officer (BEnvO) for review and registration.
- ii. Maintain close liaison with the BEnvO and report any problems, anomalies, or changes to the established hazardous waste management program.
- iii. Work with the BEnvO in approving sites across the facility for hazardous materials and hazardous waste storage under the 4 CDTC Hazardous Materials Management Plan.
- iv. Possess and retain Hazardous Waste Information Network (HWIN) registration with Ontario Ministry of the Environment (MOE) in order to store and dispose of Hazardous Material on behalf of the PA.

(c) The Contractor must:

- i. Act as the Housekeeping & Accommodations Manager Supply Operations Manager, Vehicle & Equipment Maintenance Manager, Transport Manager, and Food Service Manager.
- ii. Submit applicable reports and returns to 4 CDTC and higher headquarters as required.



iii. Keep the PA informed of activities and/or initiatives that could affect 4 CDTC.

(d) DND Initiated Capital Upgrades: DND will initiate capital upgrades to 4 CDTC, which may impact the Operation and Maintenance (O&M) costs and services of the Contract. The upgrades must be performed by the Contractor at Canada's discretion. If performed by the Contractor they are considered Indefinite Quantity (IQ) Work and the Contractor's responsibility for these upgrades will be addressed in the Terms and Conditions of the Contract. Any variation to terms and Conditions of the Contract will be negotiated with the Contractor by the Contracting Authority. Following the implementation of any capital works upgrade, Canada retains the right to renegotiate the costs associated with the annual O&M in the remaining years of the Contract.

b. Definitions.

(1) Indefinite Quantity (IQ) requirements: Are those services or tasks that cannot be included in the fixed firm price of the Contract since the exact scope of the tasks cannot be defined, or the frequency of occurrence cannot be determined, or both and may not be recurring requirements. Generally, IQ requirements will be negotiated based on a number of direct labour hours by skill category. The various skill categories are defined as follows: Professional (P): employment requiring a special degree or professional certification; Technical (T): employment requiring a degree or other post-secondary education; Clerical (C): employment requiring training in office or administrative skills; Skilled (S): employment requiring specialized trades training or certification; and Unskilled (U): employment that requires no special training. IQ Labour Rates for work performed on Public Holidays will be reimbursed as per Employment Standards Act.

(2) Variable Indefinite Quantity (VIQ): Are those services or tasks which are included in the firm fixed price of the contract as their scope and frequency are defined as predetermined Estimated Quantity (EQ) and represents the estimated quantity to be delivered by the Contractor in terms of a particular service or task. They are required to be tracked by month, per section and comprise the annual VIQ report by the Contractor to the client. At the end of the 12 month reporting period their variance will be reported as; a negative variance (below the estimated quantity) a positive variance (exceeds the estimated quantity) or by zero variance (estimated quantity is as documented in SOW per section and line item). The annual VIQ report will determine if DND owes the Contractor for overall positive variance or if the Contractor owes DND for any negative variances.



- (3) **Watch Keeping:** A requirement of the Contractor to operate and conduct specific tasks for a certain number of hours per day or week with a stated minimum number of personnel meeting the minimum qualifications as identified.
- (4) **Client:** Anyone authorized by DND to use the facilities and/or services at 4 CDTC.
- (5) **Designated Holidays:** the following are designated holidays for the purpose of this contract. New Year's Day, Good Friday, Easter Monday, Victoria Day, Canada Day, Civic Holiday, Labour Day, Thanksgiving Day, Remembrance Day, Christmas Day, and Boxing Day.
- (6) **Project Authority (PA):** 4 CDTC Meaford (or delegated representative) is the PA 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 PA, however the PA 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
- (7) **Contract Management Office (CMO):** Is the DND person at 4 CDTC responsible for all matters concerning the technical content, administration and management of the contract.
- (8) **Government Furnished Equipment (GFE):** DND-owned equipment provided by DND to a contractor as part of a loan agreement, to be used during the contract period and returned in essentially the same condition at the end of the contract. GFE is any equipment used in the production process, including machine tools, special production tooling, tooling, ground handling equipment, and any other items or equipment that are considered to be in the best interest of DND.
- (9) **Government Furnished Information (GFI):** any information provided by DND, to the contractor, as part of a loan agreement, to enable contract fulfillment. This normally includes items such as DND specifications, NATO (North Atlantic Treaty Organization) codification requirements, and Technical Data Packages (TDP).
- (10) **Government Supplied Materiel (GSM):** DND-owned materiel supplied to a contractor to incorporate into the end product or be consumed in the manufacture or maintenance process. GSM is not loaned because it will not be returned as a standalone item.
- (11) A-GG-040-006/AG-001 DND/CAF Ammunition and Explosives Safety Program.
- (12) A-GG-040-006/AG-002 DND Ammunition or Explosives Accident/Incident/Defect/Malfunction Reporting

d. Key Positions.

- (a) Contractor Program Manager;
- (b) Contractor Site Manager;
- (c) Health and Safety Manager;
- (d) Quality Control and Assurance Manager; and



(e) Contractor Environmental Manager.

e. Security.

- (1) No Contractor employees, including sub-Contractors, contracted for an operationally sensitive position must be allowed entry to any designated secure area at 4 CDTC, or given access to classified material, without the prior approval of the PA, through the 4 CDTC Security Section.
- (2) All Contractor employees, including sub-Contractors must identify themselves, immediately, when challenged by DND Security Staff.

2. Performance requirements.

a. Project management.

- (1) Prepare responses to Indefinite Quantity (IQ) requests.
 - (a) The Contractor must complete estimates to include details of the labour hour calculations and separately identify cost of consumable materials and unique equipment not otherwise available, including:
 - i. Negotiating final delivery orders with the PA.
 - ii. Preparing of IQ work responses for all sections.
 - (b) Estimated quantity of 35 requests per year.

b. Liaison and coordination.

- (1) Liaise with the PA and attend meetings as requested.
 - (a) The Contractor must liaise with the PA and Canadian Armed Forces staff at Meaford, Contract Management Team, 4 CDTC or higher authority, or external agencies to ensure Contractor has all necessary and up-to-date information in order to carry out the work described in this SOW and to ensure effective interfaces with PA.
 - (b) Meetings are a combination of weekly and monthly averaging 1 hour in length. Representative must be prepared to discuss the ongoing status of current activities and projects.
 - (c) Estimated quantity of 64 meetings per year attended by the Site Manager or designate; 52 weekly Ops coordination meetings attended by Contractor departmental representatives; 52 meetings with Contract Management Team (CMT); 49 weekly project coordination meetings with CEO attended by Contractor departmental representatives.
- (2) Co-ordinate activities to conform to strategic plans for Meaford.



- (a) The Contractor must enable and facilitate Environmental, Cultural and Heritage protection plans, DND Sustainable Development Strategy, Natural Resource Management Plans and Base Development Plans established by DND. Includes advising PA where deviations occur.
 - (b) This occurs on a continuous basis.
- (3) Maintain reference libraries.
 - (a) The Contractor must ensure that all documents are updated as revised and ensure all items are appropriately referenced.
 - i. Reference libraries consist of all reference documents of the SOW, manufacturers' manuals and parts lists for all equipment in use. Updated electronic copies of documents or links to Internet-based reference documents are acceptable.
 - ii. There are two hard-copy reference libraries.
- (4) Liaise with the Contracting Authority and attend meetings as requested.
 - (a) Contractor representative must be prepared to discuss on going status of current activities and projects, such as Progress Claims, VIQ, IQ, Contract, Amendments.
 - (b) Estimated two meetings per year in Ottawa.
- (5) Support DND Life Cycle Management Planning.
 - (a) The Contractor must provide requested information and recommendations to support Training Centre (TC) Development Plans established by DND, to extend service life or to plan for life cycle replacement or refurbishment of: buildings & infrastructure, furnishing & fixtures, equipment and materiel. The Contractor must advise the PA where deviations occur.
 - (b) This occurs on a continuous basis.
- c. Audits and inspections.
 - (1) Assist and co-operate in all inspections, internal and external reviews and audits as directed by the PA.
 - (a) The Contractor must complete all assigned audits and inspections in accordance with all current statutes, acts, mandates, and policy.
 - (b) There is an estimated 12 inspections and audits per year.
- d. Quality Control and Quality Assurance management.
 - (1) Co-develop with DND Quality Control / Quality Assurance (QA) plans.
 - (a) The Contractor must:



- i. Address the performance of each line item of each Chapter of this SOW using the approved QA system as directed by the PA. The results of the inspections must be clear and concise and provide sufficient information for DND personnel to evaluate the quality and accuracy of the inspections.
- ii. Complete the co-development of the QA plans no later than 60 working days following handover. Amend and co-develop checklists associated with subsequent Contract amendments. Develop additional checklists as required to ensure quality of delivery of services. In the development of Quality Check Lists and Inspections, the Contractor must take the lead in producing and developing the Quality Check Lists and QA plans, for approval by the PA.

Implement the Quality Control Plan.

- (a) The Contractor must:
 - i. Execute the plan as co-developed.
 - ii. Document the results within the Quality Control software.
- (b) There is an estimated 2,605 quality control inspections per year.
- (2) Implement a customer satisfaction survey program.
 - (a) The Contractor must develop and implement a customer satisfaction survey program which includes developing a survey schedule and process. Surveys must be conducted throughout the month for the following service areas: Accommodations, Technical Information Services (TIS), Food Services, and Transport.
 - (b) There is an estimated 50 customer surveys each month.
- e. Contractor Safety Management.
 - (1) Implement a Contractor Safety Management Plan within areas occupied by Contractor.
 - (a) The Contractor must:
 - i. Maintain, review and update full risk assessment records;
 - ii. Maintain compliance with statutory Occupational Safety and Health requirements;
 - iii. Update records and procedures to accommodate changes to all statutes, acts, mandates, and policy; and
 - iv. Develop and implement a hazardous material management plan.
 - (b) The estimated quantity is as determined by the Contractor to fully assess work activity and manage risks.
 - (2) Conduct audits on compliance with Contractor Safety Management Plan.



- (a) The Contractor must conduct semi-annual audits to monitor level of compliance with Contractor Safety Management Plan and subsequently commence remedial measures for non-compliant conditions within one working day for major/serious safety discrepancies and within five (5) working days for minor discrepancies.
 - (b) An estimated two audits per year.
 - (3) Cooperate with DND/CAF in the maintenance of risk assessments in areas of shared DND/CAF/Contractor occupation.
 - (a) The Contractor must maintain risk assessments for shared areas in accordance with Occupational Safety and Health requirements, Safety Management Plan and Base Commander's Policy Statement in conjunction with existing DND assessments.
 - (b) The estimated quantity is two assessments per year.
 - (4) Establish a Joint Occupational Health & Safety Committee (JHSC).
 - (a) The Contractor must establish a committee and hold meetings in accordance with all current statutes, acts, mandates, and policy.
 - (b) The estimated quantity is four meetings per year.
 - (5) Participate in 4 CDTC General Safety programs and meetings.
 - (a) The Contractor must participate in 4 CDTC General Safety programs and meetings.
 - (b) The estimated quantity is four meeting per year, each lasting approximately two hours.
 - (6) Maintain the Hazardous Material Reference Application (HMRA) holdings database.
 - (a) The Contractor must develop and maintain an inventory of all hazardous materials held in Contractor work areas, consistent with the DND HMRA.
 - (b) The estimated quantity is one database reviewed annually.
 - (7) Train personnel on hazardous materials safety and WHMIS.
 - (a) The Contractor must provide WHMIS training to staff and students, as requested by the PA.
 - (b) The estimated quantity is 25 courses per year, each approximately two hours long.
- f. Environmental protection management.
 - (1) Implement the Environmental Management System.
 - (a) The Contractor must:



- (a) The Contractor must provide all requirements for Spill Reporting. This includes Initial reporting, interim (if required) and final reports. The reports are to be provided to the PA for spill reporting required by all current statutes, acts, mandates, and policy. This also covers the provision of information the BEnvO might request, not otherwise provided for in the form of reports or other documentation required elsewhere in the contract.
 - (b) The estimated quantity is 15 reports per year.
- (6) Hazardous Material Management Plan.
 - (a) The Contractor must implement and maintain the Hazardous Material Management Plan.
 - (b) One plan reviewed annually.
- g. Watchkeeping requirements. The Contractor must ensure that each section has a Point of Contact which is capable of responding to emergency calls 24 hours a day, 7 days a week.
- h. Indefinite Quantity (IQ) requirements.
 - (1) Attend DND mandated courses as directed by the PA.
 - (a) The Contractor must attend conferences, professional development training and courses, as directed by the PA.
 - (2) Provide support to DND emergency operations and training.
 - (a) The Contractor must support DND emergency operations as ordered by the PA which may require Contractor after-hours support on an as required basis for any work within the scope of the Contract. This may include support to existing DND operations, or in response to security or civil emergencies.
 - (b) The Contractor effort and costs associated with after-hours response to support operations, or to support DND training in advance of operations (e.g. Auxiliary Security Force) must be recorded and approved as Emergency IQ, with notification to the Contract Authority in accordance with the contract.
- i. Records and deliverables.
 - (1) Indefinite Quantity (IQ) Report.
 - (a) The Contractor must develop and submit monthly IQ reports. The reports must:
 - i. Include job order numbers, schedule showing major milestones with project dates, number of hours by skill level, major material and equipment requirements and status of completion.
 - ii. Provide remedial actions and revised milestones to minimize the impact of unforeseen circumstances.
 - iii. Include the financial amount authorized by the PA, the amount of funds committed and the amount spent.



- (b) This report must be submitted monthly to the PA.
- (2) Annual Estimates of proposed GFE replacements.
 - (a) Provide an annual estimate of GFE replacements (Equipment replacement cost in excess of \$5,000 which DND would have to fund) for the subsequent quarter for consideration by DND. The estimate must include capital costs, life-cycle justification, O&M costs, O&M savings, schedule and priorities. This report must include an amalgamation of all sections and additional requirements.
 - i. DND's decision to proceed with any or all of the recommendation will be based on life-cycle analysis methodology. Proposed equipment replacement should provide a cost effective approach to the replacement of equipment that strikes the proper balance between repair, maintenance and replacement that ensures the performance of the contract. This report is in addition to individual reports provided and required in other SOW chapters.
 - (b) This report must be submitted annually.
- (3) Monthly Variations in Quantity (VIQ) Report.
 - (a) The Contractor must produce and provide a report which includes all VIQ tasks, segregating Client quantities from Contractor quantities.
 - i. The first 6 reports of each contract year will only require the identification of the volume of work recorded against each line items. Beginning at month 7 the reports will start the analysis of workload trends that indicate the potential for an overrun or underrun of workload for each section and line items in excess of 10%. The reports will be used as a vehicle for determining future funding requirements.
 - (b) This report must be completed monthly (12 per year).
- (4) Annual VIQ Report.
 - (a) The Contractor must provide an annual VIQ report which must contain the same information required for the monthly report and be presented in spreadsheet format.
 - i. This includes, but is not limited to, identification of labour hour and materiel saved for not having to deliver services within the 10% or the additional cost for labour and material for the quantities in excess of the 10%. This information must be accurate enough to allow for discussions on the savings or additional expenses.
 - (b) This report must be submitted annually.
- (5) Equipment Register.
 - (a) The Contractor must inventory, record and maintain all records on GFE in an Equipment Register (include all non-industrial and industrial equipment). Records must include locations of equipment and separately identify GFE from CFE. The Contractor must submit an electronic version of the register the PA.



- (b) This report must be submitted annually and on request of PA prior to contract expiry.
- (6) Prepare Excess Equipment List.
 - (a) The Contractor must report all Government Furnished Equipment that is excess, replaced by newer equipment, or not economically repairable. Equipment reported must not be cannibalized, robbed or replaced pending receipt of disposal instructions from the PA.
 - (b) This report is to be submitted quarterly.
- (7) Contractor General Safety Management Plan.
 - (a) The Contractor must submit the Contractor General Safety Management Plan to the PA within 60 days of handover and be in accordance with all applicable current statutes, acts, mandates, and policy.
 - (b) This plan is to be submitted 30 days prior to assuming operations and be updated as required.
- (8) Environmental Activity Report.
 - (a) The Contractor must provide a written report containing documentation on each preventive measure or activity undertaken by the Contractor pursuant to the Environment Management System. The report must:
 - i. Include specific activities related to incidents and any corrective action taken or to be undertaken by the Contractor.
 - ii. Be signed by the Contractor Site Manager.
 - (b) This report must be submitted monthly.
- (9) Customer Satisfaction Program and Report.
 - (a) The Contractor must provide a report on the customer satisfaction program with a summary and interpretation to the PA. The report must include copies of the completed surveys if requested, and action taken must address any valid complaints.
 - (b) This report is to be submitted monthly.
- (10) List of Technical Inspectors.
 - (a) The Contractor must update the list of Technical Inspectors and provide a copy to the Client no more than 5 days after departure or replacement of an inspector.
 - (b) This report is completed as required.
- (11) Hazardous Materials Safety and Environmental Awareness - Training Plan.
 - (a) The contractor must submit the Hazardous Materials Safety and Environmental Awareness - Training Plan within 30 days of beginning of contract. The plan must cover training for DND personnel employed at 4 CDTC as selected by PA.



- (b) This plan is to be submitted once prior to assuming operations and be updated as required.
- (12) Performance Self-Assessment Report.
 - (a) The Contractor must provide a monthly performance self-assessment report to the PA IAW the Performance Evaluation Plan.
 - (b) This report must be submitted monthly



Chapter 3. Facilities operation and maintenance.

1. General requirements.

- a. Scope of work.
 - (1) The Contractor must maintain all buildings, facilities and structures including building systems, installed equipment, fixtures and appliances as detailed in this chapter.
 - (2) The Contractor must provide Real Property and Realty Assets management advice and guidance function.
- b. Definitions.
 - (1) Corrective Maintenance (CM): is the action taken to restore full serviceability after failure/functional degradation has occurred. This includes what would normally be referred to as repairs and overhauls.
 - (2) Electrical Systems: Includes portable electrical equipment and system components such as: power distribution, residential and industrial above or below ground; interior lighting; intrusion alarms and close circuit TV systems; electric motors; electric meters and other small electrical devices/appliances, document destruction devices (shredder), laminators, wiring systems; conduit systems; cable systems; distribution systems; conductors; switches; receptacles; outlets; device plates; grounds; and light fixtures and other similar electrical items.
 - (3) Engineering Inspection: Consists of a scheduled examination and/or test of works and buildings to determine their physical condition with respect to prescribed maintenance standards. Engineering inspections are not normally performed on items that receive plant or shop inspections. The basic interior wiring and plumbing of buildings must be inspected by Engineering Inspector. Interior wiring is defined as lighting and receptacle circuitry and fixtures. Interior plumbing is defined as fresh water and soil lines and connected fixtures. Normally, lubrication, adjustments and corrective action will not be accomplished during the engineering inspection.
 - (4) Job Limit: relates to Corrective Maintenance (CM) work orders as listed in performance requirements in Chapter 3, paragraph 2 C. The job limit is \$7,500 (excluding taxes) calculated as the number of labour hours times the hourly wage rate and employer paid benefits plus the cost of materials. If a job will exceed the job limit value, it will be negotiated in accordance with the Indefinite Quantity Requirements; however, the Contractor will only invoice for the difference between the Indefinite Quantity negotiated amount and \$7,500. For the purposes of reporting for Variations in Quantity, each job that exceeds the job limit and is negotiated as an Indefinite Quantity Requirement will count against the Estimated Quantity of the related Performance Requirement in paragraph C as one job.
 - (5) Mitigation: Mitigation work is an action involving efforts beyond initial identification and inspection covered by the PM and CM program, and required to prevent further loss or damage. In this contract the Contractor is required to notify the Project Authority within 3 hours of becoming aware of damages requiring mitigation action.



- (6) Duty to Repair - The Contractor and its personnel must always be attentive to unsatisfactory situations when conducting either its' day to day work or responding to specific incidents.
 - (a) Notwithstanding any specific instruction in this Statement of Work, the Contractor must, upon self-identifying an unsatisfactory situation, rectify that situation as soon as possible. When the resolution to any given instance falls below the threshold as identified in the Job Limit. It must be corrected automatically with no input required from the Technical Authority. These instances must be identified in the monthly Incident Report for review.
- (7) Class "A" Cost Estimate: An estimate based on confirmed price quotes for material, labour, and other associated costs provided for complete plans and specifications. The estimate is prepared by providing material and labour costs against the design details. Contingencies or escalations are not usually included.
- (8) Class "B" Cost Estimate: An estimate based on substantially completed specifications and plans. These are usually prepared at 66% and 100% stages to confirm budgets or identify cost overruns so design changes can be made to bring projects back on budget.
- (9) Class "C" Cost Estimate: An estimate based on conceptual plans and an outline of the design proposed. These estimates are usually used for preliminary budgeting purposes. Client submitted scopes of work are a basis for the Class C estimates
- (10) Class "D" Cost Estimate: An order of magnitude estimate primarily based on unit prices for identified disciplines. The information available for a class D estimate is usually very limited. The estimates are prepared by using lump sums with percentages
- (11) Capital Construction: All new construction of bldgs or facilities in support of new and existing tasks and missions.
- (12) Construction Projects: A project, which is a specific volume of construction. It also include a combined project, when the estimated cost of the construction element is greater than that of the maintenance element i.e. the construction or replacement of entire facilities; additions or changes to the outline of a structure and alterations to structural systems (structural systems include bearing walls, trusses and roof systems but do not include non-bearing partitions); installation of, and addition to, fixed equipment that is an essential part of a facility, including, but not limited to, elevators, automatic fire protection systems, heating and air-conditioning equipment; alterations or improvements that change the current functional use of a facility; alterations that significantly increase or reduce the design capacity of a facility; and major restoration of a facility that has been seriously damaged by fire, flood or other means, or that has become structurally unsound from any cause.



- (13) **Journey person:** A tradesperson or artisan holding a Provincial or inter-Provincial certificate for his/her relevant trade or an equivalent certificate acceptable to the PA.
- (14) **Mechanical Systems:** includes motors, drive assemblies and fans; wiring and electrical controls; pipe and duct insulation; guards, casings, hangers, supports, platforms, and mounting bolts; mechanical system equipment, cooling coils, condensate drip pans, drain piping, refrigerant piping, air cooled condensers, refrigerant dryers, strainers, valves and compressors; window air conditioning units; air filters; water fountains, freezers and ice machines; hangar doors and overhead doors; kitchen equipment and domestic appliances; elevators, hydraulic and mechanical lifting devices; and other similar mechanical components and items.
- (15) **Mitigation:** Mitigation work is an action involving efforts beyond initial identification and inspection covered by the PM and CM program, and required to prevent further loss or damage. In this contract the Contractor is required to notify the PA within 3 hours of becoming aware of damages requiring mitigation action.
- (16) **New construction:** construction of a new building, addition to an existing building that changes the footprint, alterations/changes to structural systems, installation of new fixed equipment that is an integral part of a facility, alterations/improvements that change the current functional use, improvements required to conform with new National Building Codes and energy conservation measures to a facility.
- (17) **Plant Inspection:** Plant inspection consists of a periodic scheduled examination, lubrication, minor adjustment and servicing of plant equipment and systems for which specific operations personnel are responsible. Plant inspections are carried out on equipment and systems that are integral to a particular plant and essential to the overall operation of the plant but are not supervised on a full-time basis. Plant inspections must not be confused with daily operational procedures accomplished in accordance with standing operating instructions.
- (18) **Plumbing systems:** Includes the following system components: water systems, include water lines, interior, to and including the services valves and box outside of the buildings and lines from the building to the connection with the main (laterals); all domestic hot water piping; all interior and exterior sanitary waste lines and lift stations to main; drainage, waste and vent systems; sanitary sewer systems; all fittings, valves, pumps, grease traps, plumbing fixtures, filters, meters, gauges, steam generators including related steam equipment, and other appurtenances related to the above systems; steam distribution and lagging; POL, gas and fuel distribution systems; fire sprinkler systems; and other similar plumbing components.



- (19) Preventive Maintenance Inspection: PMI is defined as a predetermined and scheduled procedure that operates on a continuous basis such as monitoring, inspections and performing test runs for the purpose of continuing serviceability, based on design or intended use. PMI is designed primarily to detect maintenance requirements early and thus prolong the useful life of works and buildings at minimum cost. Frequency of inspections and tests should be based on directions contained in, manufactures' handbooks,; local weather conditions; age of items; use of item (including severity of use); and local factors considered pertinent.
- (20) Shop Inspection: Shop inspection consists of a periodic scheduled examination, lubrication, minor adjustment and servicing of installed equipment and systems that are unattended during their normal operation. Shop inspections are carried out to keep equipment in good running order, to detect defects, to estimate maintenance requirements and to comply with established safety regulations. Shop inspections are usually performed by shop personnel.
- (21) Structural / Architectural Components: All structures and support towers for equipment including the following: Exterior walls, framing, masonry units and exterior trim, flooring and foundations; Exterior doors, windows and screens; Roofing (including roof gutter and downspouts); Exterior and interior hardware; Interior walls, framing, doors and partitions; Ceilings and framing members; Floor coverings; Painting; Concrete work; Supports for mechanical, electrical, electronic, civil equipment, including appliances and galley equipment; welded and fabricated metal components; Locking mechanism; POL Storage tanks; and other similar components.
- (22) Buildings: Existing, new, permanent or temporary structures enclosed within exterior walls and a roof, and including all attached apparatus, equipment, and fixtures that cannot be removed without cutting into ceilings, floors, or walls to be constructed or modified on the Lands, and includes all additions and improvements thereto over the period of the contract
- (23) Bldg Envelope: All structures and support towers for equipment including the following: Exterior walls, framing, masonry units and exterior trim, flooring and foundations; exterior doors, windows and screens; roofing includes cleaning of roof gutter and downspouts; exterior and interior hardware; interior walls, framing, doors and partitions; ceilings and framing members; floor coverings; painting; concrete work; supports for mechanical, electrical, electronic, civil equipment, including appliances and galley equipment; and welded and fabricated metal components. Locking mechanism (any device that is used, as on a door or a safe, to hold, close or secure, and that is operated by a key, combination, or a key card); POL Storage tanks; and other similar components
- (24) Door Systems: Electrically powered or manually operated overhead doors, shutters, garage doors, sliding doors, revolving doors or hangar doors including all structure, fabric, hardware motors, gears, tracks, safety systems and finishes.
- (25) Trouble Calls: Any requirement for the provision of service during or outside of normal hours.



- (26) Direct Material Cost: The actual vendor invoice charges for materials used for performance of work under this Contract. Direct material costs include transportation charges only when such charges are included on the invoice by the vendor.
 - (27) Preventive Maintenance (PM): PM is defined as a predetermined and scheduled procedure that operates on a continuous basis such as monitoring, inspections, servicing and performing test runs for the purpose of continuing serviceability, based on design or intended use. The investigation portion of the PM is designed primarily to detect maintenance requirements early and thus prolong the useful life of works and buildings at minimum cost. Frequency of inspections and tests should be based on directions contained in, manufactures' handbooks, BOMA standards, local weather conditions; age of items; use of item (including severity of use); and local factors considered pertinent.
 - (28) Building Maintenance Category: Category "A" is an active facility and receives planned maintenance in accordance with normal schedules as detailed in the Annual Inspection Plan. Category "B" is an active facility for which DND has a third party tenant and is not responsible for any maintenance but the contractor will carry out an annual engineering PM inspection. Category "M1" is a mothballed facility requiring restoration to condition "A" within 48 hours. Category "M2" is a mothballed facility requiring restoration to condition "A" with 90 days. Category "M3" is a mothballed facility that will not be restored and is scheduled for disposal or demolition. Category "X" is a facility, which is excluded from maintenance under this contract for which maintenance comes under someone else's responsibility.
- c. Description of existing conditions.
 - (1) All structures are Category A, the only exception is that ablution buildings M-212, M-151 and summer kitchen annex M-221 can be classed as a Category M1 from Oct to May as they are not used during these periods.
 - (2) Infrastructure and Environment Reporting and Integration System (IERIS) is used for facilities related scheduled and unscheduled work applicable to all chapters of the SOW.
 - d. Hours of Operation.
 - (1) Normal hours of operation are from 0730hrs to 1600hrs Monday to Friday except Statutory Holidays.

2. Performance requirements.

- a. Work control.
 - (1) The Contractor must receive and assign requests for services from the PA or their clients. The Contractor must provide a single Point of Contact (POC) capable of responding to requests for services and inquiries.
 - (2) 5 calls for service after hours per month. 280 calls for service during normal hours per month.
- b. Maintenance Program Implementation



- (1) The Contractor must implement a maintenance program that effectively manages the planning, coordination, implementation, recording and reporting of all maintenance activities (planned, demand or breakdown).
 - (2) The Contractor must use a Computerised Maintenance Management System (CMMS) that meets the maintenance planning, implementation, monitoring and reporting requirements set out in this SOW and Technical Annexes. The CMMS system s must be configured to allow export of data in MS Excel™ or Acces file type for import into other CMMS software platforms. All components in the CMMS system must be named and classified in accordance with Uniformat II Level 4 nomenclature.
 - (3) The Contractor must establish and implement a process to ensure that changes the asset inventory (e.g. new buildings, replacement assets/components) are accurately reflected in CMMS asset inventory within 1 month of the changes occurring.
 - (4) The Contractor must make available to the DND Representative, and to other RP Ops approved persons, access to the CMMS system on a read only and report production basis, and to access preventative maintenance, corrective maintenance, work orders and AWR reports.
 - (5) The Contractor must provide proof of inspection, testing and maintenance to the DND Representative when requested and shall facilitate access to all systems and equipment for inspection by the DND Representative or a nominated alternative.
- c. Preventative maintenance.
- (1) The Contractor must develop and implement a Preventative Maintenance Inspection (PMI) plan. The plan must include and account for inspections by a qualified and appropriate inspector of all facilities structural and architectural components, and their associated installed equipment, the electrical system, the mechanical systems, the plumbing systems, fire warning and suppression systems, temperature control systems, elevators and lifting devices, and appliances.
 - (a) The plan must be submitted 30 days prior to handover, then one plan reviewed annually.
 - (2) The Contractor must develop and implement a Preventative Maintenance (PM) Work plan for all facilities structural and architectural components, and their associated installed equipment, the electrical system, the mechanical systems, the plumbing systems, fire warning and suppression systems, temperature control systems, elevators and lifting devices, and appliances.
 - (a) The plan must be submitted 30 days prior to handover, then one plan reviewed annually.
 - (3) The Contractor must provide and maintain appropriate pest control devices in all kitchen areas and as directed by the PA. The Contractor must respond to significant infestations or other specialized pest management tasks as directed by the PA.



d. Corrective Maintenance (CM).

- (1) The Contractor must perform CM on all facilities structural and architectural components, and their associated installed equipment, the electrical system, the mechanical systems, the plumbing systems, fire warning and suppression systems, temperature control systems, elevators and lifting devices, and appliances. The Contractor must provide replacements of the same kind, equal or better type, style, quality, grade or class in order to obtain specific operating characteristics or to match other items already in place.
 - (a) 575 electrical system work orders per year.
 - (b) 530 plumbing system work orders per year.
 - (c) 300 mechanical system work orders per year.
 - (d) 4 elevator/lifting system work orders work orders per year.
 - (e) 750 structural/architectural work orders work orders per year.
 - (f) 100 fire protection and reporting work orders per year.
- (2) The Contractor must perform minor maintenance to damaged inventory in accommodations.
 - (a) Five damaged items per month.

e. Minor construction.

- (1) The Contractor must perform modifications, repairs, and/or renovations to facilities structural and architectural components, and their associated installed equipment and systems as directed by the PA.
 - (a) Perform modifications, repairs and/or renovations - Includes, but is not limited to, the modifications on the following systems and structures: Temperature control, Supply and Distribution System, Electrical System, Plumbing system (including potable from purification plant to the tap and waste water system complete) and Ablution facilities, building structures (offices, dormitories, works, shelters, bunkers and storage facilities) as Quick Response Tender (QRT) , as requested by the Project Authority under direction of RPOS OC Meaford.
 - i. 20 jobs per year not to exceed 20,000.00 per job
 - (b) The Contractor must ensure that all proposed plans and specifications for all projects are reviewed by the Fire Chief or Chief Fire Inspector.
 - i. 35 activities totalling 3,900 IQ hours per year
- (2) The Contractor must construct, inspect and repair range targets as required and directed by the PA.



- (a) 1,300 targets constructed yearly as replacements and 4,000 targets are repaired annually.
- (3) The Contractor must maintain building signage and markings which includes internal and external numbering of building and rooms, safety and security, as directed by the PA.
 - (a) 40 signs per year.
- f. General engineering.
 - (1) The Contractor must conduct engineering options analysis/ or studies to resolve problems in the area of civil, structural, mechanical, and electrical engineering as directed by the PA.
 - (2) The Contractor must design, prepare and submit drawings and specifications in accordance with standard engineering practices for projects as directed by the PA.
 - (a) 10 jobs per year.
 - (3) The Contractor must reproduce engineering drawings as directed by the PA.
 - (a) 40 drawings per year.
- g. Real Property and Realty assets.
 - (1) The Contractor must secure, maintain and provide information regarding Real Property and Realty assets as directed by the PA.
 - (2) The Contractor must conduct meetings and liaise with the PA as directed in order to discuss various matters of realty assets.
 - (a) 2 meetings per year.
 - (3) The Contractor must:
 - (1) Maintain a record of the usage of utilities for 4 CDTC.
 - (2) Review invoices for accuracy.
 - (3) Investigate trends and provide advice to the PA with regards to how to reduce costs, conserve utilities, of initiate incentive programs.
 - (a) 24 updates per year, 2 investigations per year.
 - (4) The Contractor must maintain the Infrastructure and Environment Reporting and Integration System (IERIS) for all building installed equipment and buildings.
 - (a) As required.
 - (b) Maintain Real Property Spatial Data Warehouse (RPSDW) as part of IERIS.

3. Record and deliverables.



- a. The Contractor must develop and submit to the PA a comprehensive Preventative Maintenance Plan. This plan must include the Preventative Maintenance Inspection and Preventative Maintenance Work Plan. The plan must include a Facilities Condition Assessment Report with a forecast of the required maintenance over the life-cycle of the asset.
 - (1) The plan must be submitted 30 days prior to handover, then one plan reviewed annually.
- b. The Contractor must submit to the PA a monthly Activity Report within 10 working days of the beginning of the month to include a record of the usage of utilities, by building, for 4 CDTC. The Contractor must also submit the results of their utility use investigation with suggestions to the PA.
 - (1) The utility usage report must be submitted monthly, the utility usage investigation report must be submitted twice per year.
- c. The Contractor must submit to the PA the records and logs for all PM and unscheduled CM of all facilities structural and architectural components, and their associated installed equipment, the electrical system, the mechanical systems, the plumbing systems, fire warning and suppression systems, temperature control systems, elevators and lifting devices, and appliances.
 - (1) This report must detail how much work has been completed, the actual cost to date, and the estimate to completion.
 - (2) The report must include details of the findings for all statutory compliance inspections, tests or maintenance (ITM) including; Fire and Life Safety Systems, TSSA inspections and reports, and fuel/storage tank inspections.
 - (3) In relation to the Federal Halocarbon Regulations (FHR) 2003, changes to the following elements are to be included in the reports:
 - (a) Maintain the inventory of the Chlorofluorocarbons (CFC), Hydrochlorofluorocarbons (HCFC), and Halons on equipment above 19kW capacity;
 - (b) Itemized list of spills, if any, that occurred during the reporting period;
 - (c) Leak test service logs for the reporting period, and the schedule for leak tests for the year;
 - (d) Decommissioned equipment list.
 - (4) Warranty updates. This includes expiration date, and issues encountered, if any. A notice will be provided to the PA 30 days prior to expiration of a warranty.
 - (5) Submitted monthly.
- d. The Contractor must maintain records and submit to the PA all up-dated drawings to reflect current status after work/renovation completion, including applicable dates.
 - (1) Monthly.



- e. Develop and maintain Asbestos Management Plan to be submitted annually.



- f. The contractor must provide start-up reports for boilers at the onset of heating season.
- g. The contractor must provide start-up reports for refrigeration units over 19 kW at the onset of summer season.
- h. Expenditure Planning for the Real Property Steering Committee (RPSC) information
 - (1) The Contractor shall assist DND/ RP Ops in preparing annual investment forecasts by recommending and providing cost estimates for remedial works, upgrades or replacements that, in the Contractor's opinion, could improve the condition, performance or functionality of the assets.
 - (2) Recommendations and estimates are limited to the buildings and assets within the contract and to work over \$100,000 in value. Estimates should be class 'D' and recommendations provided by the Contractor should have a 5 year horizon.
- i. Develop Asset Management Plan and Improve / Maintain Facility Conditions Index - As per the Facility Condition Assessment completed in 201X the overall Facility Condition Index (FCI). During the course of performing the work identified in this SOW, the Contractor must ensure that the Site FCI remain the same or decrease in value indicating an improvement of the condition of the assets on site. The Contractor must also ensure that the FCI of any individual piece of the portfolio does not increase by more than 3% over the life of the Contract. Further to overall FCI, for the life the Contract the Contractor must maintain the System Condition Index (SCI) of building systems to the level indicated in present VFA index. On a biannual basis, the contractor must provide the Technical Authority with an updated Asset Management Plan. This report must detail, a thorough knowledge gained by its daily interactions, opportunities that exist to improve the condition of the portfolio being managed under the terms of this SOW or maintenance needed to maintain the required FCI. This report must contain, at a minimum:
 - (a) A detailed description of any perceived deficiencies;
 - (b) Current Facility Condition Index (FCI) of each building and system in the portfolio as derived from the formula indicated in Annex X
 - (c) Prioritized list of recommended actions based on operational requirements;
 - (d) The impact of non-action;
 - (e) A detailed plan of how to improve the situation;
 - (f) The result of completing the suggested work including potential improvement to FCI;
 - (g) A fully costed estimate of performing the work; and
 - (h) Analysis of how the proposed action would improve the overall condition of the infrastructure.



- j. Maintain Real Property Spatial Data Warehouse (RPSDW) as part of the IERIS – Ensure relevant information required for the Real Property Spatial Data Warehouse (RPSDW) is up to date and accurate to ensure that the IERIS information is accurate. The types of information entered on the system includes, but is not limited to, transactions dealing with new construction, demolitions of existing facilities, modification or addition to existing infrastructure (i.e. division of barrack rooms from group to individual), change of occupant, change of use, any changes to the various works (i.e. new sidewalks, roadways, parking areas), all agreements with a Realty Asset impact, utility agreements, etc...

- (1) 60 changes to records per year

4. **Materials, equipment and facilities.**

a. Government Furnished.

- (1) Infrastructure and Environment Reporting and Integration System (IERIS). The Contractor will be provided with access to IERIS to record all engineering activities.

- (a) Eight user accounts.

- (2) Real Property Spatial Data Warehouse (RPSDW). The Contractor will be provided with access to RPSDW.

- (a) Two accounts.

- (3) Electrical Mechanical Control System (EMCS). The Contractor will be provided with access to EMCS.

- (a) As determined by Contractor.

b. Contractor Furnished.

- (1) The Contractor must provide all materials, equipment and furniture not otherwise provided as Government Furnished.

- (a) The Contractor must select a supply source and arrange for delivery to meet contract requirements. The contractor is responsible for the procurement of spare components to maintain the equipment as these are not available from the Canadian Armed Forces Supply System



Chapter 4. Supply.

1. General Requirements.

a. Scope of Work.

(1) The Contractor must provide the services regarding supply in accordance with this chapter. This chapter will address the requirement of the Contractor to provide services of laundry, dry cleaning, tailoring, stocking, procurement, receipt, storage, issue, packaging, technical inspections, disposals, forward delivery, and shipping as required of material such as fuel, ammunition, general stores, clothing, weapons spare parts, vehicles, and vehicle spare parts.

b. Definitions.

(1) Contractor Supplied Items (CSI): items supplied by the Contractor for consumption by clients.

(2) Government Supplied Items (GSI): items supplied by the Government for use or consumption by Clients. Items include, but are not limited to, consumable and non-consumable general stores including Individual Meal Packs (IMP), light meal combat, clothing, technical stores, repair parts, ammunition and explosives, hazardous material, environmental clothing, non-consumable field equipment, communication equipment, major equipment, defensive stores and back-up stock of Equipment Check Lists (ECL).

(3) Equipment Movement Order: a staff function of transferring materiel between units in the CAF. EMOs originate from NDHQ and/ or 4th Canadian Division. EMO can pertain to commercial or military pattern vehicles and weapon systems.

(4) Issue: a request made at a single point in time for quantities of different items with one signature.

(5) Petroleum Oil Lubricants (POL): Packaged Products include items such as naphtha fuel, kerosene, oils and lubricants.

(6) Bulk fuel: includes motor vehicle gasoline and diesel fuel.

(7) Operational Maintenance (O&M): includes repairs, replacements, overhauls and similar activities performed as a result of normal usage and weather conditions (such as preventive, predictive or just-in-time maintenance); and monitoring, inspections and performing test runs for the purpose of continuing serviceability.

(8) Hazardous Material (HM): is any material which because of its quantity, concentration or characteristics (physical, chemical or infectious) may pose a hazard to human health or the environment or when released or spilled into the environment is considered hazardous.

(9) Hazardous Waste (HW): is any discarded material, liquid, solid or gaseous, and associated containers, which meets the definition of a hazardous material. Hazardous material may become a hazardous waste after it has served its intended purpose, exceeded its shelf life, becomes contaminated, or has been spilled. A waste can be hazardous if it is either listed as hazardous by the Canadian Environmental Protection Act (CEPA) or if it exhibits any of these four characteristics: corrosivity, reactivity, ignitability, or toxicity.



(10) Hazardous Material Management Plan (HMMP): identifies all existing HM and generated HW at a Base/ Unit. It determines applicable Federal, Provincial and local regulatory requirements to be met, and it describes the Operating Procedures to be followed to ensure conformance with such laws and regulations.

(11) Defence Resource Management Information System (DRMIS): is a tool that is the departmental system of record for Material Management and Financial Transactions.

c. Description of existing conditions.

(1) The supply operation consists of issuing training material and equipment to visiting units and to in-house courses. Supplies are currently warehoused in various facilities. The ammunition storage facility is situated in a separate secure area and the spare parts are located in the maintenance building.

(2) The Vehicle Loading Area (VLA) is an area capable of vehicles to drive into to facilitate issuance and return of applicable equipment. The Contractor must manage the VLA in support of supply requirements.

(3) All fuel tanks are above ground and have the following capacities: Diesel Tank 90,000 litres, Gasoline Tank 27,000 litres. A list of all storage tanks is maintained on the DND Econet system.

2. Performance Requirements.

a. Material control.

(1) Provide a client service desk to respond to inquiries, complaints and requirements.

(a) The Contractor must staff the Client Services Desk with at least one employee from 0730-1600 hours Monday through Friday.

(b) 1 Service Desk.

(2) Receive Government Supplied Items (GSI).

(a) The Contractor must perform duties as outlined in the Supply Administration Manual (SAM).

(b) As required.

(3) Receive, check and inspect incoming Ammunition.

(a) The Contractor must perform duties in accordance with established CAF policies and directives.

(b) The estimated quantities are 1200 user issues per year and 49 bulk receipts per year.

(4) Receive, check and inspect incoming packaged POL products.



- (a) The Contractor must perform duties in accordance with all rules and regulations.
- (b) The estimated quantity is 160 receipts per year.
- (5) Receive and inspect vehicles on Equipment Movement Order (EMO).
 - (a) The Contractor must receive and inspect vehicles under an EMO in accordance with EMO directives. A complete verification must be completed. Any losses must be registered. Any discrepancies must be actioned in accordance with current policy.
 - (b) The estimated quantity is 300 vehicles and 16 Howitzer EMO per year.
- (6) Receive, check and inspect incoming Individual Meal Packs (IMP) and Light Meal Combat (LMC).
 - (a) The Contractor must ensure the correct quantity was received undamaged and the contents agree with the packing slip information in accordance SAM. The Contractor must verify discrepancies and register losses. Handling of IMPs and Light Meal Combat must be in accordance with appropriate regulations. Report exceptions to PA immediately for resolution.
 - (b) The estimated quantity is 100 receipts of IMPs and LMCs per year.
- (7) Receive, check and inspect any other incoming equipment and material including Equipment Check List (ECL) not otherwise covered elsewhere in this chapter.
 - (a) The Contractor must inspect and verify packing lists and invoices when required. This includes; verifying the DND purchase orders and ensure the correct quantity was received undamaged and the contents agree with the packing slip information, verifying discrepancies, Repairable Material Requirements (RMR) and registering losses. The handling of Hazardous Goods and Hazardous Material must be to be in accordance with appropriate regulations.
 - (b) The estimated quantity is 9,500 receipts per year.
- (8) Issue Government Supplied Items (GSI).
 - (a) The Contractor must perform duties as outlined in the Supply Administration Manual (SAM).
 - i. Training Support Requests (TSR) and on Temporary basis. Issue of some items require special care such as serialized tracked items. Issue may involve preparing lots, inspecting goods and packing shipment. Generally, TSRs are provided for outside organizations, internal and external units. The Contractor will be required to perform issues after the normal working hours as well as during weekends mainly to satisfy TSR requirements.
 - (b) The estimated quantity 30,000 issues per year.
- (9) Issue Ammunition.



- (a) The Contractor must perform duties in accordance with established CAF policies and directives.
 - i. This process will require familiarity with Ammunition Information Management System (AIMS) and Defence Resource Management Information System (DRMIS).
 - (b) The estimate quantity is 2,096 bulk ammunition issues per year with four ammunition issues per year to CFAD and ammunition storage facilities.
- (10) Issue packaged POL products.
- (a) The Contractor must issue and handle Hazardous Goods in accordance with appropriate regulations.
 - (b) The estimated quantity is 54 issues of POL products per month.
- (11) Issue vehicles under EMO.
- (a) The Contractor must inspect and issue vehicles under an EMO in accordance with EMO directives. Any losses must be registered. Any discrepancies must be actioned in accordance with current policy.
 - (b) The estimated quantity is 300 vehicles and 16 howitzer EMO per year.
- (12) Issue Individual Meal Packs and Light Meal Combat.
- (a) The Contractor must issue IMPs and Light Meal Combat as directed by the PA for training by DND personnel, preparing lots and inspecting goods prior to issue.
 - (b) The estimated quantity is 250 issues of IMPs and LMCs per year.
- (13) Issue individual clothing and related equipment.
- (a) Clothing and equipment is issued as per the appropriate Scale of Issue, verify material authorization via SAM and Project implementation plans. There is approximately 54 items to every kitting. Issue is recorded on individual clothing documents.
 - (b) 20,000 issues per year.
- (14) Issue any other equipment and material not otherwise covered elsewhere in this chapter.
- (a) Issue of some items require special care and or control; for instance: Dangerous and Hazardous Goods and Material, Weapons and serially controlled items. Issue involves preparing lots, inspecting goods and packing shipment.
 - (b) 10,000 issues per year.
- b. Clothing operations.
- (1) Receive clothing and equipment from individual.



- (a) The Contractor must recover and exchange permanent and personal allotment clothing and equipment including dry cleaning and tailoring services in accordance with the SAM.
 - (b) 20,000 receipts per year.
 - (2) Provide tailoring services.
 - (a) The Contractor must provide tailoring service including measuring, altering, repairing uniforms, sewing on badges, and mounting ribbons in accordance with CAF Dress Instructions.
 - (b) 20,000 items per year.
- c. Disposal.
 - (1) Dispose of surplus GSI.
 - (a) The Contractor must dispose of scrap or surplus material (including permanent and personal allotment clothing and equipment) as authorized by the PA. Conduct disposals in accordance with SAM.
 - (b) 200 line items disposed of per year.
 - (2) Dispose of salvage and destroy surplus, obsolete and deteriorated ammunition.
 - (a) The Contractor must dispose of salvage surplus, obsolete and deteriorated ammunition in accordance with all current statutes, acts, mandates, and policy.
 - (b) 30 times yearly.
- d. Fuel.
 - (1) Monitor bulk fuel levels.
 - (a) The Contractor must notify the PA when fuel level drops to 60%. In March and September, the Contractor must also notify the PA when the fuel levels reach 30% capacity.
 - i. This is to allow for the change to seasonally adjusted fuel.
 - (b) 12 times a year.
 - (2) Receipt bulk fuel.
 - (a) The Contractor must ensure invoiced amount agrees with actual delivery amount, type ordered, and quality. Ensure fuel is deposited in appropriate storage facility. Receipt procedures to be in accordance with current supply procedures.
 - (b) 24 times a year.

3. Accounts and inventories.



- a. Manage Supply Customer Accounts (SCA).
 - (1) The Contractor must prepare and input documentation in DRMIS to support issues and returns, loss/surplus and account verification for all accounts IAW Supply directives and regulations.
 - (2) 134 accounts are under Contractor's care, control and custody. 80 accounts are used by DND personnel for daily operation and for which the Contractor will assist the client and complete the DRMIS data inputs for changes, returns & issues upon receipt of the required documentation from the client
 - (3) 134 Supply Customer Accounts.
- b. Maintain DRMIS records.
 - (1) The Contractor must input all DRMIS transactions related to inventories adjustments, accounts adjustments, receipts, issues, as required to maintain accurate DRMIS stock records balance.
 - (2) 7,500 transactions per month.
- c. Manage Government Supply Inventory (GSI) inventories.
 - (1) The Contractor must:
 - i. maintain optimal level of inventory;
 - ii. Ensure proper packaging,
 - iii. Handling and care of items, especially those with special conditions like shelf-life;
 - iv. Maintain an audit and records of each transaction done on any given item. This includes repair parts ordered through the current supply system; and,
 - v. Conduct stocktaking in accordance with SAM.
 - (2) 60,000 line items.
- d. Maintain proper storage conditions and locations for material.
 - (1) The Contractor must check stock for condition, shelf life and segregated storage controls for specified materials including hazardous materials and ensure that WMHIS specification sheets are available.
 - (2) As determined by the Contractor.
- e. Maintain AIMS/DRMIS technical records.



(1) The Contractor must input all AIMS/DRMIS transactions related to: inventory adjustments, receipts, issues, stocktaking, location changes, ammunition write-offs, condition and category code transfers required to maintain accurate AIMS/DRMIS stock records and ammunition data cards; ensure all applicable ammunition data cards are appended with: all new ammunition restrictions, maintenance and technical inspections, and supplemental information, as required; manage magazine licenses technical data in accordance with valid Explosive Storage License (DND 1004).

(2) 250 transactions per month.

4. General.

a. Provide single Point of Contact.

(1) The Contractor must provide a single Point of Contact to cover the time periods not covered under normal working hours. Requirements for the provision of special requests such as issues and/or receipts of material including POL and ammunition. The Point of Contact must be available by telephone or cellular phone.

(2) 60 calls a year.

b. Manage and Operate Vehicle Loading Area (VLA).

(1) The Contractor must manage the VLA.

(2) As determined by the Contractor.

c. Deliver and return defensive stores to a specified location.

(1) The Contractor must load, deliver and off-load defensive stores to and from austere locations as specified via TSR.

(a) This includes mainly stores such as: concertina, picks, and shovels. The load normally fits in a three ton truck. The distance to cover may vary from 5-30 kilometres (one direction). Usually, the request will be sent to the Contractor 48 hours in advance.

(2) 24 times a year.

d. Ship and Receive DND materiel using the NMDS.

(1) The Contractor must input all outgoing and incoming DND shipment documentation into the National Movement & Distribution System (NMDS).

(2) 2,500 transactions per year.

5. Contractor Supplied Items (CSI).

a. Procure and issue CSI for Client consumption.

(1) The Contractor must provide consumable supplies to 4 CDTC personnel as approved by the PA. Examples include but are not limited to tailoring materials, bottled water, targetry, dry cleaning and other items that are consumed or expended in use.



- (2) \$50,000 per year for client consumption.
- b. Provide self-serve photocopier service.
 - (1) This includes, but is not limited to contractual arrangements with suppliers, paper and ink cartridge replenishment and service calls.
 - (2) 6 photocopiers and 400,000 copied pages per year.
- c. Ammunition and Explosives Safety Program (AESP) and Management – Ammunition and Explosives Safety Manager
 - (1) Develop and Implement an Ammunition and Explosives (A&E) Safety Program.
 - (a) The Contractor must develop and implement an ammunition and explosives safety program in accordance with A-GG-040-006/AG-001 DND/CAF Ammunition and Explosives Safety Program.
 - i. The program to include tasks such as, but not limited to promotion and advocacy of the program, operations, training, transportation, handling, disposal, emergency response, accident/incident investigation and prevention, ammo facility operations/storage, developing ammunition and explosives safety policies, objectives, directives, orders or standards that become part of the operational process of the organization. Participate as member of the Base General Health and Safety Committee.
 - (b) 1 program reviewed annually.
 - (2) Maintain A&E Records.
 - (a) The Contractor must maintain, prepare and archive A&E records including but not limited to results from A&E Safety Inspections.
 - (b) 3000 changes per year.
 - (3) Conduct A&E Safety Inspections (AESI) IAW AESP.
 - (a) The Contractor must: ensure A&E storage locations are inspected IAW Director Ammunition and Explosives Regulation (DAER) A&E Instruction; conduct a formal AESI annually of the Training Centre AESP and A&E Facilities and Operations; conduct AESI quarterly A&E Facility inspections; ensure quarterly visual inspections and annual testing of grounding systems and conductive flooring.
 - (b) 4 quarterly inspections of the Ammo Support Facility. 1 annual inspection and evaluation of the AESP and Ammo Support Facility. 1 annual inspection of A&E Storage Lock-ups. 4 quarterly inspections and continuity testing of A&E grounding systems. 1 annual inspection and continuity inspection of conductive flooring. 4 quarterly inspections of LPS forklifts.
 - (4) Provide A&E Safety Awareness training.



- (a) The Contractor must conduct Base wide awareness training for all DND/CAF/Contractor employees, Meaford Volunteer Fire Department and 4th CDN Div fire inspectors on the potential hazards of A&E and emergency response procedures.
- (b) 2 DND/CAF indoctrination training. 1 annual Firefighters A&E safety training (excluding fire drills). 1 annual Contractor A&E safety training.
- (5) Provide emergency response in events involving A&E.
 - (a) Contractor must provide emergency response for events involving A&E. Participate, liaise with Range Control, emergency response members (MPs, fire departments), and advise on A&E safety considerations as applicable to event.
 - (b) 1 emergency response per year.
- (6) Investigate A&E Accidents/Incidents/Hazardous Occurrences.
 - (a) Qualified AESP investigator to investigate A&E Accidents/Incidents/Hazardous Occurrences IAW A-GG-040-006/AG-002 DND Ammunition or Explosives Accident/Incident/Defect/Malfunction Reporting.
 - (b) 1 accident/2 incidents per year.
- (7) Attend annual Director Ammunition and Explosives Regulation (DAER) Explosives Safety conference.
 - (a) The Contractor must attend or provide alternate representation at annual conference training, as required to maintain proficiency and contacts within the A&E community. Conferences are paid for/by DND and are typically 3 days in duration. There may also be a requirement to attend periodic J4 Ammo Senior Ammo Tech conferences; all travel costs including accommodation for these unscheduled conferences will be paid by DND.
 - (b) 1 A&E Safety conference held annually. 1 Senior Ammo Tech conference held as required.

6. Indefinite Quantity (IQ) Requirements.

- a. Although there are no pre-determined IQ requirements associated with this chapter, IQ may be ordered by the PA on an as required basis for any work within the scope of this chapter.

7. Records and Deliverables.

- a. List of Government Supply Inventory (GSI).
 - (1) The Contractor must confirm that the list of GSI, to include stock number, description, quantity and location, is accurate. The Contractor must submit this record to the PA and be auditable for movements of quantities.
 - (2) Two reports per year.



- b. Inventory report for items that should be removed from inventory or disposed.
 - (1) The Contractor must submit a report which includes all surplus stores, dormant stores, shelf life items that are non-extendable and items for disposal IAW SAM to the PA.
 - (2) Two reports per year.
- c. Local Supply Operating Procedures.
 - (1) The Contractor must submit a report which includes all discrepancy reporting, materiel write-offs, stock taking, cataloguing, documentation, and serial number control to the PA.
 - (2) One report annually.
- d. Inventory report for disposal of ammunition.
 - (1) The Contractor must submit a report detailing the type, reason, and amount of ammunition to be disposed of.
 - (2) One report per month.
- e. Review & Assessment of applicable DND policies, procedures, systems, service levels and contractual agreements.
 - (1) The Contractor must submit a report detailing the perceived impact of changes in DND regulations or practices, if any, on the ongoing contractual agreement.
 - (a) The Contractor will also meet with PA annually to discuss results.
 - (2) One report annually.
- f. CSI Consumption Report.
 - (1) The Contractor must submit a report detailing the item class, description, quantity and cost allocated to the PA.
 - (2) One report monthly.
- g. Unsatisfactory Condition Reports (UCR's).
 - (1) The Contractor must submit UCR's upon request of PA in accordance with SAM.
 - (2) One UCR per year.
- h. POL activity report.
 - (1) The Contractor must provide to the PA a POL activity report that details the amount of fuel receipted/issued per month. Included in the report are copies of invoices for the monthly fuel delivery, copies of DRMIS adjustment transactions. The report must include a monthly summary of fuel issued to visiting units which is forwarded to the Comptroller for billing visiting units.
 - (2) One report monthly.
- i. Supply Customer Account / Storage Location (SCA/SLOC) Report.



- (1) The Contractor must submit a report on all current Supply Customer Accounts managed. Information will include: identification and description; holder and any authorized representatives; date of last verification; explanatory notes regarding any verification hastening action or other significant comments.
 - (2) One report per quarter.
- j. Ammunition and Explosives Safety Program.
- (1) The Contractor must review and submit the AESP.
 - (2) One program reviewed annually.



Chapter 5. Front desk and Accommodations.

1. General requirements.

- a. Scope of work.
 - (1) Manage the front desk, accommodations, cleaning requirements and Site Operation Control as detailed in this chapter.
- b. Definitions.
 - (1) Front Desk: The central point for administration and reception functions for all clients at 4 CDTC.
- c. Description of existing conditions.
 - (1) The Garrison area accommodation facilities currently has a capacity of 1752 personnel (staff and trainees) in: two dormitories (barracks) (one with a capacity of 360, another with a capacity of 492); three condominium style quarters (M-202, M-203, and M-204) with a combined capacity of 100; 56 year-round Weatherhaven shelters with a capacity of 560 and 20 modular tents with a capacity of 240. Tent accommodation is erected and used primarily during April-August to supplement the permanent accommodations & Weatherhavens, and additional ablution facilities (washrooms, toilets, showers, and laundry) are opened. Bivouac sites in the training area are not included in the overall capacity noted above.
 - (2) Recruits are responsible to clean their own rooms and beds spaces within the Dormitories.
 - (3) M202 has been designated for all permanent staff from private to sergeant. These occupants are provided linen to exchange on a weekly basis and common area daily cleaning. The occupant is responsible for his/her own room cleaning. Upon departure of the occupants, the Contractor must clean the room prior to re-occupation.
 - (4) M203 is the transient modular quarters used primarily for incremental staff and short stay visitors. The same cleaning service is provided with the occupant being responsible for the cleaning within the room. Again, upon departure, the Contractor Housekeeping staff before re-occupation prepares the room.
 - (5) M204 is reserved for VIPs, permanent Officers and Warrant Officers as well as visitors of these rank levels. VIP (CO & RSM) suites are provided complete contractor housekeeping service on a daily basis. C & D units in this building are provided daily cleaning except for individual rooms, where the occupant is responsible for the cleaning.
 - (6) Check-ins are conducted at any time, however the bulk of group check-ins usually occurring on Friday afternoons/evenings and most of the group check outs on Sundays.
 - (7) The Garrison Area Weatherhavens are controlled similar to the quarters during the non-summer training period, including but not limited to, check-in/out, issue/return of keys, and pre/post-occupancy inspections, during the summer training period, the Weatherhavens are controlled as temporary accommodations and classrooms.
- d. Hours of operations.



- (1) Normal working hours are 0700-2300 hours daily. There are some buildings and services which operate outside of normal working hours including, the Gymnasium, the Military Family Resource Center, Health Services Center and the Messing facilities.
- (2) The Janitorial services may be carried out during or after normal working hours due to operational requirements. Barracks must be cleaned during normal working hours whenever possible.
- (3) The Contractor provided Administrative Support staff in support of Military Police (MP) operations. Normal working hours are Monday to Friday, 0800-1600 (40 hours per week), closed on weekends and statutory holidays.

2. Performance requirements.

a. Reception.

- (1) Check in clients in groups or individually.
 - (a) The Contractor must: receive clients on arrival; assign accommodations; issue keys; issue meal cards; maintain the key register; securely store keys when not in use; disseminate information packages; respond to inquiries; and have clients sign for furniture/equipment in their assigned accommodations.
 - i. Accommodation assignments will be consistent with daily accommodation summary and training plan forecasts provided by the PA.
 - (b) 12,000 check-ins per year.
- (2) Check-out clients in groups or individually.
 - (a) The Contractor must facilitate the out-clearance routine upon clients' departure, collect keys and meal cards.
 - (b) 12,000 check outs per year.
- (3) Receive and acknowledge bookings.
 - (a) The Contractor must receive information as per 4 CDTC Standing Orders on future training, accommodation and meal requirements. The Contractor must book accommodations and prepare ration cards as directed by the PA.
 - (b) 1,000 bookings per year.
- (4) Liaise with Operations & Training (Ops & Trg) to receive and disseminate Training Support Requests (TSRs) and other requests for Contractor-provided services.
 - (a) The Contractor must liaise with Ops & Trg to receive and disseminate Training Support Requests (TSRs) and other requests for Contractor-provided services.
 - (b) 1600 TSRs (original and amendments) and 100-200 other requests per year.

b. Site Operations Control.

- (1) Investigate alarms and notify appropriate agency (ies).



- (a) The Contractor must implement correct response procedures for each monitored system and contact the appropriate response agency and alert them of the emergency. The Contractor must also maintain a daily operations log and a current list of emergency phone numbers and on-call duty personnel, both contractor and DND.
 - i. Typical alarms include fire, police, medical, environmental spills, vehicle accidents, utilities or facility maintenance. Detailed procedures are contained in 4 CDTC Standing Orders.
- (b) 16,000 alarms per year.
- (2) Action and record Military Police, Range Control and Fire and Range Safety radio and telephone traffic.
 - (a) The Contractor must monitor and transcribe radio and telephone traffic to the Daily Operations Log.
 - (b) 16,000 calls per year.
- (3) Receive & deliver messages.
 - (a) The Contractor must be the point of contact for incoming messages from visiting units and for all Military Police operations, including sending and receiving radio and telephone messages.
 - (b) 40 messages per week.
- (4) Provide general information for visitors and trainees.
 - (a) The Contractor must provide pertinent general information to visiting clients.
 - i. Examples of the type of information is directions to buildings or training sites, weather & road conditions. This information is normally provided by the Front desk personnel.
 - (b) 50 requests per week.
- (5) Gather and post information on weather and road conditions.
 - (a) The Contractor must post pertinent weather and terrain conditions gathered from Environment Canada and the Ministry of Transportation.
 - (b) 1 report posted at two locations daily.
- (6) Issue and accept return of keys.
 - (a) The Contractor must maintain a key control register of all keys for the base that are not part of the accommodations. The Contractor must issue keys to authorized personnel as determined by the PA.
 - (b) 24,000 issues and returns per year.
- (7) Range access control.



- (a) The Contractor must verify personnel to ensure that they have valid permission to access the Range and Training Area by the PA. The Contractor must also maintain a current Range Pass Register for all passes.
 - i. The monitoring of personnel in and out of the Range includes all contractors, rod and gun club members, non-military personnel, roads and grounds section activities and other recreational users such as bike and trail hiking as approved by the PA.
- (b) 6,500 passes issued per year.
- c. Accommodations.
 - (1) Summer temporary accommodations and classrooms.
 - (a) The Contractor must set-up and tear-down summer temporary accommodations and classrooms (GSI Modular tentage) as directed by the PA.

Standard DND modular tents are erected on existing concrete tent pads at the beginning of the summer training season to create temporary accommodations and class rooms. Tents are stored in the Supply section and the work includes drawing the tents, transporting, erecting, sandbagging, dismantling, cleaning and drying before storing and returning the tents and other equipment to Supply. It also includes installing electricity, setting up fire points, and delivery of garbage cans, bed space furniture, tables, and chairs. Tents are used to supplement permanent accommodation during May - August.
 - (b) Set up and tear down of 80 accommodation or classroom tents per year.
 - (2) Seasonal Weatherhaven maintenance.
 - (a) The Contractor must conduct seasonal maintenance on the Weatherhaven accommodations.
 - i. The Weatherhaven shelters are used to supplement permanent accommodation during April to October. Weatherhaven shelters require seasonal installation/dismantling of sun shades. Two major cleaning activities will be conducted on the Weatherhavens by the Contractor, one in April and one in September.
 - (b) Maintenance of 56 Weatherhaven shelters.
 - (3) Conduct pre- and post- group or individual occupancy inspections.
 - (a) The Contractor must conduct inspections of accommodations areas prior to occupancy and immediately following out-clearance.
 - i. This task is to identify and correct any damage or loss of facilities or equipment. It includes sleeping areas, washrooms, laundry rooms, showers, furniture, room keys and meal cards.
 - (b) 200 individual/group inspections per month. 5 regular inspections per month.



- (4) Bedding.
 - (a) The Contractor must conduct issue and return linens, blankets and pillows for all occupants. The Contractor must also conduct a weekly linen exchange for all occupants who reside in accommodations longer than one week.
 - (b) 4,800 issues for incoming clients per year plus weekly exchange of bedding for clients in house for over 7 days.
- (5) Maintain VIP suites.
 - (a) The Contractor must maintain four VIP suites.
 - i. This includes cleaning, exchanging the sheets and making the bed.
 - (b) 500 bed-night per year.
- d. Janitorial requirements.
 - (1) The Contractor must provide janitorial and cleaning services for the Health Services Centre in accordance with the Environment Cleaning and Disinfection Standards for Canadian Forces Health Services Centres. The Contractor must follow the Cleaning Industry Management Standard (CIMS) for all other buildings and facilities.
- e. Administrative support to the Military Police detachment.
 - (1) Register and issue parking passes.
 - (a) The Contractor must maintain the register and issue and receive vehicle parking passes.
 - (b) 300 issues; 300 returns per year.
 - (2) Provide processing of temporary and permanent Identification Cards and Discs for Canadian Forces, DND Civilian and Canadian Forces Morale and Welfare Services personnel.
 - (a) The Contractor must process, in accordance with National Defence Identification Service (NDIS) specifications, temporary and permanent Identification Cards and Identification discs. This includes the preparation of a weekly nominal roll of ID cards processed for NDIS.
 - (b) 150 ID cards per year; 150 ID Discs per year.
 - (3) Provide Initial Security Clearance Briefings.
 - (a) The Contractor must prepare and present initial Security Clearance Briefings to permanent and visiting clients.
 - (b) 75 initial briefings per year.
 - (4) Complete and submit security clearance documentation.
 - (a) The Contractor must review and submit and follow-up all security clearances applications, including terminations, updates and upgrades.



- (b) 12 upgrades, 40 updates, 50 new, 80 terminations per year.
- f. Watchkeeping requirements.
 - (1) Monitor Military Police, Range Control and Fire and Range Safety radio traffic in training area and on Base, and notify appropriate agency (ies) when applicable.
 - (a) The Contractor must monitor Military Police, Range Control, Fire and Range Safety radio traffic in training area and on Base 24 hours a day 7 days a week. The Contractor must implement correct response procedures for emergency calls or safety and environmental issues, advise users on proper radio discipline, and maintain the Daily Operations Log.
 - (b) 24 hrs a day, 7 days a week.
 - (2) Reception and administrative support to the Military Police section.
 - (a) The Contractor must staff the Military Police Orderly Room (MPOR).
 - (b) 0700 to 1600, 5 days a week.
- g. Indefinite Quantity requirements.
 - (1) Although there are no pre-determined IQ requirements associated with this chapter, IQ may be ordered by the PA on an as required basis for any work within the scope of this chapter.
- h. Records and deliverables.
 - (1) List of emergency phone numbers and on-call duty Contractor personnel.
 - (a) The Contractor must maintain and disseminate a current list of emergency phone numbers and on-call duty personnel.
 - (b) Contractor's discretion.
 - (2) Key control register.
 - (a) The Contractor must maintain the Key Control Register.
 - i. Information to be recorded is name, rank and unit of origin of the person to whom the key is issued, the time and date of issue and return and the purpose for access.
 - (b) One register to be held at Site Operations Control.
 - (3) Daily Operations Log.
 - (a) The Contractor must maintain the daily operations log.
 - i. This log must include as a minimum date, time, user name, rank, action requested and taken for all alarms and radio traffic.
 - (b) One daily operations log.
 - (4) Database on accommodation usage and availability.



- (a) The Contractor must maintain a database detailing accommodations usage and availability.
 - i. Data must include personnel on the Base identifying name, rank, unit of origin, assigned accommodation location, purpose of stay, and arrival & departure dates. The report must include up-to-date information on number of available and unavailable quarters by date.
- (b) One database up-dated continuously.
- (5) Occupancy report.
 - (a) The Contractor must provide a detailed report of personnel who used accommodations on the base by identifying rank, unit of origin, purpose of stay, arrival & departure dates. The Contractor must explicitly note any inconsistencies between the actual numbers and the booking request forwarded by the PA.
 - (b) One monthly report.
- (6) Report of loss or damage of equipment, materials or facilities by clients.
 - (a) The Contractor must provide a report to the PA detailing loss or damage of equipment, materials or facilities by tenants including date, name, rank, Unit of origin, details and cost to restore loss or damage.
 - (b) Within 48 hours of the incident.
- (7) Summary report on replacement House wares and Linens.
 - (a) The Contractor must submit an annual report to the PA detailing the linens and house wares that are recommended for replacement or new purchase.
 - i. At a minimum the report is to contain the Stock Number, Qty and Description. Urgent or opportune purchase requests may be submitted at any time. The PA makes the final determination on all requests and recommendations.
 - (b) One report annually.
- (8) Range Training Area pass register.
 - (a) The Contractor must maintain the Range Training Area pass register. This register must include the name, rank, unit of origin of person/group to whom the pass is issued, time and date of issue and return, the purpose for access and location of the Range the person is using.
 - (b) One report per month.
- (9) Report on External User Rations and Quarters.



(a) The Contractor must provide a report on external user ration and quarter usage. This report must identify users and provide quantities of rations requested/consumed and accommodations occupied, as well as a calculation for missed meals.

(b) One report per month.

3. **Material, equipment, and facilities.**

a. Contractor Furnished Equipment (CFE).

(1) Provide all materials, equipment and furniture not otherwise provided as Government Furnished.

(a) The Contractor must select a supply source and arrange for delivery to meet contract requirements. The contractor is responsible for the procurement of spare components to maintain the equipment as these are not available from the Canadian Armed Forces Supply System.

b. Government Furnished Equipment (GFE).

(1) DND will replace worn and/or unserviceable linens and house wares



Chapter 6. Information Systems.

1. General requirements.

a. Scope of work.

(1) The Contractor must manage the 4 CDTC Information Systems (IS) infrastructure. This includes, but is not limited to, the provision of preventive maintenance; provision of corrective maintenance; continuous configuration management (including assigning of accounts, password and profiles, hardware installation, upgrades and replacements), daily backups, virus protection and control and maintaining the operational integrity of the system in accordance with national, DND, 4th Canadian Division HQ and 4 CDSG and SSC directed standards. This includes print services, file services, application services, dial-in, security services, server back-up services, resolving network, software and hardware trouble calls, virus resolution, new Metropolitan Area Network (MAN) service and reconfiguration.

b. Definitions.

- (1) Corrective Maintenance (CM): is the action taken to restore full serviceability after failure/functional degradation has occurred.
- (2) Preventive Maintenance (PM): is a schedule of planned maintenance actions aimed at the prevention of breakdowns and failures. The primary goal of PM is to prevent the failure of equipment. It is designed to preserve and enhance equipment reliability by replacing or repairing worn components before they fail.
- (3) Metropolitan Area Network (MAN): The network serving 4 CDTC including LAN servers, LAN cabling and equipment, structured cabling, communication lines external to the building, workstations, peripherals and associated software.
- (4) Defence Wide Area Network (DWAN): is a network serving DND across Canada.
- (5) Response Time: The elapsed time from when a request is received by the Contractor at the trouble desk until commencement of work at the work site with the adequate number of qualified personnel, equipment, necessary tools, and parts/materials.
- (6) IMAC (Installs, Moves, Adds or Changes): - Examples of IMAC include: 1) Moving PCs and related equipment from one desk/room/building to another; 2) Yearly lifecycle management (i.e. replace old PCs and related equipment, including printers and Multi-Function Devices (MFDs), provided through the LCMM program); 3) Install/Uninstall software/firmware/applications on PCs; 4) Coordinate and assist SSC as directed in relocating existing network switches and related equipment from one building to another; 5) Provide technical advice to technical authorities with changes to existing infrastructure/installations (excludes new projects).

c. Description of existing conditions.

- (1) The 4th Cdn Div MAN is supported by a 100 BaseF backbone connected via fibre optic cable between buildings. It consists of one MAN and five LANs; 300 full time users and an additional 600 users for April to August every year.



- (2) The Contractor utilizes 78 phones provided as GFE. 17 are Digital Sets (M2616), 60 are Analogue Sets (M8009) and 1 is Explosion Proof. In addition the Contractor uses 10 Fax lines. The Contractor uses 20 PC and Laptops.

d. Hours of operation.

- (1) Normal work hours are 0730hrs to 1600hrs weekdays.

2. Performance requirements.

a. Operations.

- (1) Maintain connectivity with DWAN, CNet, and GPNet, and restore after failure or functional degradation has occurred.

- (a) The Contractor must, upon discovery of outage, identify and initiate repair action to ensure connectivity is restored as soon as possible
- (b) 10 failures/occurrences of functional degradations per year.

b. Preventative Maintenance.

- (1) Perform PM on computer systems.

- (a) The Contractor must perform PM in accordance with established policy and direction. PM procedures may only be varied with the agreement of, or at the request of the PA. This includes, but is not limited to, software, computers and peripherals including printers and MFDs for DWAN, CNet and GPNET networks, and Consolidated Secret Network Infrastructure (CSNI) terminals.

- (b) Continuous, as required.

- (2) Perform PM on base telephone systems.

- (a) The Contractor must perform PM by completing Phone Based Exchange (PBX) back-ups, Optivity Telephony Manager (OTM) back-ups, OTM server inspections, and fault-finding on trunks.

- (b) 150 work orders per year.

- (3) Perform PM on 4 CDTC video-conferencing Equipment.

- (a) The Contractor must perform PM and test the 4 CDTC Videoconferencing equipment.

- (b) Continuous, as required.

- (4) Perform PM on audio visual equipment.

- (a) The Contractor must perform PM and test the portable public address system, multi-media projectors and static surveillance video systems.

- (b) As required.

- (5) Perform PM on the base satellite/cable TV systems.



- (a) The Contractor must perform PM inspections to the Base Satellite and Cable TV in accordance with established policy or Original Equipment Manufacturers (OEM) manuals.
- (b) As required.
- c. Installs, Moves, Adds or Changes (IMAC).
 - (1) Perform IMAC on computer systems.
 - (a) The Contractor must perform IMAC as directed by the PA. This includes, but is not limited to software and computers. Draft and submit Request for Change and Request for Service RFC's/RFS's as required. The Contractor must use software applications which are consistent with the DWAN configuration and PA requirements to include National Baseline software.
 - (b) 750 IMAC per year.
 - (2) Perform IMAC on base telephone systems.
 - (a) The Contractor must:
 - i. perform IMAC of telephone sets and telephone related programming on the PBX as directed by the PA;
 - ii. ensure that cross connecting Terminal Numbers to the cable plant and installing associated telephone sets within 4 CDTC is completed;
 - iii. Provide for the administration of the Private Branch Exchange (PBX) and Call Pilot system, including weekly back-ups and reporting. OTM will be provided by DND for the programming of the PBX; and,
 - iv. provide the calling data to DND that is produced by the OTM system and DND will do all required billing. First line support is to be provided to the Grey & Simcoe Foresters of Owen Sound as there is a remote IPE shelf installed at the Owen Sound Armoury.
 - (b) 250 IMAC per year.
 - (3) Perform IMAC on DND video conferencing equipment.
 - (a) The Contractor must perform IMAC of video conferencing equipment as directed by the PA.
 - (b) 25 IMAC per year.
 - (4) Perform IMAC on audio visual equipment.
 - (a) The Contractor must perform IMAC for audio visual equipment as directed by the PA.



- (a) The Contractor must perform repairs to software, computers, and server administration. This includes, but is not limited to, software, computers and server administration (such as, managing the active directory and file/share permissions). Software repair will be on site and will consist of reloading, integrating, and testing the software in question and restoring network files from back-up as directed by the PA.
- (b) 600 repairs per year.
- (3) Repair base telephone systems.
 - (a) The Contractor must perform repairs to telephones, diagnose and reporting PBX related issues to Defence Service Operations Centre (DEFSOC).
 - i. First line support on the PBX and first line support to the Grey & Simcoe Foresters of Owen Sound.
 - (b) 35 repairs per year.
- (4) Repair DND video-conferencing network equipment.
 - (a) The Contractor must repair video-conferencing network equipment, including but not limited to Conference room and desktop installations.
 - (b) 10 repairs per year.
- (5) Repair base satellite/cable TV.
 - (a) The Contractor must perform Corrective Maintenance and repairs to the Base Satellite/Cable TV Systems in accordance with applicable policy or Original Equipment Manufacturers (OEM) manuals.
 - (b) 28 repairs per year.
- (6) Repair audio visual equipment.
 - (a) The Contractor must repair portable public address systems, multi-media projectors, and video camera systems.
 - (b) 6 repairs per year.
- e. General.
 - (1) Provide GFE on temporary issue to users.
 - (a) The Contractor must issue equipment on temporary issue to clients as directed by the PA. The Contractor must ensure that clients are given instruction on usage.
 - i. Equipment includes computer hardware and related software, audio visual equipment, and mobile phones with peripheral accessories.
 - (b) 300 temporary issues per year.
 - (2) Attend communications seminars, conferences and meetings as requested locally or by outside agencies.



- (a) The Contractor must attend conferences as directed by the PA.
 - i. These conferences will enable liaison and facilitate direction and technical information related to the operations at 4 CDTC. This include G6, technical conferences and Helpdesk conferences. Location varies among Ottawa, Toronto, Kingston, and Petawawa.
- (b) 2 events per year, each 2.5 days in length.
- (3) Participate in IS facilities planning as required.
 - (a) The Contractor must provide attendance to IS facilities meetings as required.
 - (b) 52 meetings per year, each one hour in length.
- (4) Perform user account administration.
 - (a) The Contractor must provide continuous management of user accounts, passwords, and profiles on DWAN, CSNI and GPNNet networks.
 - (b) 1,300 administrative activities per year.
- (5) Maintain Telecommunication Cable records.
 - (a) The Contractor must maintain telecom records database (Vertical records) and paper records (Horizontal and Vertical records), retain cable route drawings of outdoor cable plant facilities for reference purposes.
 - (b) 400 amendments per year.
- (6) Maintain published phone lists.
 - (a) The Contractor must provide database updates to the PA, update OTM and posted base phone lists.
 - (b) 27 updates per year.

3. Indefinite Quantity (IQ) requirements.

- a. Although there are no pre-determined IQ requirements associated with this chapter, IQ may be ordered by the PA on an as required basis for any work within the scope of this chapter.

4. Records and Deliverables.

- a. Asset Management Report.
 - (1) The Contractor must prepare and submit a plan which details Life Cycle recommendation for all IT equipment and peripherals (NSN, Make and Model), date of receipts/disposal to the PA.
 - (2) 1 plan up-dated every March and September each year.
- b. Database of Government Furnished TIS equipment inventory.



- (1) The Contractor must maintain a database of all IT equipment and peripherals defined in the Asset Management Report. The inventory must include equipment type and model, additional/ replacement installed components, equipment locations and major component serial number including hard-drive serial numbers, and network IDs. The Contractor must also maintain a list of equipment warranty expiry dates (where applicable) and ensure stock number, type and quantity identified in the inventory match items listed in the current supply system SCA.
- (2) One database updated continuously.
- c. Telecommunication Cable records.
 - (1) The Contractor must maintain both electronic (Vertical records) and paper records (Horizontal and Vertical records) of 4 CDTC telecom database. The Contractor must also maintain cable route drawings of outdoor cable plant facilities for reference purposes.
 - (2) 2 sets of records.
- d. Phone lists.
 - (1) The Contractor must maintain a current phone list of National Centralized Attendant Service (NCAS) managers, update OTM and posted base phone lists for DND and Contractor personnel.
 - (2) 4 phone lists.
- e. Record of all PM and CM work activities.
 - (1) The Contractor must complete and submit a report of all scheduled work orders derived from the Operations and Maintenance plan as well as unscheduled work orders raised against the appropriate line item.
 - (2) As required.
- f. Call Aging Report.
 - (1) The Contractor must prepare and submit a Call Aging Report that lists all scheduled and unscheduled work orders that were opened or closed during the monthly report period.
 - (2) One report monthly.

5. Materials, equipment and facilities.

- a. Government Furnished Equipment (GFE).
 - (1) Access to the DND provided IT Support Software.
 - (a) The Contractor is required to use the DND IT Support Software to issue, track, and record activities related to provision of support to rectify a problem on all the components of the Network it is responsible for.
 - (b) 2 licenses.



- (2) Access to PBX and Call Pilot.
 - (a) The Contractor is required to administer phone sets and voicemail boxes. This includes changing voicemail passwords and making changes to phone features.
 - (b) As required.
- b. Contractor Furnished (CF).
 - (1) Provide all materials, equipment and furniture not otherwise provided as Government Furnished.
 - (a) The Contractor must select a supply source and arrange for delivery to meet contract requirements. The contractor is responsible for the procurement of spare components to maintain the equipment as these are not available from the Canadian Armed Forces Supply System.
 - (2) Provide all labour normally included but not limited to, in overhead for supervision and installation, maintenance of contractor required systems, hardware, and software.
 - (a) The Contractor must provide all labour normally included but not limited to, in overhead for supervision and installation, maintenance of contractor required systems, hardware, and software.
 - (b) As determined by the Contractor.



Chapter 7. Food Services.

1. General requirements.

- a. Provide Food Services in accordance with the accepted Task Authorization (TA).
- b. Ensure effective communications with stakeholders throughout the life cycle of projects.
- c. Apply flexible workforce and resource management mechanisms to respond to unforeseen projects and unexpected changes in project volume.
- d. Scope of Work.
 - (1) The details for each individual Food Services requirement will be identified in the associated approved task authorization.
 - (2) The services required include a cafeteria self-service style as well as enabling provision of dispersed meals. Food services must be provided seven days a week, 365 days a year. The Contractor must handle, store, warehouse and account for food, including monthly documentation that details services provided to clients.
- e. Definitions.
 - (1) Operational Maintenance: includes repairs, replacements, overhauls and similar activities such as preventive, predictive or just-in-time maintenance, monitoring and inspections for the purpose of continuing serviceability.
 - (2) Casual diner: an individual eating a meal provided by the Contractor. The casual diner must have a valid business reason to be eating on the base. The casual diner pays for the meal eaten. It is to be emphasized that the Base is not to enter into competition with other civilian businesses in the local communities for the purpose of catering to events taking place outside the boundaries of the Base.
 - (3) Entitlement: the amount of food that a diner may consume which is Crown Paid expressed as a dollar value, for a specific Entitlement Period.
 - (4) Standard Daily Entitlement: is the dollar value of the prepared food items contained in the National Standard Cycle Menu Standard (NSCM), Meal Entitlement Pattern to be provided to a diner by the Contractor. Minimum Operational Performance Feeding Standard represents the core standards that are necessary in all Food Services operations, but imperative in publicly-funded CAF Food Services Operations. These standards encompass the following three (3) distinct standards:
 - (a) Standard meal entitlement pattern;
 - (b) Standard meal item availability tables; and
 - (c) The portion size standards.



- (5) Standard Meal Entitlement Pattern: defines the combination of meal components (for breakfast, lunch, and supper) including dispersed meals, which constitute an all-inclusive meal provided at public expense to DND-funded diners. DND-funded diners are free to choose any reasonable combination of choices from the menu offerings, within the meal entitlement pattern. This standard is the basis used to translate the nutritional requirements of an active military force into the representative meal components of each meal for the day. The pattern for each meal must incorporate the four (4) food groups as expressed in Eating Well with Canada's Food Guide.
 - (6) Standard meal item availability tables: provides the minimum requirements for the provision of healthier choices at all meals. These tables are used as a tool to measure how well a CAF Food Services Operation provides meals that meet diner expectations for nutritional quality and variety In Accordance With (IAW) the guidelines of Eating Well with Canada's Food Guide. In this context, variety is not essentially determined by the number of choices provided at a meal, but by the variety of choices offered from meal-to-meal and from day-to-day, over a representative period (week or month).
 - (7) Standard Portion Sizes (NSCM): is a standard indicating the required portion size for food items served in CAF dining rooms, issued as dispersed meals, and served in operational feeding. This standard has a direct impact on the caloric energy and nutrient contribution of a meal item, as part of the whole meal. The standard meets or exceeds the Canadian healthy eating guidelines to reflect the energy and nutritional requirements of an active and healthy military population.
 - (8) National Standardized Cycle Menu (NSCM): was created to ensure that CAF Food Services Operations support optimal nutrition; provision of safe food; financial accountability, and enable religious and spiritual accommodation. The NSCM must be used at all CAF Static Dining facilities including contracted ones. The NSCM, along with associated recipes and Production Controlled Charts (PCCs), is available on the SJS/Strat J4 Food Services website. Recipes must be abided to and not modified.
 - (9) DND guests: Personnel or groups with whom DND has entered into agreement to provide facilities, food and services. These includes, but are not limited to OPP, Bruce Nuclear, and RCMP.
 - (10) Peak diner period: any time when the diner forecast is more than 200 personnel.
- f. Description of existing conditions.
- (1) Food Services are delivered through a combined central kitchen/dining facility capable of feeding up to 489 people at one sitting.

2. Meals.

Meals are to be provided in accordance with the associated TA. The Contractor must perform the work as described in the TA including but not limited to:

- a. Planning and Production of Quality Meals - Provide prepared meal items and other food items, including the approved cycle menu and the prescribed standard for this objective.



- (1) Including but not limited to:
 - i. providing prepared meal items and other food items in accordance with approved cycle menu and Standard Meal Item Availability Table of the Food Services Manual;
 - ii. acquiring, preparing, and cooking sufficient quantities of quality, wholesome food items to feed entitled personnel three meals per day in accordance with the Daily Meal Day Diner Forecast;
 - iii. using meal and menu mix forecasting techniques to enable adequate quantities of each item and must be prepared to ensure that, as much as possible, the last diner has the same choice as the first;
 - iv. ensuring that each diner entitlement is commensurate to that set out in the Standard Meal Entitlement Pattern;
 - v. ensuring that serving sizes meet the Standard Portion Sizes;
 - vi. ensuring that preparation of food and prepared products is in accordance with the *Food Safety Code of Practice for Canada's Foodservice Industry*;
 - vii. seeking approval from the PA prior to any changes to the menu;
 - viii. establishing a process to monitor and respond to customers' requests and comments; and
 - ix. developing and implementing a mechanism to identify unpopular items on the menu and to submit proposed alternative choices of a similar value to the PA for approval.
- b. Meal service.
 - (1) The Contractor must provide three meals per day, 365 days per year. At a minimum, food services must be available during the following times:
 - (a) From September to May - Daily including Statutory Holidays: Breakfast 0630-0800 hours; Lunch 1130-1300 hours; Supper 1630-1800 hours; and
 - (b) From April to August - Daily including Statutory Holidays: Breakfast 0600-0900 hours; Lunch 1130-1330 hours; Supper 1630-1830 hours.
 - (c) Breakfast/lunch hours may be extended on weekends to allow for diners to enjoy Brunch.
 - (2) Meals are to be served in M-206.
 - (3) The Contractor must provide food in a cafeteria style self-serve capacity which includes a self-service salad, desert, condiment and beverage bar.
 - (4) The Contractor must provide a full-service, full-serve sandwich bar during lunch hours.
 - (5) Daily Meal-Day diner forecast.



- (a) The Contractor must ensure that each diner is served within fifteen minutes of accessing the dining room during peak diner flow periods, and within five minutes outside of peak periods. The Contractor must ensure that where meal service includes items cooked to order, diners do not wait longer than five minutes between arriving at the service counter and receiving their meal order.
- c. Dispersed meals.
 - (1) In addition to standard meal service, the Contractor must offer a variety of different types of meals and services to meet operational and training requirements and social occasions and other specifications listed in the approved TA. These meals include but are not limited to, snacks, and refreshments which may be consumed within the dining room(s) or elsewhere. They are detailed below.
 - (2) Hot bulk meals.
 - (a) The Contractor must:
 - i. prepare and issue hot bulk meals in the quantity requested and in accordance with an approved cyclical menu that complies with the Standard Meal Entitlement Pattern;
 - ii. only provide foods which retain their appearance and form with travel and which hold their temperature at safe levels for reasonable periods of time in accordance with the Food Safety Code of Practice for Canada's Foodservices Industry are to be used;
 - iii. include a card indicating the amount per serving (e.g. pork chops - 1, boiled potato - two pieces, cookies -2) is to accompany each issue;
 - iv. ensure adequate quantities of each menu item must be prepared to ensure that the last diner has the same choice as the first;
 - v. maintain, clean, and sanitize inserts for insulated food containers;
 - a. Insulated food containers will be supplied to the Contractor by the requesting unit at least 2 hours before meals are due to be picked up.
 - vi. provide all other material and condiments related to the provision and service of these meals including paper products unless otherwise advised. Where possible, the contractor will be advised by DND/PA of requirement 48 hours in advance of pick-up.
 - (3) Individual cold box meals.
 - (a) The Contractor must:
 - i. provide and issue, at the time and place requested, quality, individual cold-box meals in the quantity requested and in accordance with the approved cycle menu.;



- ii. provide all packaging materials related to the provision and service of these meals;
 - iii. ensure each box meal is to be time and date stamped when completely assembled and stamped in French and English with "Consumption must be within four hours unless refrigerated" and "Doit être consommé dans les quatre heures, sauf si réfrigéré";
 - iv. maintain meals under refrigeration until pick-up.
 - a. Holding times and temperatures must be in accordance with the *Food Safety Code of Practice for Canada's Foodservices Industry*. Meals are to be picked up by unit and/or individual at each specified food service location. Where possible, the contractor is to be advised by DND/PA of a requirement 48 hours in advance of pick-up.
- (4) Between Meal Allowance (BMA).
- (a) The Contractor must provide BMA in accordance with the Between Meal Food Entitlement Table at Appendix 8.
- (5) National Standardized Cycle Menu with Regional choice.
- (a) The Contractor must utilize the NSCM which will be provided with a regional choice allowed to be decided on by the contractor with PA approval. The regional choice must conform to the Standard Meal Item Availability Table set out in Appendix 2. The regional choice must incorporate all principles of effective menu planning that include, but are not limited to elaborating menu choices that ensure nutritional value and balance in accordance with the principles of *Canada's Food Guide to Healthy Eating*; offering variety in food types and methods of preparation; providing eye appeal through an adequate variety and mix of shapes, form, and colour; including popular items that appeal to the diner population and are developed to suit Canadian preferences and cooking styles; and avoiding frequent repetition.
 - (b) The Contractor must submit menus for approval to the PA. Menus must be posted prior to each meal in a clearly visible spot within each dining facility preferably near each point of service. Menus must be posted in both official languages.
- (6) Nine-day cycle menu for box meals.
- i. The Contractor must prepare a nine-day box meal menu in accordance with Appendix 3, using the principles of effective menu planning. This menu must be submitted to the PA for approval.
- d. Special dietary needs.
- (1) The Contractor must respond to special dietary needs to accommodate religious beliefs and temporary illness, when directed by the PA.
- e. Special traditions.



- (1) The Contractor must support the following: Christmas Dinner, Easter Dinner, New Year's Day Levee, Canada Day Celebrations, St Jean Baptist Day, Remembrance Day Reception, and one weekly theme dinner.
 - (a) Theme dinners will be built into the menu, including but not limited to Chinese, Italian or other. The contractor must plan appropriate menus that are cost effective and are accommodated within the Basic Food Cost (BFC). For these occasions, the style of service may be other than cafeteria style as authorized by the PA. The Contractor must seek approval from the PA on menu selection.
- f. Catering activities.
 - (1) To meet DND social requirements, the contractor may be asked to cater to activities, events, and functions of a social nature separate from those identified under "Special Traditions". This includes but is not limited to, catering to such events as formal mess dinners, receptions, VIP coffee breaks, luncheons, sports days, and birthday party. The type of function being catered will determine the menu and style of service being provided. The extra costs associated with catering to these events are to be borne by the group holding the event and are not to be charged to the contract. Payment for services rendered remains a matter between the Contractor and the organizer responsible for the activity. Generally, catering requests should be placed a minimum of seven days before the event.
- g. Contingency feeding.
 - (1) The Contractor must be prepared for contingency feeding, which includes, but is not limited to, the provision of meal service (typically on short notice) outside of hours stated in existing locations and/or the provision of meal service at a new location to meet emergency and/or operational requirements. Under these circumstances, DND/PA may authorize modification of approved cycle menu and Standard Meal Item Availability Table (Appendix 2).
 - (a) Contingency feeding will be assessed as required via VIQ provisions.
- h. Quality Control/Quality Assurance and Self-Improvement program.
 - (1) The Contractor must develop and implement a Quality Control/Quality Assurance and continuous self-improvement program to increase productivity and improve customer service.
 - (2) The Contractor must ensure that the program monitors and controls the quality, quantity and safety of goods used, the quality, quantity and safety of meals produced and the quality of all services provided.
- i. Dining room access control system.
 - (1) The Contractor must provide a system which recognizes entitled diners and provides an accurate diner count by number and type of meals (breakfast, lunch, supper, other) served.



- (2) The Contractor must provide records of the access control reports to the PA.
 - (a) In a fixed price contract with a basis of payment based on type and volume of meal provided, data will be used as a basis of payment, and therefore, must be auditable.

3. Sanitation and safety.

- a. The Contractor must ensure all food is handled and stored in accordance with the *Food Safety Code of Practice for Canada's Foodservice Industry* and all areas are to be maintained in accordance with the *Food Safety Code of Practice for Canada's Foodservice Industry*. Workplace Hazardous Material Information System (WHMIS) Data sheets for all cleaning materials and chemicals in use are to be posted in the workplace.
- b. The Contractor must implement a food services occupational safety-training program to ensure the safety of workers and of diners. The Contractor must ensure that all personnel involved with the handling of food for the consumption of others possess the food safe handler qualification in accordance the National Food Safety Training Program and Sanitation Code for Canada's Food Services Industry.
- c. The Contractor must permit officials, enforcing such applicable laws and standards, access to inspect the facilities or any portion thereof at any time during the contract period.
- d. The Contractor must maintain all food including but not limited to, preparation areas, service areas, dining rooms, storage and related areas, equipment, furniture, dishware, and utensils, in a clean, safe and sanitary state.
- e. Operation of equipment.
 - (1) The Contractor must:
 - i. ensure the health and safety of workers and customers alike;
 - ii. ensure that all equipment is operated and maintained in accordance with manufacturer's instructions and operating procedures;
 - iii. ensure that all safety guards and safety equipment needed to operate the equipment are to be used when operating the equipment.
- f. Uniforms and personal hygiene.
 - (1) The Contractor is to ensure sufficient quantities of clean, consistent in style and appropriate uniforms, are available for all personnel working in food preparation and service areas to permit daily change.
 - (2) The Contractor must ensure sufficient quantities of aprons and hair coverings to permit change when soiled and that sufficient quantities of disposable gloves are available. Personal hygiene is to be maintained in accordance with the *Food Safety Code of Practice for Canada's Foodservice Industry*.

4. Materials.



- a. Procure food stuffs.
 - (1) The Contractor must procure foodstuffs for use in the provision of meals and refreshments in accordance with paragraph 2 Meals, of this chapter are to be consistent with the purchase standards set out in existing government and DND standards where and when applicable.
 - (a) Where standards do not exist, the contractor is responsible for purchasing food products that are consistent with the “good” quality standards defined for CAF/DND Food Services.
 - (2) The contractor must manage a safe food supply chain to ensure the reliability and security of its sources of supply. Foodstuffs procured for use in the provision of meals and services are to be distributed in refrigerated vehicle or containers to locations so as to maintain proper holding temperatures and to prevent possible contamination in accordance with the *Food Safety Code of Practice for Canada’s Foodservice Industry and minimize losses*.
- b. Receive and store food supplies.
 - (1) The Contractor must operate and maintain secure, pest-free food storage facilities including facilities for dry goods, frozen and chilled food supplies in accordance with the *Food Safety Code of Practice for Canada’s Foodservice Industry*.
 - (2) The contractor must implement responsible receiving procedures for food supplies.
 - (a) Stockholdings should be sufficient to meet the feeding requirements between two delivery periods. Stock management must optimize the quality and freshness of food stocks, minimize spoilage and waste, and ensure the cost control and security of food stocks.
- c. Procure consumable items.
 - (1) The Contractor must provide all other consumable items required, meeting the requirements detailed in this chapter.
 - (a) Consumable supplies include, but are not limited to, cleaning materials, consumable paper, lunch boxes and food wrapping material. Disposable plates and utensils may be used for certain situations as approved by the PA. Stockholdings should be sufficient to meet the food services support requirements between two delivery periods. Stock management must optimize cost control.
- d. Procure other materials.
 - (1) The Contractor must provide all other materials including dining room furnishings, and occupational health and safety equipment required to deliver the meals and services requested in Tasks 1 and 2 (General Requirements and Meals) of this chapter.



- (a) This includes, but is not limited to crockery and cutlery, dining tables and chairs and related safety equipment. Replacement parts and materials required must be equal to or better (on a value-for-money basis) than the quality of the original manufactured material unless otherwise authorized by the PA.
 - (b) Where the contractor is not given the opportunity to assume DND materials and is required to procure all items, DND will provide guidance as to scale of issue and specification standards for, crockery, cutlery and glassware (Scale D02-102, Dining Room All Ranks). Under these circumstances, all items remain the property of the Contractor unless other arrangements are made. All items invoiced to DND remain the property of DND. The contractor must ensure efficient and cost effective stock management.
- e. Distribution of foodstuffs.
- (1) The Contractor must ensure foodstuffs are delivered under conditions that ensure goods remain free of contamination and are maintained at the proper temperature in accordance with the *Food Safety Code of Practice for Canada's Foodservice Industry* for subsequent distribution as Section 1, General Requirements, and its subtasks that relate to the various types of dispersed meals.
 - (2) The Contractor must ensure foodstuffs procured for use in the provision of meals and services in Section 1, General Requirements, are distributed in refrigerated vehicles or containers to locations so as to maintain proper holding temperatures and to prevent possible contamination in accordance with the *Food Safety Code of Practice for Canada's Foodservices Industry*.

5. Equipment, small-wares, and hand tools.

- a. Maintain Equipment, Food Preparation, Small-Wares and Hand Tools, Equipment, Food Preparation, Small-Wares and Hand Tools.
 - (1) The contractor must provide and/or maintain and service all reliable, quality equipment required to deliver the meals and services outlined in this chapter.
 - (a) GFE equipment beyond economical repair is to be brought to the attention of the PA. These include small-wares and hand tools, the normal range of quality institutional food services equipment including commercial dishwashers at each site, as well as mobile/portable food services equipment.
 - (2) The Contractor must operate, maintain and service all equipment in accordance with manufacturer's directions. To prevent any impact on the production capacity of food services equipment and installations, the Contractor must ensure that all major food services equipment and installations are included in the preventive maintenance plan and schedule of Real Property Operations.
 - (3) The Contractor must identify, promptly submit and follow up on work requests for all food services equipment and related installations that require servicing /repair.



- (a) Where the Contractor is required to procure some major equipment, DND may provide guidance as to size and specification standards (Scale D09 - 136, Food Services Equipment). All items invoiced to DND remain the property of DND. Manage stocks cost effectively and replace small wares and hand tools as required to meet the food services delivery requirements.

6. Transfer of material and equipment inventories.

- a. The Contractor must, upon expiration of the contract or early termination, transfer GFE material and equipment inventories to the PA or to a new Contractor as directed by the PA.
- b. The Contractor must complete a comprehensive physical inventory of all GFE DND materials and equipment including replacement items held by the Contractor 30 days before contract/TA expiration or termination.
 - (1) The inventory must provide sufficient information for the PA to determine whether items will be transferred to a new Contractor or removed from the site. At expiration date or termination date, the Contractor must return an equivalent inventory to that signed for. In order to do so, the Contractor should replenish holdings of small-wares and hand-tools frequently throughout the duration of the contract.
- c. A joint DND-Contractor physical inventory will be conducted to determine the actual holdings. The quality and quantity of useable food, (14 DOS IAW existing cycle menu and consumables), materials and equipment returned at the end of the TA are to be such that there will be no adverse effect on the continuity of operations. All equipment is to be serviceable on return. The Contractor will not be held responsible for changes in conditions and/or quantities of materials or equipment resulting from normal wear and tear or through occurrences beyond the Contractor's control. Crockery and flatware should have been replaced on a continual basis; therefore, large discrepancies in numbers will not be accepted unless the Contractor can prove that they were beyond their control.
- d. Deficiencies must be recorded; recovery action initiated for losses, shortages and damage to furnishing; and a written release against further inventory shortages will be given prior to the Contractor's departure.

7. Labour.

- a. Management of Labour.
 - (1) The Contractor must appropriately assign labour in response to the changes in the volumes of activity. Labour must be staffed at levels that appropriately support the volume of activity and optimize labour productivity. The Contractor must demonstrate effective labour productivity management.
- b. Medical certification for food handlers.
 - (1) All personnel handling food must do so in accordance with the Canadian Food Guide to food safety and must complete and pass the Food Handler Certification from the Canadian Institute of Food Safety.



c. **Orientation and Safety Training.**

- (1) All personnel working in Food Services must receive orientation training in safety and sanitation, safe equipment operation, workplace hazards and fire prevention, including safe handling of cleaning chemicals (WHMIS). Contractor is to ensure that safety precautions for personnel working in food services areas are taken in accordance with the Canada Labour Code and Canada Occupational Safety and Health Regulations.

8. Kitchen and dining facilities.

a. **DND facilities.**

- (1) The Contractor must verify the condition of existing facilities no later than 60 days prior to the handover date. Facilities to be handed over to Contractor on 1 April 2021. The Contractor must detail items requiring rectification to the PA.
- (2) The Contractor must not use any DND provided facility or equipment in support of any activity other than those sanctioned by the PA. Facilities offered by DND but not selected by the Contractor are to be preserved in caretaker status.
- (3) The Contractor must report any problems with the facility/equipment for which DND is responsible (e.g. heat, electricity, plumbing, sewage, garbage disposal) to the PA immediately. DND will provide and maintain the existing kitchen/dining room complex to the extent that they now exist. DND will maintain all grounds in the vicinity of these structures. DND will provide water, electricity, natural gas, and garbage removal.
- (4) The Contractor must turn over DND owned facilities to DND or to new Contractor as directed by DND upon contract expiration or early termination. The Contractor must conduct a joint DND/Contractor physical inspection and turn over facilities as scheduled in Transition-out plan. The Contractor must ensure that facilities are clean and in a ready-to-use, operational state unless otherwise specified.

9. Reports and returns.

a. **Control Work and Costs**

- (1) Submit reports in accordance with the accepted TA, and keep records, to the individual resource level, of the time spent performing Work.
- (2) Manage revenues and expenditures, and control costs:
 - (a) ensure that labour resource costs:
 - i. are traceable to the TA, for the specific services, to which the employee's work hours pertain,
 - ii. are differentiated between the employee's regular and overtime compensation.
- (3) ensure full use of funding in accordance with Task Authorizations, in a manner that ensures Best Value, including monitoring budgets, making proposals to adjust budget line items and seeking authorization to do so;



- (4) provide monthly progress reports including:
 - i. status of revenues and expenditures, and
 - ii. variances from the plan and forecasts to year-end against those plans, at the level of detail indicated in those plans and in accordance with the specified TA;
 - (5) prepare annual forecasts of total revenues and expenditures for the year ending March 31;
 - (6) update annual forecasts monthly and provide these to the PA;
 - (7) obtain and retain information and justification of expenditures in sufficient detail to support Contract invoicing requirements and audits of the Contract.
- b. Volume of Activity.
- (1) The Contractor must complete and submit a monthly report of food service activities to the PA.
 - (a) The report must be an accurate and complete weekly report of the total Volume of Activity.
 - (b) The Contractor must provide a weekly report of the daily volume of activity, totaled for the week, incurred to deliver food services support. Supporting documentation including all requisitions for meals, refreshments and feeding requirements must accompany the report. The report must be clearly laid out and must include the daily volume of activity, totaled for the week of the following elements:
 - i. number of daily dining room meals served to CAF members and DND personnel, other Allied Force personnel, and Contractor personnel for breakfast, lunch and supper;
 - ii. the number of daily dispersed meals (hot and cold) issued for breakfast, lunch and supper;
 - iii. the number of BMA issues, where applicable; and
 - iv. the number of Night Snack issues (where applicable).
 - (c) Monthly report.
 - (2) The Contractor must provide to the PA an accurate and complete monthly report on the total volume of activity and costs of delivering food services during the reporting period.
 - (3) The Contractor must provide a monthly report of the volume of activity and cost incurred to deliver food services support. The report must be clearly laid out and must include the total weekly volume of activity for the month, and the total cost for the month by detailing the following:
 - (a) the number of labour hours expended per location by broad category (management, supervision, skilled labour, unskilled labour);



- (b) total labour cost;
 - (c) the total food cost chargeable to the Contract; and
 - (d) all other costs to be charged to DND during the month for provided food services support.
- c. Meet with performance monitor.
 - (1) The Contractor's Food Services Manager must meet with the Contract Management Team (CMT) Food Services to discuss day-to-day operations problems /concerns and to provide updates on self-improvement plans and initiatives. These meeting will be as directed by the PA.
- d. Submit reports of inspections carried out by external officials to the PA.
 - (1) The Contractor must submit original reports to be accompanied by covering report by contractor indicating corrective action taken by contractor to rectify areas of concern within the report. Reports to be submitted to the PA in a timely manner.
- e. Contract Incident Reports raised by Performance Monitor (PMs).
 - (1) The Contractor must provide a copy of original Contract Incident Report to be accompanied by a covering report from Contractor indicating corrective action taken to prevent shortfalls from recurring. Reports to be submitted to Performance Monitor within 48 hours of incident.



Chapter 8. Vehicle and equipment maintenance.

1. General requirements.

a. Scope of Work.

- (1) The Contractor must provide all services as detailed in the paragraphs of this chapter. This includes, but is not limited to the following: repairing equipment and systems, providing a vehicle recovery function, managing the 4 CDTC vehicle maintenance organization, and providing a Radiation Safety Manager function which ensures that all activities requiring or using radiation materials within the 4 CDTC are conducted in a manner that fosters safe and responsible practices for personal, public, environment and property through the implementation and the maintenance of the Radiation Safety and Management Program.

b. Definitions.

- (1) CFTO: Canadian Forces Technical Orders.
- (2) Composite functions includes but is not limited to weapons repair, examination of ordnance, recovery, fire control systems repair, material repair (welding, machine, textile, bodywork, painting), communication equipment and support to ranges (technicians for weapons shoots).
- (3) Corrective Maintenance (CM): repair and/or replacement of parts in order to return equipment to a serviceable condition.
- (4) CLASS S: all vehicle safety features are functioning, the vehicle is able to perform its intended tasks and meet all Federal and Provincial highway safety acts.
- (5) Misuse and Abuse: is defined as defects or damages that occurs from an action that is not normal usage.
- (6) Serviceable for vehicle/equipment: indicates the vehicle/equipment is in operational condition, can carry out its intended purpose and all safety features are working.
- (7) Preventive Maintenance (PM): is a pre-scheduled, formulated inspection routine and servicing intended to prevent vehicle breakdown.
- (8) Requested Maintenance: is maintenance performed for no other reason than by request and does not include maintenance that should have been performed as part of another requirement.
- (9) Vehicle Off Road (VOR): rate is calculated, as the number of vehicles not mission capable expressed as a percentage of the number of vehicles in the government supplied fleet at 4 CDTC by class of vehicles.



- (10) Serviceability Rate: is defined as the number of vehicles or special equipment within the Fleet (Fleet- the actual vehicles allocated to the base or unit Commander to complete the mandated task) that are fit to perform their intended function at the time of reporting expressed as a percentage of the fleet. The serviceability rate is a percentage based on the number of days that reportable equipment is available to the unit and fully able to do its mission compared with the number of days it could have been available.
 - (11) Conduct Period: Period of time between a negotiated start date and a negotiated completion date for any specific job.
 - (12) Fire control systems: are the weapon components that ensure accurate delivery of ammunition to the intended target, and Electronic Optronics Technicians are responsible for maintaining, repairing and modifying this equipment to keep it in top condition.
- c. Description of existing conditions.
- (1) 4 CDTC provides maintenance, inspection, recovery, preservation, depreservation, and examination of ordnance, modification and condemnation services for military vehicles, radios, large calibre weapon systems (including small arms) ancillary equipment and any sub-components of said systems within the reparability codes.
 - (2) The facility for maintenance services consist of approximately 40 workshops and vehicle bays.
 - (3) Visiting units (regular force and reserve units) training in 4 CDTC deploy with their own vehicles and equipment and may require maintenance services. The increase of vehicles and equipment is done via Temporary Loan.
 - (4) An increase of approximately 45% of all types of equipment between the months of June and mid-September occurs due to peak summer training.
 - (5) Light commercial vehicles (staff cars, mini vans, and light truck) will normally be replaced within 100,000 kms or 6 years of age.
- d. Hours of operation.
- (1) Normal work hours are 0730hrs to 1600hrs weekdays.

2. Performance requirements.

- a. Maintenance.
- (1) Preventative Maintenance (PM).
 - (a) The Contractor must implement a PM Program for Canadian Forces Registered (CFR)(Vehicles) at 4 CDTC. The Contractor must perform maintenance inspections to commercial and Standard Military Pattern (SMP) vehicles in accordance with applicable Canadian Forces Technical Orders (CFTOs) or Original Equipment Manufacturers (OEM) manuals. The Contractor must implement DND rust-proofing program. The Contractor must deliver and pickup designated vehicles to DND designated Contractor.



- i. The estimated quantity is 300 inspections annually and 99 SMP vehicles per year delivered to rustproofing Contractor.
 - (b) The Contractor must perform preventative maintenance inspections to all weapons and weapons systems at 4 CDTC in accordance with applicable Canadian Forces Technical Orders (CFTOs) or original equipment manufacturers (OEM) manuals.
 - i. 6800 Inspections annually.
 - (c) The Contractor must perform Preventative Maintenance Inspections to tactical and non-tactical communications and electronic systems and equipment in accordance with applicable Canadian Forces Technical Orders (CFTOs) or Original Equipment Manufacturers (OEM) manuals.
 - i. 2,400 inspections annually.
 - (d) The Contractor must perform Preventative Maintenance Inspections to miscellaneous and ancillary equipment in accordance with applicable Canadian Forces Technical Orders (CFTOs) or Original Equipment Manufacturers (OEM) manuals.
 - i. 5,000 inspections annually.
 - (e) The Contractor must perform Preventative Maintenance Inspections (PMI) to military vehicles and equipment held as monuments at 4 CDTC.
 - i. There are 9 monuments currently positioned at the front gate area.
 - (f) The Contractor must request replacement parts and materials as detailed in the SAMs using the DND supply system.
- (2) Corrective Maintenance (CM).
 - (a) The Contractor must perform Corrective, requested and modification Maintenance to Commercial and Standard Military Pattern (SMP) vehicles in accordance with applicable Canadian Forces Technical Orders (CFTOs) or Original Equipment Manufacturers (OEM) manuals.
 - i. 1,700 repairs annually.
 - (b) The Contractor must perform Corrective, requested and modification Maintenance to Weapons and Weapons systems in accordance with applicable Canadian Forces Technical Orders (CFTOs) or Original Equipment Manufacturers (OEM) manuals.
 - i. 2,500 repairs annually.
 - (c) The Contractor must perform Corrective, requested and modification Maintenance to Communications equipment in accordance with applicable Canadian Forces Technical Orders (CFTOs) or Original Equipment Manufacturers (OEM) manuals. This includes support to 31 and 32 CBG
 - i. 1,200 repairs annually.



- (d) The Contractor must perform Corrective, requested and modification Maintenance and limited component rebuild to miscellaneous and ancillary equipment in accordance with applicable Canadian Forces Technical Orders (CFTOs) or Original Equipment Manufacturers (OEM) manuals.
 - i. 5,000 repairs annually.
- (e) The Contractor must perform Corrective Maintenance repairs to military vehicles and equipment held as monuments at 4 CDTC.
 - i. Major painting or refurbishment will be carried out using IQ process.
 - j. 9 work orders annually.
- (f) The Contractor must repair to restore damaged or misused commercial vehicles to a serviceable condition.
 - i. Where lease or warranty implications prevent the Contractor from doing in-house repairs and require repairs at authorized repair centres, the parts and labour will be funded when authorized by the PA.
 - j. 6 accident repairs per year.
- (g) The Contractor must perform limited repairs involving textiles, tooling, composite materials, and welding. Contractor will repair in accordance with applicable CFTOs and manufacturer's recommendations when applicable.
 - i. 42 work orders per year.
- (h) The Contractor must inspect and repair vehicles as a result of an Equipment Movement Order (EMO), In or Out, in accordance with applicable CFTO. The Contractor must inform the PA when vehicles or equipment are not in Class S condition.
 - i. 200 vehicles and 16 Howitzer EMO per year.
- (i) The Contractor must perform emergency maintenance on vehicles, weapon systems and equipment as requested by the PA. The Contractor must provide a single point of contact to be available at any time.
 - i. 6 emergency maintenance request per year.
- (j) The Contractor must provide a Weapon Technician during the Live Fire of DND Crew Served Weapon Systems. If more than one live firing range is in operation the weapon tech will respond to the multiple ranges as directed by the PA.
 - i. 140 requests for live support per year and 5 standby requests per year.
- (k) The Contractor must request replacement parts and materials as detailed in the SAMs using the DND supply system.

b. General.



- (1) The Contractor must produce a monthly Equipment Serviceability Report (ESR).
 - (a) One report per month.
- (2) The Contractor must maintain records of all vehicles/equipment maintenance activities in DRMIS for all items in Chapter 8, section 2.
 - (a) Estimated quantities in accordance with Chapter 8, paragraph 2.
- (3) The Contractor must provide assessment and research information of vehicle statistics for maintenance and repair requirements in support to DND planning as requested. The Contractor must meet with specified DND sub-contractors, Division and NDHQ personnel as required.
 - (a) 225 inquiries per year and 6 one day meetings per year.
- (4) The Contractor must advise the PA when vehicles/equipment are beyond economical repair and initiate disposal in accordance with Department of National Defence/Canadian Armed Forces policies.
 - (a) 4 vehicle and 270 equipment disposals per year.
- (5) The Contractor must:
 - i. conduct recovery of all vehicles, including those of visiting units, within the boundaries of 4 CDTC Vehicle Recovery Boundary area;
 - ii. coordinate recovery and return of vehicles belonging to 4 CDTC that have been recovered to other bases/installations; and,
 - iii. conduct recovery outside the 4 CDTC boundaries only with the approval of the PA. The Contractor must provide a monthly report of recoveries.
 - (a) 125 recoveries per year from the RTA and 25 recoveries per year from 4 CDTC Recovery Boundary area.
- (6) The Contractor must:
 - i. conduct recovery of all vehicles, including those of visiting units, within the boundaries of 4 CDTC outside of normal working hours, including on weekends and holidays;
 - ii. conduct recovery outside the 4 CDTC boundaries only with the approval of the PA;
 - iii. coordinate recovery and return of vehicles belonging to 4 CDTC that have been recovered to other bases/installations; and,
 - iv. provide a monthly report of recoveries.
 - (a) 110 recoveries per year.



- (7) The Contractor must develop and implement a plan to calibrate measuring and monitoring equipment, systems and tools in accordance with CFTOs and governing regulations. The Contractor must submit this plan to the PA.
 - (a) 79 items calibrated per year.
- c. Radiation safety services and management.
 - (1) Develop and Implement a Radiation Safety Program in accordance with all current statutes, acts, mandates, and policy. The Contractor must ensure the program includes tasks such as, but not limited to receipt, storage, handling, shipping, disposal, emergency response, training and inspecting Nuclear Activity and Ionizing Radiation Sources (NAIRS). Radioactive materials as outlined in NSODs and instructions and orders issued by D N Safe Ottawa. The Contractor must complete and distribute fire and security notification requirements detailing ionizing radiation sources and quantities.
 - (a) 1 program reviewed annually
 - (b) 10 tasks per year.
 - (2) The Contractor must maintain, prepare and archive records in accordance with all current statutes, acts, mandates, and policy. The Contractor must contact all holders/users of radioactive material and compile an annual report detailing inventory at 4 CDTC Meaford.
 - (a) Steady state inventory of 1,000 radioactive sources with 15% receipt/shipped and disposed per year.
 - (b) 150 changes per year.
 - (3) The Contractor must conduct Base wide awareness training for all DND/CAF employees concentrating on the potential hazards associated with nuclear substances and the necessary actions in the event of an incident/accident involving NAIRS.
 - (a) On average 15 personnel trained per year.
 - (b) 1 general training session and 1 specific training session per year.
 - (4) The Contractor must host and coordinate inspections by D N Safe, Command RadSO and/or Health Canada.
 - (a) 2 inspections per year up to 8 hours per inspection.
 - (5) The Contractor must conduct maintenance on all NAIRS equipment. The Contractor must control, confirm calibration and arrange for replacement of RadEye B20-ER and RadEye G-10. Maintain survey meters.
 - (a) 1 equipment maintenance activity per month.



- (6) The Contractor must develop and implement an emergency response plan which includes notification, quarantining, clean up and swipe and leak testing. The Contractor must provide miscellaneous materials such as wipes, gloves, and swabs in accordance with NSODs.
 - (a) 2.5 days a year.
 - (b) Swipe area must be in accordance with NSODs.
 - (c) 1 emergency response per year and 50 swipe testing.
- (7) The Contractor must prepare and present a briefing on current Radiation Safety Issues to the Base Safety Committee meeting.
 - (a) Meetings held quarterly and lasts 2 hours each.
- (8) The Contractor must conduct swipe tests of maintenance spaces monthly in accordance with the current approved version of Nuclear Safety Orders and Directives. The Contractor must ship the swipe tests to the Analytical Sciences Group of the Royal Military College, Kingston, Ontario by courier.
 - (a) Regular or registered postal services must not be used to ship samples.
 - (b) Cost for analysis of the swipe tests are paid for by D N Safe.
 - (c) Shipping costs are responsibility of 4 CDTC.
 - (d) 12 instances of swipe testing, consisting of approximately 10 swipes per sample.

3. Watchkeeping requirements.

- a. The Contractor must provide a single Point of Contact to cover the time periods not covered under hours of operation requirements for the provision of special requests such as issues and/or receipts of material including POL and ammunition. The Point of Contact must be available by telephone or cellular phone.

4. Watchkeeping.

- a. The Contractor must staff and manage the Control Office from 0730-1600hours Monday through Friday.
- b. The Contractor must provide a single Point of Contact to cover the time periods not covered under hours of operation requirements for the provision of special requests

5. Task authorization.



- a. The Contractor must perform vehicle/equipment repair tasks and maintenance for vehicles/equipment belonging to visiting CAF units while in Meaford, or others as requested by the PA for specific maintenance requirements. This can be a seasonal requirement when units are in 4 CDTC for training.
- b. The Contractor must complete Inspect, Repair, Paint, and Preserve (IRPP) of equipment as directed by the PA.
- c. Occasionally, 4 CDTC is called upon to do work on vehicles shipped from the outside. The amount of work can however not be forecasted. All associated cost to be included on the task authorization form would be borne by the requesting unit. This must be directed and approved by 4 CDTC, although requests may be originated by other agencies. See Contract Terms and Conditions for details regarding negotiation of the IQ job.
- d. The Contractor must complete other IQ requirements as ordered by the PA.

6. Records and deliverables.

- a. The Contractor must:
 - i. submit vehicle and equipment maintenance records using DRMIS;
 - ii. ensure that all records of work on all Halocarbon-containing equipment are to comply with all current statutes, acts, mandates, and policy; and,
 - iii. action corrections required in DRMIS.

(1) 1 record per vehicle and 1 bulk record per equipment group Equipment Applicability Code (EAC).
- b. The Contractor must submit Technical Failure Reports (TFR) electronically to the PA for review and to Life Cycle Material Managers (LCMM) upon approval. TFRs must be submitted when required in accordance with C-04-015-002/AG-000.

(1) 5 TFRs per year.
- c. The Contractor must:
 - i. maintain a record of all vehicle/equipment misuse and damage;
 - ii. submit this report to the PA within 48 hours of discovery any instance of suspected misuse or damage; and,
 - iii. include vehicle identification, date incident occurred, details of the damage and the cost to restore as defined in CFTO C-04-025-002/AG-000.

(1) 25 reports per year.



- d. The Contractor must complete and submit an Equipment Serviceability Report (ESR) to the PA. The Contractor must include the amount of serviceable equipment and the total amount of equipment available by group in accordance with current standing operating procedures (SOPs)
 - (1) One report per month.
- e. The Contractor must prepare and submit a vehicle recovery report to the PA. The Contractor must include CFR number, type of vehicle, location, time of notification and time of arrival at the vehicle to be recovered.
 - (1) One report per month.
- f. The Contractor must maintain, prepare and archive records in accordance with NSODs.
 - (1) 1,000 records maintained routinely.
- g. The Contractor must submit the radiation safety program to the PA.
 - (1) 1 program reviewed annually.
- h. The Contractor must submit the Spare Parts Usage Report to the PA. The Contractor must include current stock levels of all GSI repair parts, a list of commercial parts acquired during the month from the DND fund, and a spreadsheet listing the monthly expenditures and overall balance of the DND fund.
 - (1) One report per month.

7. **Materials, equipment and facilities.**

- a. Government furnished.
 - (1) DND will provide access to the Defence Resource Management Information Systems (DRMIS) for the Contractor to deliver the services stated in this SOW.
 - (2) The PA will provide access to the DND Nuclear-RadSO module in DRMIS to the extent necessary to carry out the requirements of the SOW.
 - (3) The Contractor must use the KCMi site to search / update TACIS communications equipment information database (TCCCS).
- b. Contractor furnished.
 - (1) The Contractor must obtain replacement parts and materials not available through the current supply system or will not be available from the supply system within 30 days of request. The Contractor must seek authority from the PA to obtain parts and equipment from other sources using the funds set aside.
 - (2) The Contractor must provide all materials and equipment not otherwise provided as Government Furnished which are required to deliver the services under this chapter. It is the contractor's responsibility to select a supply source and arrange for delivery to meet contract requirements.



- (a) Vehicle spare parts to maintain the commercial equipment (equipment that is not CFR or Military pattern) are the responsibility of the Contractor and to be obtained via commercial means at its expense.



Chapter 9. Transport.

1. General requirements.

- a. Scope of work.
 - (1) The Contractor must provide the following services as detailed in this chapter. The Contractor must coordinate all transportation functions requested by 4 CDTC including, but not limited to: personnel movement and other recurring details, provision of vehicles and their maintenance services including washing and cleaning; provision of Chauffeur and User Driven vehicles; goods movement (including but not limited to, materials, equipment, furniture, and goods movement, provision of heavy equipment); the conduct of accident investigation; provision of Defensive Driving Course, Safe Backing Course, Air Brake and Dangerous Goods recertification; and provision of lubricants, and windshield washing fluid.
- b. Definitions.
 - (1) Casual Detail: is a random transport request generated by or on behalf of DND.
 - (2) Driver Operator Maintenance: is a regular day-to-day maintenance performed by the operator of a vehicle as part of his/her regular duties. This Includes, but is not limited to, checking tires, belts, fluid levels, lights, signals and alarms.
 - (3) Emergency vehicles: ambulance and fire fighting vehicles and MP vehicles.
 - (4) Preventable Accident: is an accident resulting from negligence on the part of the driver in the performance of his/her duties.
 - (5) Recurring Detail: is a daily scheduled transport requirement. Some standing details are generated by DND as the user such as the vehicles assigned to the Base Comd, others are generated internally by the Contractor to support requirements i.e. Mail run to Borden is a Recurring detail for the Contractor operation.
 - (6) Training Support Request (TSR): TSRs are sent to the DND Base Operations and transmitted to the Contractor for action when approved.
 - (7) For the purpose of transportation a trip includes the hours for driver(s) to get to the pick-up point and bringing the vehicle back and/or the driver returning home.
 - (8) Trip Ticket: document generated in FMS which authorizes a specific driver to operate a DND vehicle. The trip ticket include pertinent information and must be in the vehicle under detail at all times and available for verification.

2. Description of existing conditions.

- a. The Contractor is responsible for all transportation needs of 4 CDTC including passenger transport, cargo service, pick-up of mail and supplies, transport safety, accident investigation and DND 404 licensing.



- b. The Contractor must staff and manage the Transportation office which dispatches vehicles, schedules transport of personnel and cargo and manages the fleet.
- c. The current fleet consists of Standard Military Pattern (SMP) vehicles and commercial pattern vehicles listed in annexes. The vehicles are centrally dispatched through the transportation office staffed and operated by the Contractor. Data on vehicle usage and fuel consumption is currently recorded on the Fleet Management System (FMS).

3. Hours of operation.

- a. Normal work hours are 0730hrs to 1600hrs weekdays.

4. Performance requirements.

- a. The Contractor must develop and implement a fuel management plan for all DND vehicles and equipment operated by the Contractor. The Contractor must ensure that the plan takes into account conservation and efficiency.
 - (1) One plan reviewed annually.
- b. User-driven (U-Drive) vehicles.
 - (1) The Contractor must provide U-Drive vehicles on recurring detail as directed by the PA. The Contractor must inspect, clean, and update the usage data as required.
 - (a) 45 continuous U-Drive vehicles per year, four seasonal U-Drive vehicles per year, and 2,436 weekly trip tickets per year.
 - (2) The Contractor must provide U-Drive and Contractor driven vehicles on Detail as authorized by the PA on behalf of user units.
 - (a) 4,765 dispatches per year.
 - (3) The Contractor must dispatch SMP combat vehicles and other vehicles in Class S condition, as directed by the PA.
 - (a) 2,380 dispatches per year.
 - (4) The Contractor must receive dispatched vehicles and ensure they are prepared and maintained for subsequent dispatches.
 - (a) 2,380 receptions per year.
- c. Passenger and cargo transport.
 - (1) The Contractor must provide transportation of personnel, cargo, or both, to and from destinations within 50 km of 4 CDTC Meaford.
 - (a) 1,500 trips annually.
 - (2) The Contractor must provide transportation of personnel, cargo, or both, to and from destinations within 125 km of 4 CDTC Meaford.
 - (a) 300 trips annually.



- (b) One recurring detail to CFB Borden for mail, passengers and cargo, operating Mon-Fri on normal work days, departing 4 CDTC at 0700hours and arrive in Borden for 0900hours, departing Borden at 1200hours and arriving back at 4 CDTC for 1400hours.
 - (3) The Contractor must provide transportation of personnel, cargo, or both, to and from destinations within 225 km of 4 CDTC Meaford.
 - (a) 160 trips annually.
 - (4) The Contractor must provide transportation of personnel, cargo, or both, to and from destinations within 400 km of 4 CDTC Meaford.
 - (a) 14 trips annually.
 - (5) The Contractor must provide transportation of personnel, cargo, or both, to and from destinations within 600 km of 4 CDTC Meaford.
 - (a) 28 trips annually.
 - d. Driver operator maintenance.
 - (1) The Contractor must perform driver operator maintenance prior to the dispatch of all vehicles to ensure they are in Class S conditions and prepared for task.
 - (a) 10,600 maintenance activities per year.
 - (2) The Contractor must provide wash services for all SMP/commercial pattern vehicles using current wash facilities upon return to transport.
 - (a) 10,100 vehicles washed per year.
 - e. Accident Investigations.
 - (1) The Contractor must perform all Transport Safety Advisor duties, which includes investigating, observing, and recording all infractions and road traffic accidents. The Contractor must make recommendations on adjustments to existing policy and traffic circulation patterns.
 - (a) 35 accident investigations per year.
 - f. Training and DND 404s.
 - (1) The Contractor must conduct driver qualification and safety training in accordance with the DND Road and Vehicle Safety Program.
 - (a) 50 Safety related courses per year, 12 candidates per course.
 - (2) The Contractor must issue all DND 404 driving permits in accordant with current policy. The Contractor must ensure that all updates are recorded in the Fleet Management System (FMS).
 - (a) 300 permits issued per year.
 - g. Vehicle and taxi hiring.



- (1) The Contractor must rent appropriate vehicles as directed by the PA.

5. Indefinite Quantity (IQ) requirements.

- a. Although there are no pre-determined IQ requirements associated with this chapter, IQ may be ordered by the PA on an as required basis for any work within the scope of this chapter.

6. Records and deliverables.

- a. The Contractor must complete and submit a report of vehicle statistics using the FMS.
 - (1) One report per month.
- b. The Contractor must complete and submit one report per accident investigation no later than 15 working days after the accident to the PA.
 - (1) 25 accident reports per year.
- c. The Contractor must complete and submit a Client Demand Report which details the number of demand hours and number of hours vehicles were not mission capable.
 - (1) One report per month.
- d. The Contractor must develop, maintain and submit a traffic circulation report which includes recommendations on circulation patterns, signage of emergency routes, and dangerous goods route to the PA.
 - (1) Twice annually.
- e. The Contractor must submit a report which includes manifest of the CFB Borden recurring detail.
 - (1) One report monthly.
- f. The Contractor must develop and submit a Fuel Management Plan which describes the steps and methodology to be used to control fuel consumption for vehicles and equipment that are operated by its personnel. The plan must demonstrate how its implementation will reduce the impact on the environment of greenhouse gas emission and remain in-line with the DND Sustainable Development Strategy.
 - (1) One plan reviewed annually.
- g. The Contractor must complete and submit a Vehicle Hiring Report which includes the vehicle hiring activity, date, destination, quantity, reason, type and cost.
 - (1) One monthly report.

7. Materials, equipment and facilities.



- a. Government Furnished.
 - (1) The Contractor must use FMS and DRMIS in accordance with current policy and regulations.
 - (2) The Contractor will use fuel and POL products supplied by the PA to accomplish applicable tasks as directed by the PA.
- b. Contractor Furnished (CF).
 - (1) Provide all materials, equipment and furniture not otherwise provided as Government Furnished.
 - (a) The Contractor must select a supply source and arrange for delivery to meet contract requirements. The contractor is responsible for the procurement of spare components to maintain the equipment as these are not available from the Canadian Armed Forces Supply System.



Chapter 10. Roads and grounds maintenance.

1. General requirements.

- a. Scope of work.
 - (1) The Contractor must provide all services as detailed in this chapter. This includes, but is not limited to all roads and grounds management, maintenance effort, development of grounds maintenance plans including grass cutting and Snow and Ice Control (SNIC), incidental repairs of ground structures throughout the main camp and training area.
- b. Definitions.
 - (1) Appropriate notification measures: signage and barriers which enhances safety for personnel.
 - (2) Corrective Maintenance (CM): is the action taken to restore full serviceability after failure/functional degradation has occurred. This includes what would normally be referred to as repairs and overhauls.
 - (3) Grounds Structures: Structures include but are not limited to roads and pavements, drainage structures, fencing and similar structures, signs, parking areas, drives, shoulders, curbs, retaining walls, boat docks, sidewalks, paths, helicopter landing pads, culverts, catch basins, water catchment areas, storage tanks, man holes, berms, range markers, firing butts, fire points, obstacle courses, sports fields, antennas, flag poles and temporary construction roads and roads under construction with associated drainage and fencing.
 - (4) Job Limit: relates to Corrective Maintenance (CM) work orders as listed in performance requirements in section 3.. The job limit is \$7,500 (excluding taxes) calculated as the number of labour hours times the hourly wage rate and employer paid benefits plus the cost of materials. If a job will exceed the job limit value, it will be negotiated in accordance with the Indefinite Quantity Requirements; however, the Contractor will only invoice for the difference between the Indefinite Quantity negotiated amount and \$7,500. For the purposes of reporting for Variations in Quantity, each job that exceeds the job limit and is negotiated as an Indefinite Quantity Requirement will count against the Estimated Quantity of the related Performance Requirement in section 3, paragraph das one job.
 - (5) Mitigation: Mitigation work is an action involving efforts beyond initial identification and inspection covered by the PM and CM program, and required to prevent further loss or damage. In this contract the Contractor is required to notify the PA within 3 hours of becoming aware of damages requiring mitigation action.



- (6) Preventive Maintenance Inspection (PMI): PMI is defined as a predetermined and scheduled procedure that operates on a continuous basis such as monitoring, inspections and performing test runs for the purpose of continuing serviceability, based on design or intended use. PMI is designed primarily to detect maintenance requirements early and thus prolong the useful life of works and buildings at minimum cost. Frequency of inspections and tests should be based on directions contained including but not limited to, Construction Engineering Technical Orders (CETO)'s, Realty Asset Maintenance Manual (RAMM), manufactures' handbooks, and Building Operations Maintenance Manual (BOMA) standards, ; local weather conditions; age of items; use of item (including severity of use); and local factors considered pertinent.
- (7) Security Works: all fences, barriers, towers, bunkers, lighting systems, alarms or other structures, facilities or systems designed to enhance the physical security of the Training Centre and the personnel occupying the Training Centre.
- (8) Grounds Maintenance: This maintenance includes grass cutting, vegetation control, tree cutting, silvicultural practices, shrub pruning, edging, removal of leaf, vegetative and other debris from lawns and developed areas, root removal, fencing, pest control, seeding, fertilizing, watering, surface drainage, erosion control, weeding out of special areas, planters, flower beds, traffic/road signs, roadway, snow removal from designated building entrances and sidewalks.
- (9) Standing Work Orders are repetitive jobs that last a complete fiscal year. Examples include lubricating fans in certain buildings; cutting grass or gardening certain areas or cleaning grease traps in the Kitchen. In these cases a Work Order is raised once a year to cover the requirement for the full fiscal year.

2. Hours of operation.

- a. Normal work hours are 0730hrs to 1600hrs weekdays.
- b. The Contractor must complete SNIC activities as required dependant on weather, normally 0400hours to 2000hours.

3. Performance requirements.

- a. Preventative Maintenance.
 - (1) The Contractor must maintain all paved surfaces including painting, sweeping, and repairs. The Contractor must ensure that all surfaces undergoing preventative maintenance are properly signed and circulation is amended appropriately.
 - (a) 4.3 kms of paved roads, 48,420 sq.m. of asphalt, 7,600 sq.m. of concrete surface.
 - (2) The Contractor must maintain all gravelled surfaces to achieve a smooth, even, stabilized, and graded surface which promotes effective drainage. The Contractor must maintain all gravelled surfaces to a minimum of 2.5 cm of gravel. The Contractor must ensure that all surfaces undergoing preventative maintenance are properly signed and circulation is amended appropriately.



- (a) 48.95 kms of roads, parking lots, tent pad areas and bivi site access and pads.
Plus 20,000 sq.m train track apron.
 - (3) The Contractor must maintain all road shoulders to ensure the elevation of shoulders are smooth, even, stabilized and flush with the road surface. The Contractor must ensure that all surfaces undergoing preventative maintenance are properly signed and circulation is amended appropriately.
 - (a) 4.3 kms of paved roads on Base and 48 kms of gravelled roads and access' in Training area.
 - (4) The Contractor must maintain all fences, berms and security works to include, but not limited to, painting, tie repair and bracing, fixing holes under fence, post straightening, replacement and anchorage, gate adjustment and re-hanging, wire/mesh replacement and tightening. The Contractor must maintain the fence line free of vegetation growth to a distance of 3 meters on either side of the fence. The Contractor must maintain control vegetation on range berms. The Contractor must maintain all security and warning signs.
 - (a) 40 kms of fence, 5 kms of berms.
 - (5) The Contractor must maintain positive drainage throughout the training centre. This includes, but is not limited to maintaining positive drainage in ditches, swales, gutters, storm drains, catch basins and road and driveway culverts covering such areas as storm sewers (cleaning out and maintaining); ditches (maintain cross section, gradient, erosion protection and vegetation control); culverts and underground conduits (maintain structure and hydraulic properties, inlet/outlets free of debris, protect embankments); manholes and catch basins (maintain structure and associated parts (top grating, collar), sumps free of debris and sediment, covers and grates free of obstructions.).
 - (a) 4.3 kms of paved roads and 48 kms of gravelled roads.
 - (6) The Contractor must develop and implement controls to minimize soil erosion.
 - (a) 10 control programs implemented per year.
 - (7) The Contractor must maintain and properly mark all outdoor recreational facilities this includes seasonal PM.
 - (a) 1 Soccer pitch, 1 Ball field, 3 boat docks.
 - (8) The Contractor must maintain road signs and markings.
 - (a) 80 signs/ road markings a year.
 - (9) The Contractor must maintain all other grounds structures not covered elsewhere in this SOW, this includes the confidence course, bayonet course, flagpoles, and rifle range lane markers.
 - (a) 145 jobs per year.
- b. Landscaping.



- (1) Perform grass cutting and lawn maintenance services including fertilization. The Contractor must remove all grass maintenance equipment from the job site at the end of each day.
 - (a) 475,311 sq.m. at main camp; 246,722 sq. m. of range and training area (including seven cemeteries).
 - (2) The Contractor must implement vegetation control. This control must include: maintain vegetation below 20cm to a width of 3 metres on either side of road surfaces and fences; mitigate the potential of tree limbs from falling on or touching lines;
 - (a) Specific guidelines found in C-09-153-001/TS-000, Explosive Safety Manual, Volume 1, Ammunition Depots and Fixed Ammunition Facilities (Part 7, Section 1) must be followed in areas where ammo is stored.
 - (b) 4.3 kms of paved roads; 48,420 sq m of asphalt; 7,600 sq m of concrete surface; 50.9 kms gravelled roads; 40 kms of fences, 20 kms of power and communication lines.
 - (3) The Contractor must perform weed and pest control including, but not limited to poison ivy, rats, beavers, skunks, ground hogs, and raccoons.
 - (a) Only organic weed control products must be used. If a non-organic weed control product is required, the 4 CDTC Environmental Manager must approve it.
 - (b) 25 weed and pest control jobs per year.
 - (4) The Contractor must provide and maintain flower beds which includes, but is not limited to weeding and raking bi-weekly, watering and replacing wilted and dead plants/flowers as needed.
 - (a) 1,050 sq m 16 flower beds.
 - (5) The Contractor must maintain brush and trim vegetation in order to maintain the current trail created to access the North West corner of the perimeter fence line.
 - (a) 2 trail vegetation cuts per year.
- c. Snow and Ice Control (SNIC).
- (1) The Contractor must perform SNIC in order to ensure that no part of the garrison roads, parking or buildings access are hindered. The Contractor must ensure that fire hydrants are properly marked and flagged. The Contractor must ensure that the SNIC hours of operation will be tailored to meet the requirements of continuous access and tailored to weather conditions.
 - (a) 4.3 kms of paved roads; 7,600 sq. m. of concrete surface; 48,420 sq. m. of asphalt; access to 56 weatherhavens.
 - (2) The Contractor must perform SNIC to provide access to the RTA roads and facilities as directed by the PA.



- (a) 48 kms of road; 80,000 sq. m.
- (3) The Contractor must position, fill and maintain sand cans during the SNIC season to allow building occupants to perform limited SNIC as required. The Contractor must maintain and store the containers at the end of the SNIC season.
 - (a) 1 can per entrance located in all occupied buildings throughout the Base.
- d. Corrective Maintenance.
 - (1) The Contractor must perform corrective maintenance of all paved surfaces to include removal of the existing paved surface and replacement. The Contractor must ensure that all surfaces undergoing corrective maintenance are properly signed and circulation is amended appropriately.
 - (a) If the work will exceed the Job Limit, the work consists of the effort to raise an IQ work order with sufficient details to support its approval and the implementation of reasonable measures to mitigate hazards and further damage until approval is obtained to perform the CM.
 - (b) 2 jobs per month.
 - (2) The Contractor must:
 - i. perform corrective maintenance of all gravelled surfaces to include removal of the existing gravelled surface and replacement;
 - ii. maintain all gravelled surfaces to a minimum of 2.5 cm of gravel and are properly graded and free of ruts to promote proper drainage; and,
 - iii. ensure that all surfaces undergoing corrective maintenance are properly signed and circulation is amended appropriately.
 - (a) If the work will exceed the Job Limit, the work consists of the effort to raise an IQ work order with sufficient details to support its approval and the implementation of reasonable measures to mitigate hazards and further damage until approval is obtained to perform the CM.
 - (b) 4 jobs per month.
 - (3) The Contractor must advise the PA of corrective maintenance requirements in excess of the job limit, and implement appropriate notification measures to mitigate hazards and further damage until approval obtained to perform these corrective maintenance requirements. The Contractor must notify the PA within 3 hours of becoming aware of a corrective maintenance requirement.
 - (a) 3 jobs per year.
- e. Trenching.
 - (1) The Contractor must provide digging services for defensive positions and trench works as directed by the PA.



- (a) The size of the trench to be dug is 1m W x 4.4 m L x 1.4 m H for regular trenches and 1m W x 4.4 m L x 0.5 m H for mechanical target trenches.
- (b) 80 trench digging requests per year during week days and 20 trench digging requests per year during weekends.
- (2) The Contractor must provide filling in services for defensive positions and trench works as directed by the PA.
 - (a) 100 filling requests per year.

4. Watchkeeping requirements.

- a. The Contractor must provide a single Point of Contact to cover the time periods not covered under hours of operation requirements for the provision of special requests.

5. Indefinite Quantity (IQ) requirements.

- a. The Contractor must perform CM for the first \$7,500 of each job.
- b. The Contractor must notify the PA within 24 hours of discovery of any damage caused by suspected vandalism or negligence by clients. The Contractor must proceed with corrective maintenance upon approval by the PA.
- c. Although there are no other pre-determined IQ requirements associated with this chapter, IQ may be ordered by the PA on an as required basis for any work within the scope of this chapter.

6. Records and deliverables.

- a. The Contractor must prepare and submit to the PA a monthly work plan which must indicate the contract requirement, location, date and time of each planned work performance for the next month.
 - (1) This plan must be submitted 30 days prior to handover, then one plan monthly.
- b. The Contractor must prepare and submit to the PA an annual Roads and Grounds maintenance plan. This plan must show the work requirements for the full fiscal year for all programmed preventative and corrective maintenance and will form part of the monthly work plan. The plan must indicate the location and proposed frequency of grounds and structural maintenance work.
 - (1) This plan must be developed to assess the factors of local conditions to include types of vegetation and climate patterns.
 - (2) The plan must be submitted 30 days prior to handover, then one plan reviewed annually.
- c. The Contractor must complete and submit to the PA a pesticide and herbicide usage report. The report must include the product, PCP number, ingredients, purpose, amount used, location, and area covered.
 - (1) One report annually.



- d. The Contractor must prepare and submit to the PA a record of all PM and CM work activities. This report must detail how much work has been completed, the actual cost to date, and the estimate to completion.
 - (1) One report monthly, an additional six reports as directed by PA.
- e. The Contractor must prepare and submit to the PA a Landscaping Plan. The Landscaping plan must clearly show the location, area, type of service, and frequency.
 - (1) The plan must address activities such as, but not limited to, mowing, soil testing, fertilization, aeration and top dressing of turf, grass, tree and shrub care, plant replacement, weed control and composting, berms vegetation control. The Plan must reflect medium/high maintenance landscaping, plant health care programming, integrated weed and pest management principles and erosion control limited to roads, ditches and culverts. The plan must list the flower beds, grass cutting areas and fence clearing areas.
 - (2) The plan must be submitted 30 days prior to handover, then one plan reviewed annually.
- f. The Contractor must prepare and submit to the PA a SNIC plan which must include a map showing the portion of the base to be SNIC controlled. The level of SNIC or priority of SNIC clearing will be depicted by colour. The plan includes, but is not limited to garrison SNIC on vehicle and pedestrian passage ways, parking lots, parade squares, helipads, exterior stairs and building entrance ways, around fire hydrants and on roofs and canopies, mark all hazards and obstructions, sand walk ways, steps and landings, and location of snow fences. The proposed plan must be approved by the PA and RP Ops Meaford, prior to the commencement of the SNIC period, mid-October.
 - (1) The plan must be submitted 30 days prior to handover, then one plan reviewed annually.

7. Materials, equipment and facilities.

- a. Government Furnished Equipment.
 - (1) As per annexes.
- b. Contractor Furnished Equipment.
 - (1) The Contractor must procure gravel necessary to complete tasks as required.
 - (a) 2,000 cubic meter of gravel per year.
 - (2) The Contractor must procure road salt necessary to complete tasks as required.
 - (a) 44 metric tonnes of road salt per year.
 - (3) Provide all materials, equipment and furniture not otherwise provided as Government Furnished.



- (a) The Contractor must select a supply source and arrange for delivery to meet contract requirements. The contractor is responsible for the procurement of spare components to maintain the equipment as these are not available from the Canadian Armed Forces Supply System.



Chapter 11. Power supply and distribution.

1. General requirements.

- a. Scope of work.
 - (1) The Contractor must provide all services as detailed in this chapter. This includes, but is not limited to, the inspection, maintenance, repair and overhaul of auxiliary power units and the maintenance and repair of the Power Distribution System and Street Lighting System.
- b. Definitions.
 - (1) Corrective Maintenance (CM): is the action taken to restore full serviceability after failure and/or functional degradation has occurred. This includes what would normally be referred to as repairs and overhauls.
 - (2) Job Limit: relates to Corrective Maintenance (CM) work orders as listed in performance requirements in chapter 11, paragraph 2 b The job limit is \$7,500 (excluding taxes) calculated as the number of labour hours times the hourly wage rate and employer paid benefits plus the cost of materials. If a job will exceed the job limit value, it will be negotiated in accordance with the Indefinite Quantity Requirements; however, the Contractor will only invoice for the difference between the Indefinite Quantity negotiated amount and \$7,500. For the purposes of reporting for Variations in Quantity, each job that exceeds the job limit and is negotiated as an Indefinite Quantity Requirement will count against the Estimated Quantity of the related Performance Requirement in paragraph 2b as one job.
 - (3) Mitigation: Mitigation work is an action involving efforts beyond initial identification and inspection covered by the PM and CM program, and required to prevent further loss or damage. In this contract the Contractor is required to notify the PA within 3 hours of becoming aware of damages requiring mitigation action.
 - (4) Power Distribution System: includes, but not limited to, all power lines overhead or underground, circuit breakers, meters, transformers, transformer stations, pole structures and drops to facilities on-site both in the main camp and the training area, from the Ontario Hydro system at the Main Gate Entrance.
 - (5) Preventive Maintenance (PM): PM is defined as a predetermined and scheduled procedure that operates on a continuous basis such as monitoring, inspections, servicing and performing test runs for the purpose of continuing serviceability, based on design or intended use. The investigation portion of the PM is designed primarily to detect maintenance requirements early and thus prolong the useful life of works and buildings at minimum cost. Frequency of inspections and tests should be based on directions contained in C, manufactures' handbooks, BOMA standards, local weather conditions; age of items; use of item (including severity of use); and local factors considered pertinent.



- c. Description of existing conditions.
 - (1) There are 9 Auxiliary Power Units (APUs) located on the garrison.
 - (2) There is 24 km of overhead distribution lines and 25 transformers (14 pad mounted and 11 pole mounted). Electricity is provided by Ontario Hydro and Canada pays the energy bill.
- d. Hours of operation.
 - (1) Normal work hours are 0730hrs to 1600hrs weekdays.

2. Performance requirements.

- a. Operate and maintain.
 - (1) The Contractor must perform preventative maintenance of the APUs, power distribution system and the street lighting system in accordance with the maintenance plan.
 - (a) PM must include the laboratory testing of transformer oil.
 - (b) Continuous.
 - (2) The Contractor must maintain and test-run APUs under load in accordance with manufacturer's specifications. The Contractor must record all instrument readings and compare against manufacturer's specifications.
 - (a) 9 units maintained monthly.
 - (3) The Contractor must liaise with the local power utility agencies to coordinate any scheduled power outages and other related maintenance activities.
 - (a) As required.
- b. Corrective Maintenance.
 - (1) The Contractor must perform CM on all APUs, including ancillary equipment and associated equipment. The Contractor must provide replacements of the same kind, equal or better type, style, quality, grade or class in order to obtain specific operating characteristics or to match other items already in place.
 - (a) In the case where the Job Limit will be exceeded, the work consists of the effort to raise an IQ work order with sufficient details to support its approval and the implementation of reasonable measures to mitigate hazards and further damage until approval is obtained to perform the CM.
 - (b) 6 work orders per year.
 - (2) The Contractor must perform CM on the Power Distribution System. The Contractor must provide replacements of the same kind, equal or better type, style, quality, grade or class in order to obtain specific operating characteristics or to match other items already in place.



- (a) In the case where the Job Limit will be exceeded, the work consists of the effort to raise an IQ work order with sufficient details to support its approval and the implementation of reasonable measures to mitigate hazards and further damage until approval is obtained to perform the CM.
- (b) 4 work orders per year.
- (3) The Contractor must perform CM on the Street Lighting System. The Contractor must provide replacements of the same kind, equal or better type, style, quality, grade or class in order to obtain specific operating characteristics or to match other items already in place.
 - (a) In the case where the Job Limit will be exceeded, the work consists of the effort to raise an IQ work order with sufficient details to support its approval and the implementation of reasonable measures to mitigate hazards and further damage until approval is obtained to perform the CM.
 - (b) 6 work orders per year.

3. Watchkeeping requirements.

- a. The Contractor must provide a single Point of Contact to cover the time periods not covered under hours of operation requirements for the provision of special requests.

4. Indefinite Quantity (IQ) requirements.

- a. The Contractor must perform CM on jobs which exceed the Job Limit in accordance with direction and authorization of the PA.
- b. Although there are no other pre-determined IQ requirements associated with this chapter, IQ may be ordered by the PA on an as required basis for any work within the scope of this chapter.

5. Records and deliverables.

- a. The Contractor must prepare and submit to the PA a maintenance plan for the APUs, power distribution system and the street lighting system. The Contractor must develop this plan to fit the requirements of local conditions, using the Manufacturers recommendations. The plan must reflect the work requirements for a full fiscal-year.
 - (1) The plan must be submitted 30 days prior to handover, then one plan reviewed annually.
- b. The Contractor must maintain APU logbooks and record data in accordance with the manufacturer's recommendations, daily record of hours operated, the purpose for operating the equipment, and all maintenance activity. The Contractor must present these reports to the PA for review as directed by the PA.
 - (1) 5 logs maintained per month.
- c. The Contractor must maintain a log of all system outages, including emergency power, which includes time and length of the outage, and actions required to correct it.



(1) As required.

d. The Contractor must prepare and submit to the PA a record of all PM and CM work activities. This report must detail how much work has been completed, the actual cost to date, and the estimate to completion.

(1) Monthly.

6. Materials, equipment and facilities.

a. Contractor Furnished Equipment.

(1) Provide all materials, equipment and furniture not otherwise provided as Government Furnished.

(a) The Contractor must select a supply source and arrange for delivery to meet contract requirements. The contractor is responsible for the procurement of spare components to maintain the equipment as these are not available from the Canadian Armed Forces Supply System.

b. Government Furnished Equipment.

(1) As per annexes.



Chapter 12. Water supply and distribution.

1. General requirements.

a. Scope of work.

- (1) The Contractor must provide all services as detailed in this chapter. This includes but is not limited to the inspection, monitoring, testing, operation, maintenance and repair of the entire potable water system including Fire Booster pumps and ancillary equipment.

b. Definitions.

- (1) Preventive Maintenance (PM): PM is defined as a predetermined and scheduled procedure that operates on a continuous basis such as monitoring, inspections, servicing and performing test runs for the purpose of continuing serviceability, based on design or intended use. The investigation portion of the PM is designed primarily to detect maintenance requirements early and thus prolong the useful life of works and buildings at minimum cost. Frequency of inspections and tests should be based on directions contained in, manufactures' handbooks, BOMA standards, local weather conditions; age of items; use of item (including severity of use); and local factors considered pertinent.
- (2) Corrective Maintenance (CM): is the action taken to restore full serviceability after failure/functional degradation has occurred. This includes what would normally be referred to as repairs and overhauls.
- (3) Job Limit: relates to Corrective Maintenance (CM) work orders as listed in performance requirements in chapter 12, paragraph 2c. The job limit is \$7,500 (excluding taxes) calculated as the number of labour hours times the hourly wage rate and employer paid benefits plus the cost of materials. If a job will exceed the job limit value, it will be negotiated in accordance with the Indefinite Quantity Requirements; however, the Contractor will only invoice for the difference between the Indefinite Quantity negotiated amount and \$7,500. For the purposes of reporting for Variations in Quantity, each job that exceeds the job limit and is negotiated as an Indefinite Quantity Requirement will count against the Estimated Quantity of the related Performance Requirement in paragraph 2c as one job.
- (4) Journeyman: A tradesperson or artisan holding a Provincial or inter-Provincial certificate for his/her relevant trade or an equivalent certificate acceptable to the PA. As a minimum journeymen will have 8,000 hours relevant experience obtained over a four year period.
- (5) Mitigation: Mitigation work is an action involving efforts beyond initial identification and inspection covered by the PM and CM program, and required to prevent further loss or damage. In this contract the Contractor is required to notify the PA within 3 hours of becoming aware of damages requiring mitigation action.



- (6) Potable Water System: includes, but is not limited to, all equipment, reservoirs, pumps, water treatment equipment and interconnecting pipes, meters, tanks, valves, fittings, sprinkler systems, fire hydrants and other water distribution equipment associated required for the treatment, storage and distribution of water and waste water within buildings.
 - (7) Plant Inspection: Plant inspection consists of a periodic scheduled examination, lubrication, minor adjustment and servicing of plant equipment and systems for which specific operations personnel are responsible. Plant inspections are carried out on equipment and systems that are integral to a particular plant and essential to the overall operation of the plant but are not supervised on a full-time basis. Plant inspections must not be confused with daily operational procedures accomplished in accordance with standing operating instructions.
- c. Description of existing conditions.
- (1) 4 CDTC produces its own water supply from Georgian Bay through a Class II potable water plant. The water is not distributed outside the DND property.
 - (2) The system consists of 1 underground 1.5 million litre reservoir, 1 settling tank, 15 sprinkler systems, 3.95 km of buried distribution lines, and 44 hydrants.
- d. Hours of operation.
- (1) Normal work hours are 0730hrs to 1600hrs weekdays.

2. Performance requirements.

- a. Production.
- (1) The Contractor must produce potable water by operating the water treatment plant. The water must be treated in accordance with all Federal and Provincial requirements as well as the Canadian Drinking Water Quality Guidelines and Ontario Safe Drinking Water Act 170/03.
 - (a) 86,000 cu m per year.
 - (b) 4 CDTC supports 500 personnel per day September to May, and up to 1,500 per day June to August. The water production daily average is 150 cu m of potable water per day per year and 500 cu m per day for the months of June to August.
 - (2) The Contractor must ensure that the facility is properly staffed in accordance all current statutes, acts, mandates, and policy.
 - (3) The Contractor must provide water for contingency requirements due to any failure or shut down of the water production and/or distribution system of an adequate supply for essential operations. The Contractor must ensure the water is available within two hours of a request made by the PA. The provision of water would be a cost reimbursable item.
 - (a) One disruption per year.



- b. Preventative Maintenance.
 - (1) The Contractor must perform PM on the potable water production and distribution system.
 - (2) The Contractor must test-run all fire booster pumps in accordance with National Fire Protection Association.
 - (a) One electric pump to be tested monthly and one diesel pump to be tested weekly.
 - (3) The Contractor must flush the water mains.
 - (a) Once annually.
- c. Corrective Maintenance.
 - (1) The Contractor must perform CM on the potable water production and distribution system. The Contractor must ensure that all work is completed in accordance with the American Water Works Association reference. The Contractor must provide replacements of the same kind, equal or better type, style, quality, grade or class in order to obtain specific operating characteristics or to match other items already in place.
 - (a) If the work will exceed the Job Limit, the work consists of the effort to raise an IQ work order with sufficient details to support its approval and the implementation of reasonable measures to mitigate hazards and further damage until approval is obtained to perform the CM.
 - (b) 10 Jobs per year.
 - (2) The Contractor must perform CM on all Fire Booster Pumps, ancillary equipment and associated accessories. The Contractor must provide replacements of the same kind, equal or better type, style, quality, grade or class in order to obtain specific operating characteristics or to match other items already in place.
 - (a) In the case where the Job Limit will be exceeded, the work consists of the effort to raise an IQ work order with sufficient details to support its approval and the implementation of reasonable measures to mitigate hazards and further damage until approval is obtained to perform the CM.
 - (b) 1 work order per year.

3. Analysis of water.

- (1) The Contractor must:
 - i. collect and analyze potable water and ensure that it meets Canadian Drinking Water Guidelines;
 - ii. initiate appropriate response based on the results of the analysis;
 - iii. ensure that water is tested for bacteria, bacteriological, chemical and physical parameters;



- iv. ensure that testing is completed by a suitable laboratory which is approved by the PA; and,
- v. immediately inform the PA of any adverse results to analysis, as well as immediate actions taken.
 - (a) Bacteria analysis must be tested for weekly; bacteriological analysis must be completed monthly; chemical and physical analysis must be completed quarterly.

4. Indefinite Quantity (IQ) requirements.

- a. The Contractor must perform CM on jobs which exceed the Job Limit in accordance with direction and authorization of the PA.
- b. Although there are no other pre-determined IQ requirements associated with this chapter, IQ may be ordered by the PA on an as required basis for any work within the scope of this chapter.

5. Records and deliverables.

- a. The Contractor must maintain and submit to the PA daily logs which record data including daily water consumption, daily record of hours operated, all maintenance activity, results of water quality analysis, any response to adverse analysis and daily chemical usage.
 - (1) One report monthly.
- b. The Contractor must prepare and submit to the PA a record of all PM and CM work activities. This report must detail how much work has been completed, the actual cost to date, and the estimate to completion.
 - (1) Monthly.
- c. The Contractor must maintain and submit to the PA a report detailing the results of all analytical testing. The Contractor must include any responses taken.
 - (1) Monthly.
- d. The Contractor must prepare and submit to the PA a Water Contingency Plan which clearly articulates how the emergency provision of potable water will be achieved. The Contractor must ensure that the plan is suitably detailed to account for storage based on season and dissemination to required locations.
 - (1) The plan must be submitted 30 days prior to handover, then one plan reviewed annually.
- e. The Contractor must prepare and submit to the PA a maintenance plan for the water production and distribution system. The Contractor must develop this plan to fit the requirements of local conditions, using the Manufacturers recommendations. The Contractor must ensure the plan includes the pump houses and reservoirs. The Contractor must ensure that the frequency of inspections and tests are based on, but not limited to, directions contained in CETOs, manufacturers' handbooks, and RAMM, local weather conditions, age of the item, use of item, and other local factors considered pertinent. The plan must reflect the work requirements for a full fiscal-year.



- (1) The plan must be submitted 30 days prior to handover, then one plan reviewed annually.

6. Materials, equipment and facilities.

a. Contractor Furnished.

- (1) The Contractor must procure and maintain a supply of required water treatment chemicals.
 - (a) As determined by the Contractor.
- (2) Provide all materials, equipment and furniture not otherwise provided as Government Furnished.
 - (a) The Contractor must select a supply source and arrange for delivery to meet contract requirements. The contractor is responsible for the procurement of spare components to maintain the equipment as these are not available from the Canadian Armed Forces Supply System.



Chapter 13. Waste Management.

1. General requirements.

- a. Scope of work.
 - (1) The Contractor must provide all services as detailed in this chapter which includes, but is not limited to the following:
 - (a) Maintenance of the sewage collection and disposal systems including inspections, monitoring, operation, maintenance and repair of the sanitary collection system;
 - (b) Collection and disposal of solid waste including the
 - i. Provision of waste management services for all non-hazardous liquid and solid waste,
 - ii. Collection and Disposal functions of the Non-Hazardous and Domestic Solid Waste and disposal of all wastes (except hazardous wastes) at the appropriate landfill,
 - iii. the Periodic cleaning and maintenance of equipment and waste containers as required, to keep them in proper working order and maintain a sanitary, clean, neat appearance; and
 - iv. Development, implementation of a waste reduction strategies based on the 3R principles and operation, wherever possible, of a cost effective recycling program;
 - (c) Management and disposal of hazardous material; and
 - (d) Provide spill response capability for routine military and daily support activities.
 - (2) The contractor will be required to maintain close liaison with the Base Environmental Manager and report any problems, anomalies or changes to the established Waste Management Program.
 - (3) The Contractor must understand that the Hazardous Waste produced by DND and other users of the facility remains with DND and/or its users even though interim handling, storage and/or shipment is effected by the Contractor. This statement does not absolve the Contractor from liability should it be demonstrated that the Contractor did not follow all applicable regulations during the process of removing and disposing of the material. The Contractor must assume the responsibility as the Consignor for hazardous waste shipments.



b. Definitions.

- (1) Preventive Maintenance (PM): PM is defined as a predetermined and scheduled procedure that operates on a continuous basis such as monitoring, inspections, servicing and performing test runs for the purpose of continuing serviceability, based on design or intended use. The investigation portion of the PM is designed primarily to detect maintenance requirements early and thus prolong the useful life of works and buildings at minimum cost. Frequency of inspections and tests should be based on directions contained in manufactures' handbooks, BOMA standards, local weather conditions; age of items; use of item (including severity of use); and local factors considered pertinent.
- (2) Corrective Maintenance (CM) is the action taken to restore full serviceability after failure/functional degradation has occurred. This includes what would normally be referred to as repairs and overhauls.
- (3) Hazardous material (HM): Any material, which because of its quantity, concentration or characteristics (physical, chemical or infectious) may pose a hazard to human health or the environment or when released or spilled into the environment is considered hazardous.
- (4) Hazardous Waste (HW): Any discarded material, liquid, solid or gaseous, and associated containers, which meets the definition of a hazardous material is considered a hazardous waste. A hazardous material may become a hazardous waste after it has served its intended purpose, exceeded its shelf life, becomes contaminated, or has been spilled. A waste can be hazardous if it is either listed as hazardous by the Environmental Protection Act (EPA) or if it exhibits any of four characteristics: corrosivity, reactivity, ignitability, or toxicity.
- (5) Job Limit: relates to Corrective Maintenance (CM) work orders as listed in performance requirements in chapter 13, paragraph 2, sub-paragraph 3a. The job limit is \$7,500 (excluding taxes) calculated as the number of labour hours times the hourly wage rate and employer paid benefits plus the cost of materials. If a job will exceed the job limit value, it will be negotiated in accordance with the Indefinite Quantity Requirements; however, the Contractor will only invoice for the difference between the Indefinite Quantity negotiated amount and \$7,500. For the purposes of reporting for Variations in Quantity, each job that exceeds the job limit and is negotiated as an Indefinite Quantity Requirement will count against the Estimated Quantity of the related Performance Requirement in paragraph 2, sub-paragraph 3a as one job.
- (6) Journeyman: A tradesperson or artisan holding a Provincial or inter-Provincial certificate for his/her relevant trade or an equivalent certificate acceptable to the PA. As a minimum journeymen will have 8,000 hours relevant experience obtained over a four-year period.



- (7) Mitigation: Mitigation work is an action involving efforts beyond initial identification and inspection covered by the PM and CM program, and required to prevent further loss or damage. In this contract the Contractor is required to notify the PA within 3 hours of becoming aware of damages requiring mitigation action.
 - (8) Sewage: includes all effluent, liquid, and solid waste collected from piped systems connected to toilets, sinks, showers, floor drains and cleaning equipment; or otherwise originating from ablutions, kitchen, dining areas, cleaning stations or medical facilities.
 - (9) Solid waste: all non-hazardous, non-sewage waste generated by 4 CDTC operation. Material includes but is not limited to waste paper, paper towel, medical waste (non-hazardous), packaging, discarded containers, animal and vegetable waste resulting from the handling, preparation, cooking and consumption of foods, discarded non-functioning equipment, scrap building materials and used parts.
 - (10) Direct Material Cost: The actual vendor invoice charges for materials used for performance of work under this Contract. Direct material costs include transportation charges only when such charges are included on the invoice by the vendor.
- c. Description of existing conditions.
- (1) The 4 CDTC waste water treatment plant is a class II with sewage collection, treatment, and disposal facilities.
 - (2) Waste at 4 CDTC is comprised of solid waste from daily operation. Solid waste is disposed at the municipally operated Waste Transfer Station, located in Owen Sound. Tipping fees and waste sorting requirements are defined by municipal by-laws.
 - (3) Other contractors working on construction projects on the Base are responsible for the handling, storage and disposal of their own construction waste including hazardous waste. The HazMat material that the other contractors may have to dispose of must also be recorded and documented by the Contractor.
 - (4) It is the Base policy to recycle materials wherever practical and cost effective. Currently there are recycling programs for paper, cardboard, glass, plastics, Styrofoam, wood, targets, metal, antifreeze, ammunition salvage, fryer fat, compostable food waste, vehicle batteries and aerosol cans.
 - (5) In the past 10 years an average of 350 tonnes of Solid Waste went to the landfill and a combined total of 150 tonnes were handled for recyclables, composting, wood and metal.
 - (6) Normally, there are 100 portable toilets positioned and moved around the ranges. Another 22 portable toilets are used to augment the 100 and address freeze-up concerns that occur in winter. The "waste/refuse" from 4 CDTC must be dumped at the 4 CDTC sewage site.



2. Performance requirements.

- a. Operate and maintain the sewage collection and treatment systems.
 - (1) The Contractor must operate the sewage treatment plant and the sewage collection systems.
 - (2) The Contractor must perform PM on the sewage treatment plant and the sewage collection systems.
 - (3) The Contractor must perform CM on the sewage treatment plant and the sewage collection systems.
 - (a) In the case where the Job Limit will be exceeded, the work consists of the effort to raise an IQ work order with sufficient details to support its approval and the implementation of reasonable measures to mitigate hazards and further damage until approval is obtained to perform the CM.
 - (b) 64 jobs per year.
 - (4) The Contractor must:
 - i. collect and submit effluent samples to a certified laboratory approved by the PA for bacteriological and chemical analysis;
 - ii. ensure the monitoring of the effluent discharge meets the conditions of the Federal and Provincial Environmental Legislation; and,
 - iii. initiate appropriate response based on the results of the analysis.
 - (a) Daily sampling, weekly submission to laboratory.
 - (5) The Contractor must perform cleaning and flushing of Sanitary Collection System which includes the appropriate disposal of any sludge coming from the cleaning and flushing at the sewage treatment plant.
 - (a) Once annually.
- b. Solid waste.
 - (1) The Contractor must:
 - i. develop and implement a Waste Reduction Work Plan;
 - ii. ensure all employees are aware of the objectives of the Waste Reduction Work Plan and verify their compliance with the measures introduced; and,
 - iii. maintain accurate records that clearly indicate the effectiveness of the approved Plan.
 - (a) The plan must be submitted 30 days prior to handover, then one plan reviewed annually.



- (2) Implement a salvage and recyclable waste recovery and disposal plan. The Contractor must ensure that the plan includes recovery and disposal of spent ammo casings, glass, paper, cardboard, wood (treated and untreated), construction materials and household items (including fluorescent tubes and bulbs) and metal products.
 - (a) The plan must be submitted 30 days prior to handover, then one plan reviewed annually.
 - (3) The Contractor must collect and dispose of solid waste from all garrison sites to maintain sanitary standards and function. Treated and untreated wood waste is to be disposed of in accordance with local environmental policies. The Contractor must remediate all spillage of solid wastes that occurs in the course of handling during collection and disposal, including any spillage en-route to the disposal sites.
 - (a) The Contractor must provide all dumpsters.
 - (b) 400 tonnes of waste annually from 55 dumpsters.
 - (4) The Contractor must provide special collections and disposal of solid waste as directed by the PA. The Contractor must conduct the work within one working day of request.
 - (a) One collection per month.
 - (5) The Contractor must clean solid waste equipment and containers. The Contractor must ensure that the location of solid waste related cleaning operations must be performed at a site approved by the PA on or off DND property.
 - (a) These containers vary in size from 25 litres garbage cans to commercial dumpsters.
 - (b) All cleaning operations must be performed utilizing a method and frequency that must not result in environmental or health problems.
 - (c) 55 dumpsters monthly.
- c. Collection of Hazardous Waste.
- (1) The Contractor must maintain a collection point and site for the storage of hazardous material at 4 CDTC Meaford. The Contractor must ensure that the transportation of hazardous material and substances are in accordance with all current statutes, acts, mandates, and policy.
 - (a) The Contractor is responsible for its own pick-ups.
 - (b) 3 requested pick-ups per year.
 - (2) Spills and releases.
 - (a) The Contractor must:
 - i. respond to and control spills and releases of hazardous material;



- ii. respond when they become aware of spills or releases via any means, including through Contractor observation, routine inspections, or being alerted by PA personnel, followed by implementation of control procedures to prevent further damage to the environment in accordance with all applicable statutes, acts, mandates, and policy; and,
 - iii. advise the PA in all cases. Response and control is required on a 24/7 basis.
 - iv. 10 spills per year.
 - (b) The Contractor must:
 - i. collect and clean-up hazardous material generated from spills of Hazardous Material;
 - ii. ensure that all follow-up cleaning and disposal required for remediation of any area affected by a spill or release in accordance with references is completed;
 - iii. clean soils in accordance with Canadian Council of Ministers of the Environment Guidelines and Guidelines for Use of Contaminated Sites in Ontario;
 - iv. acknowledge clean up requirement within 30 minutes of receiving notification; and,
 - v. commence collection immediately upon arrival to the spill site.
 - a. In the case where the Job Limit will be exceeded, the work consists of the effort to raise an IQ work order with sufficient details to support its approval and the implementation of reasonable measures to mitigate hazards and further damage until approval is obtained to perform the work.
 - b. 10 spills/releases per year.
 - (c) The Contractor must confirm and validate the contents and concentration of hazardous material in any containers received. The Contractor must ensure that contents and origin of waste are recorded upon receipt of Hazardous Material. The Contractor must identify unknown products/chemicals to determine their nature and disposal procedures.
 - i. 5 occasions to identify materials per year.
- (3) Storage of Hazardous Waste.
- (a) The Contractor must:
 - i. establish and maintain proper storage and inventory practices;
 - ii. ensure proper use and management of Hazardous Waste containers; and,
 - iii. inspect loaded containers for leaks or corrosion.
- (4) Inspection of loaded containers weekly.



- (a) The Contractor must:
 - i. distribute and empty grey water and oil holding containers as directed by the PA;
 - ii. issue holding containers appropriate for the type of waste/material to be held in the container; and,
 - iii. deliver containers to the requested locations throughout the range area and / or the garrison.
 - iv. 10 trailered grey water containers.
- (b) The Contractor must:
 - i. receive, check, inspect, certify and control incoming hazardous waste received for storage, and coordinate local delivery;
 - ii. ensure that the client who generated the HW completely and accurately fills out all required documentation; and,
 - iii. provide assistance and guidance in filling out the documentation.
 - iv. 12 receipts per year.
- (5) The Contractor must register all hazardous materials storage sites in accordance with the 4 CDTC Hazardous Materials Management Plan. The Contractor must conduct annual inspections of Hazardous Materials Storage Sites and assist the Base Environment Manager in registering other hazardous material storage sites on the base.
 - (a) 2 sites registered per year.
- d. Hazardous Material disposal.
 - (1) The Contractor must:
 - i. dispose of hazardous material including nuclear and radiation sources;
 - ii. dispose of all hazardous waste produced at 4 CDTC in accordance with all current statutes, acts, mandates, and policy;
 - iii. coordinate with the BEnvO for shipment approval;
 - iv. ensure that nuclear and radiation sources are shipped to a CAF Depot in accordance with all current statutes, acts, mandates, and policy.
 - (a) 10 shipments per year. 10,000 litres and 5,600 kg to dispose of annually.
- e. Portable Toilets.
 - (1) The Contractor must:
 - i. service and maintain all portable toilets and hand-wash stations;



- ii. deliver portable toilets and hand-wash stations to the required field location, conduct weekly inspection, cleaning and remove, as requested by the PA; and,
- iii. inspect and service portable toilets three times weekly when in use.
 - (a) 100 portable toilets are positioned and moved around the ranges, of which approx 80 are in almost constant use. Another 22 portable toilets are used to augment the 100 and address freeze-up concerns that occur in winter. This also includes the provision of 2 handicap-accessible portable toilets delivered at specified locations.
 - (b) 6,600 inspections; 4,000 clean-outs and 45 hand sanitizer refills per year.
- (2) The Contractor must service the Highway Coach Bus which includes pump out of the sewage holding tank.
 - (a) 2 pump outs/month.
- (3) The Contractor must service and maintain all hand-wash stations. The Contractor must deliver hand-wash stations to the required field location, conduct weekly inspection, cleaning and remove, as requested by the PA.
 - (a) Hand wash stations are provided spring to fall until first frost.
 - (b) 40 units per year.

3. Indefinite Quantity (IQ) requirements.

- a. The Contractor must perform CM on jobs which exceed the Job Limit in accordance with direction and authorization of the PA.
- b. The Contractor must perform Spill response and remediation on jobs which exceed the Job Limit in accordance with direction and authorization of the PA
- c. Although there are no other pre-determined IQ requirements associated with this chapter, IQ may be ordered by the PA on an as required basis for any work within the scope of this chapter.

4. Records and deliverables.

- a. The Contractor must:
 - i. prepare and submit to the PA a Preventative Maintenance Plan;
 - ii. ensure that the plan is in accordance with DND Sewage Optimization Study Report and includes, but is not limited to, emptying the sewage holding tank quarterly, or more frequently, as needed; and,
 - iii. ensure that the plan minimizes scheduled system or unit outages and downtime, especially during normal operating or critical periods.
- (1) The plan must be submitted 30 days prior to handover, then one plan reviewed annually.



- b. The Contractor must prepare and submit to the PA a Waste Management Plan. The Contractor must ensure that the Waste Management Plan addresses: waste reduction, salvage and recyclables, solid waste, and hazardous waste. The PA must approve the plan prior to implementation.
 - (1) The plan must be submitted 30 days prior to handover, then one plan reviewed annually.
- c. The Contractor must maintain and submit to the PA a record of all waste generated by 4 CDTC Meaford. The Contractor must submit this report to the PA.
 - (1) Monthly.
- d. The Contractor must:
 - i. maintain records of all Hazardous Waste Shipping documents;
 - ii. assist the generators of Hazardous Waste and compile their reports into a comprehensive 4 CDTC document;
 - iii. submit this report to the PA in accordance with annual Hazardous Material Report requirement in chapter 2 of the SOW;
 - iv. ensure that this document is completed and submitted prior to hazardous materials being turned in for disposal; and,
 - v. assume all duties of consignor for all shipments.
 - (1) Monthly.
- e. The Contractor must prepare and submit to the PA a record of all PM and CM work activities. This report must detail how much work has been completed, the actual cost to date, and the estimate to completion.
 - (1) 65 unscheduled work orders per year. 250 scheduled work orders per year.
- f. The Contractor must maintain and submit to the PA an Effluent Report which clearly details all required sampling and analysis of wastewater discharges. The Contractor must ensure that the record is updated continuously as required and current to within 2 working days.
 - (1) Monthly.
- g. The Contractor must complete and submit to the PA a Hazardous Waste Report which contain details of all Hazardous Waste handling and disposal including waste descriptions, quantity of each waste, handling and disposal methods, and record of final resting place of waste and code compliance. The Contractor Site Manager must sign the report.
 - (1) One report submitted annually.

5. **Materials, equipment and facilities.**

- a. Contractor furnished.
 - (1) The Contractor must provide all materials, equipment and furniture not otherwise provided as Government Furnished.



- (a) The Contractor must select a supply source and arrange for delivery to meet contract requirements. The contractor is responsible for the procurement of spare components to maintain the equipment as these are not available from the Canadian Armed Forces Supply System.



Chapter 14. Fire Services.

1. General requirements.

- a. Scope of work.
 - (1) The Contractor must provide fire services at 4 CDTC facilities as detailed in this chapter.
- b. Definitions.
 - (1) Fire orders: Document for building occupants giving directions on the actions to be taken in the event of fire. Must include as a minimum evacuation routes, assemble areas and location of fire extinguishers or fire points.
 - (2) Operational Maintenance: includes repairs, replacements, overhauls and similar activities performed as a result of normal usage and weather conditions; preventive, predictive or just-in-time maintenance; and monitoring, inspections and performing test runs for the purpose of continuing serviceability.
 - (3) Integrated Fire Services Management Reporting (IFSMR): This is an integrated, web-based system supporting all fire hall management and reporting requirements and supports the production of the CAF Fire Marshal's Annual Report.
 - (4) National Building Code of Canada (NBCC).
 - (5) National Fire Code of Canada (NFCC).
 - (6) Fire Protection Services DAOD 4007.
- c. Description of existing conditions.
 - (1) Garrison: There are automatic fire protection systems at 4 CDTC which are designed to control a fire on the garrison for a minimum of 30 minutes. 30 minutes is the expected intervention time for Meaford Fire Department. Clients and contractor personnel must respond to fires by initiating the alarm and using portable fire equipment to contain and extinguish incipient fires. They are also expected to conduct quick evacuation of facilities and assist others by ensuring they are aware of the danger and are evacuating the structure. Occupants and contractor personnel must respond to spill control cleanup requests.
 - (2) Range Training Area (RTA): There are 2 standby fire trucks for range firefighting and one spill control equipment trailer with spill control equipment for spill response in the field. In the event of a fire or a spill, the first response is the visiting unit using the range. The second response is fire safety and fire prevention personnel who have the skills to use the firefighting equipment, contain and clean up spills. The third response is the Meaford Fire Department.
 - (3) The Meaford Fire Department considers 4 CDTC a member of the community and provides this municipal services commensurate to any other member of the municipality.



2. Hours of operation.

- a. Normal work hours are 0730hrs to 1600hrs weekdays.

3. Performance requirements.

- a. Fire response.
 - (1) The Contractor must contain structural fires pending the arrival of Meaford firefighting resources.
 - (a) 3 incidents per year.
 - (2) The Contractor must provide a trained fire response capability to respond to range fires. The Contractor must ensure fire response personnel are properly trained on range firefighting equipment to contain bush/brush. The Contractor must request assistance from Meaford Fire Department at the call of the on-scene fire leader.
 - (a) 22 RTA fires per year.
 - (3) The Contractor must provide trained Aircraft Rescue Fire Fighting Response (ARFF) to respond to CAF aircraft incidents.
 - (a) One incident per year.
 - (4) The Contractor must develop and implement a fire response and fire safety plan.
- b. Operational Maintenance.
 - (1) The Contractor must develop and implement an Operation Maintenance Plan which accounts for the Preventative Maintenance of all firefighting vehicles, firefighting equipment and spill control systems.
 - (a) As determined by the plan.
- c. Fire investigation, inspection, and reviews.
 - (1) The Contractor must:
 - i. inspect all buildings and equipment for fire/life safety risks in accordance with current manufacturer specifications, statutes, acts, mandates, and policy;
 - ii. remedy all defects as soon as reasonably possible; and,
 - iii. report any deficiency that cannot be remedied to the PA immediately.
 - (a) This includes inspections of emergency lighting, sprinklers, portable fire extinguishers, fire detection systems, fire alarm systems and water distribution systems.
 - (b) 4000 inspection per year.



- (2) The Contractor must maintain Fire Safety and Emergency Response Standing Orders, building and site evacuation plans, including layout of the sites and evacuation routes clearly displayed in all buildings and structures.
 - (a) 10 reviews annually.
 - (3) The Contractor must provide specialist technical advice and recommendations to the Emergency Response Plan.
 - (a) 6 reviews per year.
 - (4) The Contractor must investigate all fire incidents.
 - (a) 25 fire incidents per year.
 - (5) The Contractor must review all engineering plans generated or received by other sections prior to implementation. The Contractor must ensure that all plans are in compliance with the National Fire and Building Codes, NFPA and other fire and life safety codes.
 - (a) 45 reviews per year.
- d. Training.
- (1) The Contractor must provide training in basic firefighting procedures and HazMat spill response by qualified personnel to personnel as directed by the PA.
 - (a) 25 training sessions per year.
 - (2) The Contractor must maintain currency on all qualifications and carry out drills as required.
 - (a) 50 practice drills per year.
 - (3) The Contractor must prepare and coordinate a joint fire response training exercise with the Meaford and District Fire Department.
 - (a) One joint exercise per year.
- e. Meetings.
- (1) Participate in the 4 CDTC General Safety Committee meeting.
 - (a) Five meeting per year.
 - (2) Participate in directed investigations as required to include providing specialist technical advice on matters where the investigator requires.
 - (a) One investigation per year.
 - (3) The Contractor must liaise with the Meaford Fire Department Fire Chief and other municipal emergency planning officials on matters related to fire and hazardous material safety. The Contractor must advise the PA on municipal or regional plans.
 - (a) Two meeting per month.
 - (4) The Contractor must respond to off-garrison HazMat incidents as directed by the PA.



- (a) One incident response per year.

4. Indefinite Quantity (IQ) requirements.

- a. Although there are no other pre-determined IQ requirements associated with this chapter, IQ may be ordered by the PA on an as required basis for any work within the scope of this chapter.

5. Records and deliverables.

- a. The Contractor must submit a fire response and fire safety plan to the PA.
 - (1) The plan must be submitted 30 days prior to handover, then one plan reviewed annually.
- b. The Contractor must submit an Operation Maintenance Plan to the PA.
 - (1) The plan must be submitted 30 days prior to handover, then one plan reviewed annually.
- c. The Contractor must submit all building and site evacuation plans to the PA.
 - (1) The plan must be submitted 30 days prior to handover, then as reviewed.
- d. The Contractor must submit all records of inspection and maintenance to the PA.
 - (1) Monthly.
- e. The Contractor must submit all fire inspection reports to the PA.
 - (1) Within 24hours of completion.
- f. The Contractor must submit a Fire Alarm Detection Systems Report to the PA.
 - (1) One report per month, one report annually.

6. Materials, equipment and facilities.

- a. Government furnished.
 - (1) Infrastructure and Environment Reporting and Integration System (IERIS). The Contractor will be provided access to IERIS to record all engineering activities.
 - (a) Eight user accounts.
 - (2) Access to Integrated Fire Services Management Reporting (IFSMR).
 - (a) As determined by the Contractor.
- b. Contractor furnished.
 - (1) The Contractor must provide all materials, equipment and furniture not otherwise provided as Government Furnished.
 - (a) The Contractor must select a supply source and arrange for delivery to meet contract requirements. The contractor is responsible for the procurement of spare components to maintain the equipment as these are not available from the Canadian Armed Forces Supply System.



Chapter 15. Transition-in and Transition-out.

1. General requirements.

a. Scope of work.

- (1) The Transition-in starts after contract award and ends at the start of the O&M phase. It normally consists of 2 phases as follows: Transition phase starting after contract award and ending at the beginning of the Handover phase; and Handover phase starting at the end of the transition phase and ending at the start of the O&M phase.
- (2) Transition-In phase includes a baseline inspection of each asset which must be undertaken to assess the condition of an asset prior to handover of the asset by DND to the new Contractor. The new Contractor and current service provider will undertake the inspection with a representative of DND present. If an asset, or portion thereof, is not accessible for inspection at time of the baseline inspection, the Contractor must provide DND with an impact assessment on not being able to view the asset or portion thereof. To ensure that a complete baseline is established, a time frame mutually agreed on between the current service provider, the new Contractor and DND, will be arranged to complete the inspection. The inspection and resulting asset condition assessment shall form the basis on which the new Contractor's performance and assessment of compliance with the agreement will be based.
- (3) Handover date is the date at which DND will turn over responsibility of the assets to the new Contractor. On that date, the new Contractor will accept full responsibility for the O&M of all specified assets on the base.
- (4) During the Transition-out, the Contractor must provide services as per the O&M phase; however, additional effort will be required by the Contractor to support DND with meeting the service requirements including Contract renewal and new contractor transition support.

b. Definitions.

- (1) **Contract Handover Date:** This is the date when the Contractor assumes full responsibility for the delivery of the services under the contract. This date signals the end of the Transition-In.
- (2) **Transition-In:** phase will comprise a 6 month period before expiration of the current Contract and will commence no later than 01 October 2020. It will also permit a 3 month period of verification and reconciliation by the Contractor on the handover date. The entire Transition phase will be a total of 9 months.
- (3) **Transition-Out:** will be a 6 month period before expiration of this Contract, unless options to extend the contract are exercised by Canada. Upon any exercise of extension option the 6 month period will be reset to reflect the period of contract extension.



2. Performance requirements.

a. Transition-in.

- (1) The Contractor must develop and execute the Transition-in Plan.
- (2) The Contractor must ensure that they and applicable personnel obtain and retain the necessary qualifications and certifications if not already completed. The Contractor must submit proof of certification to the PA.
- (3) The Contractor must respond to queries regarding Transition-in. The Contractor must respond to queries placed by the PA or Contracting Authority or their representatives either in person, by telephone, via letter or e-mail to the Transition-In Manager, or designated representative. All queries will be logged with time of receipt, response and time of response.
 - (a) 4 queries per day for the entire Transition-in period
- (4) The Contractor must attend Transition-in review meetings as requested by the PA.
 - (a) These meetings will include advising of progress on all aspects of Transition-in from Contract Award until Handover is effected, and whatever other tasks the Contractor considers necessary to meet this requirement and the performance standard of this chapter.
 - (b) 3 meetings per month of about 4 hours each for the entire Transition-In Period.
- (5) The Contractor must:
 - i. attend monthly coordination meetings chaired by the PA;
 - ii. provide data and information as requested by the PA; and,
 - iii. prepare an agenda, prepare a summary list of recorded decisions and action items, and prepare minutes of the meeting.
 - (a) Meetings will take place at 4 CDTC to ensure the Contractor has all necessary and up-to-date information in order to carry out the work described in this SOW and to ensure effective interfaces with the PA.
 - (b) 1 meeting per month lasting 1 day each for the entire Transition-in Period.
- (6) The Contractor must establish a financial and cost accounting system to enable effective reporting to the PA.



- (a) The system must include accounting for all consumed materials and furnished equipment associated with the performance of this SOW. The system must support an independent audit for those items which are cost reimbursed. The information tracked may be used in negotiations associated with request for amendments associated with VIQ. Cost of personnel or material in this chapter must refer to this chapter only. All costs must be accounted against the sections where the functions are performed. The system must be compatible with current DND software.
- (7) The Contractor must develop, in conjunction with the PA, a reporting system which will identify costs and activity separately, and relate them to a unique Job Order Number (JON).
 - (a) Information may be used as basis for future modifications to the contract. The system must account for and recover costs from DND and third party users. The PA is to have on-line read-only access.
- b. Transition-out
 - (1) The Contractor must:
 - i. develop and implement a Transition-out Plan;
 - ii. ensure that the plan includes the strategy to transfer the responsibility of all SOW responsibilities from the Contractor to the new contractor or DND in a manner which is transparent to the client; and,
 - iii. ensure that the plan includes the strategy for the transfer of GFE and removal of CFE which enable the new contractor time to introduce their CFE.
 - (2) The Contractor must respond to queries regarding Transition-out. The Contractor must respond to Queries placed by the PA or their representative either in person, by telephone, via letter or e-mail to the Transition-out Manager, or designated representative. The Contractor must log all queries with time of receipt, response and time of response.
 - (a) 4 queries per day for the entire Transition-out Period.
 - (3) The Contractor must attend Transition-out review meetings as requested by the PA.
 - (a) These meetings will include advising of progress on all aspects of Transition-out from Contract Award until Handback is effected, and whatever other tasks the Contractor considers necessary to meet this requirement and the performance standard of this chapter.
 - (b) 2 meetings per month of about 2 hours each for the entire Transition-Out Period.
 - (4) The Contractor must attend monthly coordination meetings chaired by the PA. The Contractor must provide data and information as requested by the PA.



- (a) Meetings will take place at 4 CDTC Meaford to ensure Contractor has all necessary and up-to-date information in order to carry out the work described in this SOW and to ensure effective interfaces with PA.
- (b) 1 meeting per month lasting 4 hours each for the entire Transition-Out Period.

3. Indefinite Quantity (IQ).

- a. Although there are no other pre-determined IQ requirements associated with this chapter, IQ may be ordered by the PA on an as required basis for any work within the scope of this chapter.

4. Records and deliverables.

- a. Transition-in.
 - (1) The Contractor must prepare and submit to the PA a Transition-in Plan. The Contractor must ensure that this plan includes the Contractor's strategy to transfer all SOW activities from the current Contractor to the new Contractor's responsibility. The draft Transition Plan will be finalized during Contract negotiations and a Joint Transition Plan will be developed with the PA.
 - (a) One plan.
 - (2) The Contractor must submit to the PA proof that they and all applicable personnel possess the required qualifications and certifications.
 - (a) Must be submitted 30 days prior to handover.
 - (3) The Contractor must provide an agenda for review meetings. The Contractor must ensure that the agenda contains, the purpose of the meeting and planned items for discussion, and the names of the Chairperson, OPI and other participants. The Agenda will be distributed to all participants no later than 2 working days prior to the meeting.
 - (a) Three meetings per month.
 - (4) The Contractor must:
 - i. provide Minutes for review meetings;
 - ii. prepare a summary list of recorded decisions and action items to be reviewed and agreed by all before the meeting adjourns;
 - iii. ensure the meeting minutes contain: items discussed during the meeting; milestones accomplished to date; status of previous action items; new action items identified and their relative due dates; and space for Contractor and PA signatures; and,
 - iv. ensure minutes are submitted for signatures no later than 5 working days after the meeting, and distributed to all the attendees.
 - (a) Three meetings per month.



- (5) The Contractor must provide agenda of monthly coordination meetings. The Contractor must ensure that the agenda contains: the purpose of the meeting and planned items for discussion; and the names of the Chairperson, OPI and other participants. The Agenda will be distributed to all participants no later than 10 working days prior to the meeting.
 - (a) One meeting per month.
 - (6) The Contractor must:
 - i. provide Minutes of monthly coordination meetings;
 - ii. prepare a summary list of recorded decisions and action items to be reviewed and agreed to by all before the meeting adjourns;
 - iii. prepare meeting minutes containing: items discussed during the meeting; milestones accomplished to date; status of previous action items; new action items identified and their relative due dates; and space for Contractor and PA signatures;
 - iv. ensure the minutes are submitted for signatures no later than 5 working days after the meeting, and distributed to all the attendees.
 - (a) One meeting per month.
 - (7) The Contractor must develop and submit a Facilities Use Plan for contractor-controlled industrial and administrative facilities. The Contractor must ensure that the plan reflects existing use of space as well as planned changes, including additions, renovations, and maintenance and repairs. The Contractor must submit the plan no later than 20 working days prior to Handover Date and within 20 working days of award date for option years.
 - (a) One plan.
- b. Transition -out.
- (1) The Contractor must:
 - i. develop and submit a Transition-out Plan;
 - ii. ensure that the plan includes the strategy to transfer all SOW activities from the Contractor to another contractor; and,
 - iii. submit the final plan to the PA three months prior to the Contract Expiry Date.
 - (a) One plan.
 - (2) Finalize and submit a Transition-Out Plan. Include in the plan the strategy to remove resources without disruption to DND activities. Submit the final plan to the PA three months prior to the Contract expiry date. The plan to include an inventory of the GFE.
 - (3) The Contractor must: provide an agenda of review meetings. The Contractor must ensure that the agenda contains: the purpose of the meeting and planned items for discussion; and the names of the Chairperson, OPI and other participants. The Agenda will be distributed to all participants no later than 2 working days prior to the meeting.



(a) Two meetings per month.

(4) The Contractor must:

- i. provide Minutes of review meetings;
- ii. prepare a summary list of recorded decisions and action items to be reviewed and agreed by all before the meeting adjourns;
- iii. ensure that the meeting minutes contain: items discussed during the meeting; milestones accomplished to date; status of previous action items; new action items identified and their relative due dates; and space for Contractor and PA signatures; and,
- iv. ensure the minutes are submitted for signatures no later than 5 working days after the meeting, and distributed to all the attendees.

(a) Two meetings per month.

(5) The Contractor must:

- i. provide an agenda of monthly coordination meetings;
- ii. ensure that the agenda contains: the purpose of the meeting and planned items for discussion; and the names of the Chairperson, OPI and other participants; and,
- iii. distribute the Agenda to all participants no later than 10 working days prior to the meeting.

(a) One meeting per month.

(6) The Contractor must:

- i. provide Minutes of monthly coordination meetings; and,
- ii. prepare a summary list of recorded decisions and action items to be reviewed and agreed to by all before the meeting adjourns.; and,
- iii. ensure that the prepared meeting minutes contain: items discussed during the meeting; milestones accomplished to date; status of previous action items; new action items identified and their relative due dates; and space for Contractor and PA signatures; and,
- iv. submit the minutes for signatures no later than 5 working days after the meeting, and distributed to all the attendees.

(a) One meeting per month.

5. **Materials, equipment and facilities.**

a. Transition-in.

(1) The Contractor must:

- i. inventory and accept and/or dispose of Government Furnished Equipment (GFE);



- ii. verify actual inventory and conduct a joint Government-contractor physical inventory to determine the actual contractor assumed physical inventory;
- iii. complete inventory checks no later than 7 working days prior to Handover date.
 - (a) DND will provide an initial inventory of materials on an as-is basis.
- (2) The Contractor must:
 - i. inventory and accept or reject Government Furnished Equipment (GFE);
 - ii. complete inventory checks no later than 7 working days prior to Handover date; and,
 - iii. operate all equipment in accordance with the manufacturers' recommendation, at a minimum.
 - (a) Equipment available for use by the Contractor but not selected by the Contractor will be disposed of through the normal DND supply chain.
 - (b) Parts and materials required to maintain GFE must be equal to or better than the quality of the original manufacturer's parts or materials unless otherwise authorized by the PA.
 - (c) Rebuilt parts will have a warranty of at least 90 days by the supplier.
 - (d) Cannibalizing parts and equipment without the prior approval of the PA is prohibited.
- (3) The Contractor must:
 - i. inspect and accept Government Furnished Facilities (GFF) available for Contractor use and as selected for use by the Contractor during the transition-in phase;
 - ii. verify condition of existing facilities for suitability to perform the work specified in this SOW;
 - iii. identify items requiring rectification to the PA; and,
 - iv. preserve all facilities offered by DND but not selected by the Contractor in caretaker status.
 - (a) Current facilities in use for delivering the services as stated in this SOW will be made available to the Contractor.
 - (b) Office space totalling 1,200 sq feet will be made available for Contractor use not later than 30 days prior to the handover date.
- b. Transition-out.
 - (1) The Contractor must:
 - i. transfer material inventory to DND or to incoming contractor, as directed by DND, upon contract expiration or early termination;



- ii. verify actual inventory and conduct a physical inventory of materials no later than 15 days before contract expiration or termination to determine the actual transferred physical inventory.
 - iii. conduct this physical inventory with DND and the incoming Contractor in order to avoid duplication of efforts;
 - iv. ensure that the inventory provide sufficient information for DND to determine whether items will be transferred to a new contractor or removed from the site;
 - v. return equivalent value and approximate variety of inventory as that received as GFM at initial inventory.
 - (a) The quantity and quality of materials returned at the end of the contract are such that there is no adverse effect on the continuity of operations.
 - (b) Replacement / Reimbursement will include the estimated cost of the equipment, shipping and handling charges and installation as appropriate.
- (2) The Contractor must:
- i. transfer GFE to DND or to the incoming Contractor as directed by DND, upon contract expiration or early termination;
 - ii. verify actual inventory, conduct a complete physical inventory of equipment 15 days before contract expiration or termination;
 - iii. provide all maintenance data on electronic media to the PA;
 - iv. conduct the physical inventory with DND and the incoming Contractor in order to avoid duplication of efforts;
 - v. ensure that the inventory provides sufficient information for DND to determine whether items will be transferred to a incoming Contractor or removed from the site;
 - vi. return DND-owned equipment in the Contractor's possession in serviceable condition prior to the hand back date.
- (3) The Contractor must:
- i. turn over GFF to DND or to incoming Contractor as directed by the PA, upon contract expiration or early termination;
 - ii. conduct a joint DND/Contractor physical inspection and turn over facilities as scheduled in the Transition-out plan;
 - iii. conduct the physical inspection with the incoming Contractor in order to avoid duplication of efforts;
 - iv. Ensure that facilities offered by DND but not selected by the Contractor but preserved during the Contract period in caretaker status must be left in clean, serviceable condition comparable to the condition of the facility at the beginning of the Contract.



ANNEX B BASIS OF PAYMENT

1. The Contractor will be paid the prices detailed below for Work performed pursuant to this Contract, Customs duties are included and Goods and Services Tax or Harmonized Sales Tax (GST/HST) are extra, if applicable.
2. Canada will not accept any travel and living expenses incurred by the Contractor, except where indicated otherwise in the Contract.

1.0 Escalation Price Adjustment (EPA)

The Firm Prices and Hourly Labour Rates of All Services, Excluding Food, in Annex "B", Basis of Payment, will be adjusted annually, on February 1 of each year, commencing in Year 2. The adjustment will be equal to the increase in the average all-items Consumer Price Index, monthly (Statistics Canada. Table 18-10-0004-01 Consumer Price Index, monthly, not seasonally adjusted) for January of that year over the same Index for the previous January, for the province of Ontario, as published by Statistics Canada for the previous year. Any subsequent adjustments will be calculated on the most recent previous Annual Overhead Rates. Where the CPI rate is a negative value, it will be treated as zero for the purposes of this adjustment.

Example:

Initial Contract	Year 1 (firm)
Management and Administration (Chapter 2 of the SOW)	\$1,200

$$\begin{aligned}
 \text{EPA} &= ((\text{Consumer Price Index, monthly, not seasonally adjusted January 2018} \div \text{Consumer Price Index, monthly, not seasonally adjusted February 2017}) - 1) \\
 &= ((131.7 \div 129.7) - 1) \\
 &= 0.0154 \\
 &= 1.54\%
 \end{aligned}$$

$$\begin{aligned}
 \text{The Yearly rates for Year 2 would be ::} \\
 &= (\text{Annual rate for 2017-2018}) \times (1 + 0.0154) \\
 &= (1,200.00 * 1.0154) \\
 &= 1218.48
 \end{aligned}$$

Discontinuation of Escalation Index:

If an index set out in this Contract is discontinued, the parties agree to immediately negotiate in good faith a replacement index.



2.0 Options to extend the contract:

In the event the option (s) to extend the Contract period is (are) exercised, the Contractor will be paid firm all-inclusive monthly lot prices, firm unit prices or firm hourly rates as outlined in Appendix 1 of Annex B – Price Summary and subject to Article 6.0 VIQ, to perform all the Work in relation to the contract extension.

3.0 Operations

In consideration of provision of all services, equipment, and other outlined in the SOW, the Contractor will be paid as indicated in Appendix 1 of Annex B.

4.0 Task Authorizations (TAs)

In consideration of the Contractor satisfactorily completing all of its obligations under the authorized Task Authorization (TA), the Contractor will be paid in accordance with rates as detailed in Appendix 1 section 5 of Annex B – Price Summary.

4.1 Duties

Canadian customs duties and sales tax, if applicable, are extra to the TA Price and payable by Canada.

4.2 Exchange Rate/Actual Costs

The price may be adjusted either upwards or downwards to reflect the actual costs incurred associated with the actual foreign currency exchange rate obtained by the Contractor when remitting payment to a foreign-based supplier or subcontractor for the goods, services or both.

On each invoice or claim for payment submitted under the Contract, for the TA the Contractor must indicate the foreign value or exchange rate adjustment amount (either upward, downward or no change) as a separate item. The Contractor must provide appropriate documentation showing evidence of payment to a foreign-based supplier or subcontractor for the goods, services or both included in the claimed amount.

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

4.3 Freight

Transportation charges are to be prepaid by the Contractor and shown as a separate item on the invoice, supported by a certified copy of the prepaid transportation bill.

4.4 Travel & Living

4.4.1 The Contractor will be reimbursed its authorized travel and living expenses reasonably and properly incurred in the performance of the Work, at cost, without any allowance for profit and/or administrative overhead, in accordance with the meal, private vehicle and incidental expenses provided in Appendices B, C and D of the *National Joint Council Travel Directive* and with the other provisions of the directive referring to "travelers", rather than those referring to "employees".

All travel must have the prior authorization of the Project and Contracting Authorities.

4.4.2 All payments are subject to government audit.



4.5 Subcontracted Work

For all authorized subcontract work, the Contractor will be reimbursed at cost plus a firm percentage mark-up as detailed in Appendix 1 to this Annex when subcontractors will perform additional, special requirements related to but not included within the Scope of Work. The mark-up is an all-inclusive percentage to cover the indirect costs and profit aspects of the work.

4.6 Materials

The Contractor will be reimbursed for the direct material expenses reasonably and properly incurred in the performance of the Work. These expenses will be paid at actual cost, upon submission of an itemized statement supported by receipt vouchers.

4.7 Clauses to be used in Task Authorizations

The following SACC clauses may be invoked in task authorizations as required.

Date	Status	ID	Title
2007-05-25	Active	C0008T	Price Support - Non-competitive Bid
2010-08-16	Active	C9000T	Pricing
2011-05-16	Active	C0204C	Basis of Payment - Limitation of Expenditure - Task Authorizations
2010-08-16	Active	C0210C	Basis of Payment - Pre-contractual Work
2008-05-12	Active	C0305C	Cost Submission - Limitation of Expenditure or Ceiling Price
2007-05-25	Active	C0306C	Pre-contractual Cost

4.8 Overtime

The Contractor must not perform any overtime under the Task Authorization unless authorized in advance and in writing by the Contracting Authority. Any request for payment must be accompanied by a copy of the overtime authorization and a report containing the details of the overtime performed pursuant to the written authorization. Payment for authorized overtime will be calculated in accordance with the Government of Ontario. These rates will remain firm for the duration of the Contract, including all amendments and are subject to audit if considered necessary by Canada.

4.9 Vehicle Maintenance Fee:

The Contractor will be reimbursed in accordance with the TA rates schedule at Appendix 1 section 5 of this Annex.

5.0 Performance Incentive Fee

The Contractor may receive a Performance Incentive Fee (PIF) calculated in accordance with the Performance Management Framework at Annex L to a maximum of 2% of the actual payments for the previous Contract year.



Chapter 15, Transition in and out is not subject to PIF.

6.0 Variation in Quantity

6.1 Fluctuations in Work:

Subject to Article 6.3 below, when:

- 6.1.1 The Actual Quantity of the services provided by the Contractor in any Contract year differs (positively or negatively) from the estimated quantity indicated against the SOW line item (or items) that are identified and agreed to by the Contracting Authority and the Contractor as VIQ reportable ("Relevant Line Item(s)") prior to the commencement of each contract year;
- 6.1.2 That difference does not result from a permanent change of the kind referred to in Article 6.2 below; and
- 6.1.3 That difference represents more than 10% of that estimated quantity; the price for that year only will be adjusted (upwards or downwards) to take account of the cost (calculated in accordance with Article 6.3 below) of that part of the difference in the work, which exceeds 10% of the relevant estimated quantity.

6.2 Permanent Change in Condition

Subject to Article 6.3 below, when the actual quantity of the services provided by the Contractor in any Contract Year differs from the estimated quantity against any line item in the SOW and the parties agree that the difference results from a permanent change in the conditions of the Contract, and the change has not been incorporated into the Contract by formal amendment:

- 6.2.1 The price of the Contract will be adjusted to take account of the cost of the increase or decrease in work (calculated in accordance with Article 6.3 below) directly resulting from that difference during that Contract Year and for each remaining applicable Contract Year. These revised cost estimates will become the basis for comparison in the next Contract Year and subsequent years; and
- 6.2.2 The estimated quantities indicated against the applicable line item(s) in the SOW will be adjusted to take that change into account for the calculations for the following year(s).

6.3 Calculation of Adjustment

The adjustment in price referred to in Articles 6.1 and 6.2, above, will be calculated as follows:

- 6.3.1 Within 21 days after the end of each Contract Year, the Contractor will provide the Contracting Authority with a VIQ Report. For the purposes of this Article the term "Variation in Quantity (VIQ)" means the variation in quantity between an estimated quantity indicated against a Relevant Line Item(s) of a particular Year and the actual quantity delivered during that same Year.



- 6.3.2 The VIQ Report must compare the estimated quantities of each of the relevant services with the actual quantities delivered. The analysis must be undertaken for each of the services provided in the Contractor's Proposal. Details to be provided are:
 - 6.3.2.1 Allocation of Full Time Equivalent hours for each of the services. The Contractor's allocation methodology is subject to review by Canada and the Contractor must obtain Canada's consent prior to utilizing the allocation methodology for the first monthly VIQ report as well as any subsequent contract years should the Contractor's allocation methodology change from the previous contract year;
 - 6.3.2.2 The estimated quantity of the service in respect of a full year (or where applicable, the relevant estimated quantity adjusted pro rata in respect of part of a year);
 - 6.3.2.3 The actual quantity delivered by the Contractor;
 - 6.3.2.4 Methods used by the contractor to record the quantity of work;
 - 6.3.2.5 The variation in units between the estimated quantity and the actual quantity;
 - 6.3.2.6 The percentage by which the actual quantity varies from the estimated quantity;
 - 6.3.2.7 Whether or not the variation is considered to be due to a permanent change in condition;
 - 6.3.2.8 The quantity of work for which adjustment is claimed in accordance with this Article;
 - 6.3.2.9 The number of labour hours which that adjustment claim represents;
 - 6.3.2.10 Cost per unit of work for the adjustment claim;
 - 6.3.2.11 The total proposed labour cost of the adjustment claim; and
 - 6.3.2.12 A breakdown of the total proposed material and equipment costs of the adjustment claim.
- 6.3.3 Material and equipment costs should be included separately in the analysis of each Contract requirement for the purposes of this Article.
- 6.3.4 For the purposes of determining the amount of the adjustment to the price pursuant to Article 6.1 above, the adjusted quantity of work will be determined as follows:

If the Actual Quantity (AQ) of work is greater than the relevant Estimated Quantity (EQ), the formula to be used is:

$$(AQ - EQ) - 10\% * EQ = \text{Quantity (units) subject to upward adjustment}$$

For example, if the actual quantity performed is 125 units and the relevant estimated quantity is 100 units, the adjusted quantity of work, which will form the basis of the adjustment, will be:

$$125 - 100 - 10\% \text{ of } 100 = 25 - 10 = 15$$

i.e. 15 more units of work.

If the Actual Quantity (AQ) of work is less than the relevant estimated Quantity (EQ), the formula to be used is: $(AQ - EQ) + 10\%EQ = \text{Quantity (units) subject to downward adjustment}$.

For example, if the actual quantity performed is 80 units of work, and the relevant estimated quantity is 100 units, the adjusted quantity of work, which will form the basis of the adjustment, will be:



$80-100 +10\% \text{ of } 100 = -20+10 = -10$
i.e.10 fewer units of work.

Where additional labour hours are incurred, the rates used to calculate the cost of said hours will be actual wages plus applicable mark-up. Where less labour hours are incurred, the rates used to calculate the cost of said hours would be consistent with the bid price. Adjustment will be made to also account for actual material and equipment cost associated with the quantities of the calculated labour adjustment.

For the purposes of determining the amount of the adjustment to the price pursuant to Article 6.2 above, the difference in the cost of the work will be negotiated by the Contracting Authority with the Contractor, only when there is an actual cost or savings as a result of the variation and based on the reasonable number of labour hours represented by that difference and the actual cost of that labour to the Contractor as supported by the Contractor's records. Where the labour effort was covered by the Contractor's spare capacity, there will be no additional, actual labour costs incurred. Where additional labour hours are incurred, the rates used to calculate the cost of said hours will be actual wages plus applicable mark-up. Where less labour hours are incurred, the rates used to calculate the cost of said hours will be consistent with the Contractor's bid.

- 6.3.5 The Project Authority, the Contracting Authority and the Contractor will negotiate in good faith to reach agreement upon that number of labour hours and the amount of that adjustment.
- 6.3.6 In the event that the Contractor fails to deliver the VIQ Report required above within the required time scale or Canada considers the report to be materially inaccurate the Contracting Authority will obtain from the Project Authority an assessment of the actual quantities delivered by the Contractor, for the purposes of adjusting the Contract price in accordance with this Article.

6.4 Canada's Analysis

Canada will be entitled to carry out an analysis of the kind referred to in Article 6.3.2 above and for that purpose to carry out an audit of Contractor's records. If Canada considers that adjustments are necessary pursuant to Article 6.1 or 6.2 above, the Contracting Authority will so advise the Contractor and provide its analysis to the Contractor within 30 days after the receipt of the Contractor's VIQ Report referenced in 6.3.1. If the Contractor does not provide its own analysis and cost estimate within 15 days after receiving Canada's analysis, the quantities determined by Canada in its analysis will be deemed accepted by the Contractor. If the Contractor does provide its own analysis and cost estimate within 60 days after receiving Canada's analysis, the parties will negotiate in good faith to determine the proper adjustments pursuant to Articles 6.1 or 6.2 above.



7.0 Discretionary Audit

7.1 The following are subject to government audit before or after payment is made:

- a. The amount claimed under the Contract, as computed in accordance with the Basis of Payment, including time charged.
- b. The accuracy of the Contractor's time recording system.

7.1 Any payments made pending completion of the audit must be regarded as interim payments only and must be adjusted to the extent necessary to reflect the results of the said audit. If there has been any overpayment, the Contractor must repay Canada the amount found to be in excess.

8.0 Replacement of Spares and Equipment by DND

DND will reimburse the Contractor at cost without allowance for overhead or profit, for replacement of Contractor furnished spares and equipment when the need for the replacement is the direct result of negligence or misuse by DND or Federal Government or other non-contractor or non-subcontractor personnel authorized by DND to utilize the equipment for which the spares are required. DND 626 will be used as the authorization document for the replacement of spares. A copy of the 626 will be sent to the Contracting Authority for information only

9.0 Emergency Purchases

The Contractor will be reimbursed for emergency equipment purchases provided in support of the services required under the Contract at actual cost with no allowance thereon for overhead and/or profit.

10.0 Furnished Materiel and Equipment

Equipment provided by Canada to the Contractor with a purchase price of less than \$5,000 is considered Government Furnished Materiel (GFM) and will be replaced by the Contractor at the Contractor's expense and will not be reimbursed by Canada if lost, destroyed or is no longer serviceable. Any GFM will remain the Canada's assets at the end of the contract. Upon completion of the Contract, the Contractor will return GFM of a comparative value and variety as originally provided to the Contractor as GFM at the beginning of the Contract.

Subject to clause 7.23 of the Contract, all equipment provided to the Contractor by Canada with a purchase price of \$5,000 or more, is considered Government Furnished Equipment (GFE) and will be replaced in one of the following ways:

- a) DND will replace the equipment directly and the loan agreement between the Contractor and DND will be amended to delete the original equipment and add the new GFE. (The replacement may be new or used as determined by DND)
- b) If requested by DND, the Contractor will replace the equipment and DND will reimburse the Contractor at laid down cost with no allowance thereon for overhead or profit. The loan agreement between the Contractor and DND will be amended to delete the original equipment and add the new GFE.



With the prior approval of DND, the Contractor may replace the equipment at the Contractor's expense. The equipment will become Contractor Furnished Equipment (CFE) and the Contractor will be free to use the equipment in support of other contracts or commercial ventures. The original GFE will be written off in accordance with normal DND procedures and deleted from the loan agreement between the Contractor and DND.

11.0 Contractor Furnished Equipment (CFE)

Any CFE identified in the Contractor's proposal as capital equipment will remain the Contractor's assets at the end of the contract. If the Contractor offers CFE for sale, DND may be prepared to purchase CFE if a fair and reasonable price can be established. All negotiation will be conducted by the Contracting Authority in conjunction with the Contractor and DND



APPENDIX 1-PRICE SUMMARY

1.0 Transition-in Phase

The Contractor will be paid a firm, all-inclusive price for the successful completion of the Transition-in Phase.

Firm Price: \$To be entered at Contract award

2.0 Operation and Maintenance Phase

In consideration of the Contractor satisfactorily completing all of its obligations under the Contract as detailed in the SOW, the Contractor will be paid firm all-inclusive monthly lot prices as outlined in this Appendix with the firm all-inclusive monthly lot prices also subject to Article 6.0 VIQ.



2.1 Management and Administration (Chapter 2 of the SOW)

For the management services outlined in Chapter 2 of the Statement of Work, the Contractor will be paid firm, all-inclusive, monthly prices as follows (\$TBD is the Bid Annual Price/12 months):

Monthly billing rates:

Year 1	Year2 (subject to escalation)	Year3 (subject to escalation)	Year4 (subject to escalation)	Year 5 (subject to escalation)
\$TBD	\$TBD	\$TBD	\$TBD	\$TBD
Year 6 (subject to escalation)	Year 7 (subject to escalation)	Year 8 (subject to escalation)	Year 9 (subject to escalation)	Year 10 (subject to escalation)
\$TBD	\$TBD	\$TBD	\$TBD	\$TBD

Monthly billing rates Option Period:

Year 11(subject to escalation)	Year 12(subject to escalation)	Year 13 (subject to escalation)	Year 14 (subject to escalation)	Year 15 (subject to escalation)
\$TBD	\$TBD	\$TBD	\$TBD	\$TBD
Year 16 (subject to escalation)	Year 17 (subject to escalation)	Year 18 (subject to escalation)	Year 19 (subject to escalation)	Year 20 (subject to escalation)
\$TBD	\$TBD	\$TBD	\$TBD	\$TBD

2.2 Facilities Operation and Maintenance (Chapter 3 of the SOW)

For the facilities operation and maintenance services outlined in Chapter 3 of the Statement of Work, the Contractor will be paid firm, all-inclusive, monthly prices as follows (\$TBD is the Bid Annual Price/12 months):

Monthly billing rates:

Year 1	Year2 (subject to escalation)	Year3 (subject to escalation)	Year4 (subject to escalation)	Year 5 (subject to escalation)
\$TBD	\$TBD	\$TBD	\$TBD	\$TBD
Year 6 (subject to escalation)	Year 7 (subject to escalation)	Year 8 (subject to escalation)	Year 9 (subject to escalation)	Year 10 (subject to escalation)
\$TBD	\$TBD	\$TBD	\$TBD	\$TBD

Monthly billing rates Option Period:



Year 11(subject to escalation)	Year 12(subject to escalation)	Year 13 (subject to escalation)	Year 14 (subject to escalation)	Year 15 (subject to escalation)
\$TBD	\$TBD	\$TBD	\$TBD	\$TBD
Year 16 (subject to escalation)	Year 17 (subject to escalation)	Year 18 (subject to escalation)	Year 19 (subject to escalation)	Year 20 (subject to escalation)
\$TBD	\$TBD	\$TBD	\$TBD	\$TBD

2.3 Supply (Chapter 4 of the SOW)

For the supply services outlined in Chapter 4 of the Statement of Work, the Contractor will be paid firm, all-inclusive, monthly prices as follows(\$TBD is the Bid Annual Price/12 months):

Monthly billing rates:

Year 1	Year2 (subject to escalation)	Year3 (subject to escalation)	Year4 (subject to escalation)	Year 5 (subject to escalation)
\$TBD	\$TBD	\$TBD	\$TBD	\$TBD
Year 6 (subject to escalation)	Year 7 (subject to escalation)	Year 8 (subject to escalation)	Year 9 (subject to escalation)	Year 10 (subject to escalation)
\$TBD	\$TBD	\$TBD	\$TBD	\$TBD

Monthly billing rates Option Period:

Year 11(subject to escalation)	Year 12(subject to escalation)	Year 13 (subject to escalation)	Year 14 (subject to escalation)	Year 15 (subject to escalation)
\$TBD	\$TBD	\$TBD	\$TBD	\$TBD
Year 16 (subject to escalation)	Year 17 (subject to escalation)	Year 18 (subject to escalation)	Year 19 (subject to escalation)	Year 20 (subject to escalation)
\$TBD	\$TBD	\$TBD	\$TBD	\$TBD

2.4 Front Desk and Accommodations (Chapter 5 of the SOW)

For the front desk and accommodations services outlined in Chapter 5 of the Statement of Work, the Contractor will be paid firm, all-inclusive, monthly prices as follows (\$TBD is the Bid Annual Price/12 months):

Monthly billing rates:



Year 1	Year2 (subject to escalation)	Year3 (subject to escalation)	Year4 (subject to escalation)	Year 5 (subject to escalation)
\$TBD	\$TBD	\$TBD	\$TBD	\$TBD
Year 6 (subject to escalation)	Year 7 (subject to escalation)	Year 8 (subject to escalation)	Year 9 (subject to escalation)	Year 10 (subject to escalation)
\$TBD	\$TBD	\$TBD	\$TBD	\$TBD

Monthly billing rates Option Period:

Year 11(subject to escalation)	Year 12(subject to escalation)	Year 13 (subject to escalation)	Year 14 (subject to escalation)	Year 15 (subject to escalation)
\$TBD	\$TBD	\$TBD	\$TBD	\$TBD
Year 16 (subject to escalation)	Year 17 (subject to escalation)	Year 18 (subject to escalation)	Year 19 (subject to escalation)	Year 20 (subject to escalation)
\$TBD	\$TBD	\$TBD	\$TBD	\$TBD

2.5 Information Services (Chapter 6 of the SOW)

For the information services outlined in Chapter 6 of the Statement of Work, the Contractor will be paid firm, all-inclusive, monthly prices as follows (\$TBD is the Bid Annual Price/12 months):

Monthly billing rates:

Year 1	Year2 (subject to escalation)	Year3 (subject to escalation)	Year4 (subject to escalation)	Year 5 (subject to escalation)
\$TBD	\$TBD	\$TBD	\$TBD	\$TBD
Year 6 (subject to escalation)	Year 7 (subject to escalation)	Year 8 (subject to escalation)	Year 9 (subject to escalation)	Year 10 (subject to escalation)
\$TBD	\$TBD	\$TBD	\$TBD	\$TBD

Monthly billing rates Option Period:

Year 11(subject to escalation)	Year 12(subject to escalation)	Year 13 (subject to escalation)	Year 14 (subject to escalation)	Year 15 (subject to escalation)
\$TBD	\$TBD	\$TBD	\$TBD	\$TBD
Year 16 (subject to escalation)	Year 17 (subject to escalation)	Year 18 (subject to escalation)	Year 19 (subject to escalation)	Year 20 (subject to escalation)
\$TBD	\$TBD	\$TBD	\$TBD	\$TBD

2.6 Food Services(Chapter 7 of the SOW)



For food services, not including food costs, outlined in Chapter 7 of the Statement of Work, the Contractor will be paid firm, all-inclusive, monthly prices as follows (\$TBD is the Bid Annual Price/12 months):

Monthly billing rates:

Year 1	Year2 (subject to escalation)	Year3 (subject to escalation)	Year4 (subject to escalation)	Year 5 (subject to escalation)
\$TBD	\$TBD	\$TBD	\$TBD	\$TBD
Year 6 (subject to escalation)	Year 7 (subject to escalation)	Year 8 (subject to escalation)	Year 9 (subject to escalation)	Year 10 (subject to escalation)
\$TBD	\$TBD	\$TBD	\$TBD	\$TBD

Monthly billing rates Option Period:

Year 11(subject to escalation)	Year 12(subject to escalation)	Year 13 (subject to escalation)	Year 14 (subject to escalation)	Year 15 (subject to escalation)
\$TBD	\$TBD	\$TBD	\$TBD	\$TBD
Year 16 (subject to escalation)	Year 17 (subject to escalation)	Year 18 (subject to escalation)	Year 19 (subject to escalation)	Year 20 (subject to escalation)
\$TBD	\$TBD	\$TBD	\$TBD	\$TBD

2.7 Vehicle and Equipment Maintenance (Chapter 8 of the SOW)

For Vehicle and Equipment Maintenance services outlined in Chapter 8 of the Statement of Work, the Contractor will be paid firm, all-inclusive, monthly prices as follows (\$TBD is the Bid Annual Price/12 months):

Monthly billing rates:

Year 1	Year2 (subject to escalation)	Year3 (subject to escalation)	Year4 (subject to escalation)	Year 5 (subject to escalation)
\$TBD	\$TBD	\$TBD	\$TBD	\$TBD
Year 6 (subject to escalation)	Year 7 (subject to escalation)	Year 8 (subject to escalation)	Year 9 (subject to escalation)	Year 10 (subject to escalation)
\$TBD	\$TBD	\$TBD	\$TBD	\$TBD

Monthly billing rates Option Period:



Year 11(subject to escalation)	Year 12(subject to escalation)	Year 13 (subject to escalation)	Year 14 (subject to escalation)	Year 15 (subject to escalation)
\$TBD	\$TBD	\$TBD	\$TBD	\$TBD
Year 16 (subject to escalation)	Year 17 (subject to escalation)	Year 18 (subject to escalation)	Year 19 (subject to escalation)	Year 20 (subject to escalation)
\$TBD	\$TBD	\$TBD	\$TBD	\$TBD

2.8 Transport Services (Chapter 9 of the SOW)

For the transport services outlined in Chapter 8 of the Statement of Work, the Contractor will be paid firm, all-inclusive, monthly prices as follows (\$TBD is the Bid Annual Price/12 months):

Monthly billing rates:

Year 1	Year2 (subject to escalation)	Year3 (subject to escalation)	Year4 (subject to escalation)	Year 5 (subject to escalation)
\$TBD	\$TBD	\$TBD	\$TBD	\$TBD
Year 6 (subject to escalation)	Year 7 (subject to escalation)	Year 8 (subject to escalation)	Year 9 (subject to escalation)	Year 10 (subject to escalation)
\$TBD	\$TBD	\$TBD	\$TBD	\$TBD

Monthly billing rates Option Period:

Year 11(subject to escalation)	Year 12(subject to escalation)	Year 13 (subject to escalation)	Year 14 (subject to escalation)	Year 15 (subject to escalation)
\$TBD	\$TBD	\$TBD	\$TBD	\$TBD
Year 16 (subject to escalation)	Year 17 (subject to escalation)	Year 18 (subject to escalation)	Year 19 (subject to escalation)	Year 20 (subject to escalation)
\$TBD	\$TBD	\$TBD	\$TBD	\$TBD

2.9 Roads and Grounds Maintenance (Chapter 10 of the SOW)

For Roads and Grounds Maintenance services outlined in Chapter 10 of the Statement of Work, the Contractor will be paid firm, all-inclusive, monthly prices as follows (\$TBD is the Bid Annual Price/12 months):

Monthly billing rates:



Year 1	Year2 (subject to escalation)	Year3 (subject to escalation)	Year4 (subject to escalation)	Year 5 (subject to escalation)
\$TBD	\$TBD	\$TBD	\$TBD	\$TBD
Year 6 (subject to escalation)	Year 7 (subject to escalation)	Year 8 (subject to escalation)	Year 9 (subject to escalation)	Year 10 (subject to escalation)
\$TBD	\$TBD	\$TBD	\$TBD	\$TBD

Monthly billing rates Option Period:

Year 11(subject to escalation)	Year 12(subject to escalation)	Year 13 (subject to escalation)	Year 14 (subject to escalation)	Year 15 (subject to escalation)
\$TBD	\$TBD	\$TBD	\$TBD	\$TBD
Year 16 (subject to escalation)	Year 17 (subject to escalation)	Year 18 (subject to escalation)	Year 19 (subject to escalation)	Year 20 (subject to escalation)
\$TBD	\$TBD	\$TBD	\$TBD	\$TBD

2.10 Power Supply and distribution Services (Chapter 11 of the SOW)

For Power Supply and distribution services outlined in Chapter 11 of the Statement of Work, the Contractor will be paid firm, all-inclusive, monthly prices as follows (\$TBD is the Bid Annual Price/12 months):

Monthly billing rates:

Year 1	Year2 (subject to escalation)	Year3 (subject to escalation)	Year4 (subject to escalation)	Year 5 (subject to escalation)
\$TBD	\$TBD	\$TBD	\$TBD	\$TBD
Year 6 (subject to escalation)	Year 7 (subject to escalation)	Year 8 (subject to escalation)	Year 9 (subject to escalation)	Year 10 (subject to escalation)
\$TBD	\$TBD	\$TBD	\$TBD	\$TBD

Monthly billing rates Option Period:

Year 11(subject to escalation)	Year 12(subject to escalation)	Year 13 (subject to escalation)	Year 14 (subject to escalation)	Year 15 (subject to escalation)
\$TBD	\$TBD	\$TBD	\$TBD	\$TBD
Year 16 (subject to escalation)	Year 17 (subject to escalation)	Year 18 (subject to escalation)	Year 19 (subject to escalation)	Year 20 (subject to escalation)
\$TBD	\$TBD	\$TBD	\$TBD	\$TBD

2.11 Water supply and distribution (Chapter 12 of the SOW)



For water supply and distribution services outlined in Chapter 12 of the Statement of Work, the Contractor will be paid firm, all-inclusive, monthly prices as follows (\$TBD is the Bid Annual Price/12 months):

Monthly billing rates:

Year 1	Year2 (subject to escalation)	Year3 (subject to escalation)	Year4 (subject to escalation)	Year 5 (subject to escalation)
\$TBD	\$TBD	\$TBD	\$TBD	\$TBD
Year 6 (subject to escalation)	Year 7 (subject to escalation)	Year 8 (subject to escalation)	Year 9 (subject to escalation)	Year 10 (subject to escalation)
\$TBD	\$TBD	\$TBD	\$TBD	\$TBD

Monthly billing rates Option Period:

Year 11(subject to escalation)	Year 12(subject to escalation)	Year 13 (subject to escalation)	Year 14 (subject to escalation)	Year 15 (subject to escalation)
\$TBD	\$TBD	\$TBD	\$TBD	\$TBD
Year 16 (subject to escalation)	Year 17 (subject to escalation)	Year 18 (subject to escalation)	Year 19 (subject to escalation)	Year 20 (subject to escalation)
\$TBD	\$TBD	\$TBD	\$TBD	\$TBD

2.12 Waste Management Services (Chapter 13 of the SOW)

For waste management services outlined in Chapter 13 of the Statement of Work, the Contractor will be paid firm, all-inclusive, monthly prices as follows (\$TBD is the Bid Annual Price/12 months):

Monthly billing rates:

Year 1	Year2 (subject to escalation)	Year3 (subject to escalation)	Year4 (subject to escalation)	Year 5 (subject to escalation)
\$TBD	\$TBD	\$TBD	\$TBD	\$TBD
Year 6 (subject to escalation)	Year 7 (subject to escalation)	Year 8 (subject to escalation)	Year 9 (subject to escalation)	Year 10 (subject to escalation)
\$TBD	\$TBD	\$TBD	\$TBD	\$TBD

Monthly billing rates Option Period:

Year 11(subject to escalation)	Year 12(subject to escalation)	Year 13 (subject to escalation)	Year 14 (subject to escalation)	Year 15 (subject to escalation)
\$TBD	\$TBD	\$TBD	\$TBD	\$TBD
Year 16 (subject to escalation)	Year 17 (subject to escalation)	Year 18 (subject to escalation)	Year 19 (subject to escalation)	Year 20 (subject to escalation)
\$TBD	\$TBD	\$TBD	\$TBD	\$TBD



2.13 Fire Services (Chapter 14 of the SOW)

For Fire services outlined in Chapter 14 of the Statement of Work, the Contractor will be paid firm, all-inclusive, monthly prices as follows (\$TBD is the Bid Annual Price/12 months):

Monthly billing rates:

Year 1	Year2 (subject to escalation)	Year3 (subject to escalation)	Year4 (subject to escalation)	Year 5 (subject to escalation)
\$TBD	\$TBD	\$TBD	\$TBD	\$TBD
Year 6 (subject to escalation)	Year 7 (subject to escalation)	Year 8 (subject to escalation)	Year 9 (subject to escalation)	Year 10 (subject to escalation)
\$TBD	\$TBD	\$TBD	\$TBD	\$TBD

Monthly billing rates Option Period:

Year 11(subject to escalation)	Year 12(subject to escalation)	Year 13 (subject to escalation)	Year 14 (subject to escalation)	Year 15 (subject to escalation)
\$TBD	\$TBD	\$TBD	\$TBD	\$TBD
Year 16 (subject to escalation)	Year 17 (subject to escalation)	Year 18 (subject to escalation)	Year 19 (subject to escalation)	Year 20 (subject to escalation)
\$TBD	\$TBD	\$TBD	\$TBD	\$TBD

3.0 Price Summary Food Services, Food procurement

Fee for Food Services, Food procurement

- a. The Contractor will be paid a percentage-based Food Services Fee.
- b. The Food Services Fee will be paid to the Contractor for Work authorized in accordance with the Statement of Work, chapter7 Food Services.
- c. The Contractor’s percentage rate for Food Services is (*Per Bid Form*) %.
- d. The payable Food Services Fee will be calculated by multiplying the percentage rate for Food Services by the Allowable Costs of the Food Services Work, before taxes, authorized by Canada and completed by the Contractor.

4.0 Transition Out

The Contractor will be paid a firm all-inclusive firm price following the successful transition from full operation to final handover to another service provider, DND or base closure.

Firm Price: \$TBD



Total Estimated Firm Price Elements: \$TBD

Total Estimated Food Services Elements: \$TBD

5.0 Indefinite Quantities (IQ)-Task Authorizations (TAs)

At DND's discretion, IQ via a task authorization may be carried out in one of two ways under the contract, namely: by using the Contractor's staff or by subcontracting. IQ is defined as all additional taskings that are not a permanent change in the Contract and are not outside the scope of the SOW and that will be authorized on a DND 626, by the Project Authority. In the event the Project Authority and Contractor cannot agree on the labour content, Canada reserves the right to solicit bids from alternate sources.



For Task Authorizations in the SOW, the Contractor will be paid the following firm fixed hourly rates.

Category of Personnel	Firm Hourly Rates Years 2-10 are subject to escalation									
	Year 1	Year2	Year 3	Year 4	Year 5	Year 6	Year 7	Year 8	Year 9	Year 10
Junior Clerical	\$TBD	\$TBD	\$TBD	\$TBD	\$TBD	\$TBD	\$TBD	\$TBD	\$TBD	\$TBD
Junior	\$TBD	\$TBD	\$TBD	\$TBD	\$TBD	\$TBD	\$TBD	\$TBD	\$TBD	\$TBD
Junior Skilled	\$TBD	\$TBD	\$TBD	\$TBD	\$TBD	\$TBD	\$TBD	\$TBD	\$TBD	\$TBD
Junior	\$TBD	\$TBD	\$TBD	\$TBD	\$TBD	\$TBD	\$TBD	\$TBD	\$TBD	\$TBD
Junior	\$TBD	\$TBD	\$TBD	\$TBD	\$TBD	\$TBD	\$TBD	\$TBD	\$TBD	\$TBD
Intermediate	\$TBD	\$TBD	\$TBD	\$TBD	\$TBD	\$TBD	\$TBD	\$TBD	\$TBD	\$TBD
Intermediate Professional	\$TBD	\$TBD	\$TBD	\$TBD	\$TBD	\$TBD	\$TBD	\$TBD	\$TBD	\$TBD
Intermediate	\$TBD	\$TBD	\$TBD	\$TBD	\$TBD	\$TBD	\$TBD	\$TBD	\$TBD	\$TBD
Intermediate	\$TBD	\$TBD	\$TBD	\$TBD	\$TBD	\$TBD	\$TBD	\$TBD	\$TBD	\$TBD
Intermediate	\$TBD	\$TBD	\$TBD	\$TBD	\$TBD	\$TBD	\$TBD	\$TBD	\$TBD	\$TBD
Senior Clerical	\$TBD	\$TBD	\$TBD	\$TBD	\$TBD	\$TBD	\$TBD	\$TBD	\$TBD	\$TBD
Senior Professional	\$TBD	\$TBD	\$TBD	\$TBD	\$TBD	\$TBD	\$TBD	\$TBD	\$TBD	\$TBD
Senior Skilled	\$TBD	\$TBD	\$TBD	\$TBD	\$TBD	\$TBD	\$TBD	\$TBD	\$TBD	\$TBD
Senior Technical	\$TBD	\$TBD	\$TBD	\$TBD	\$TBD	\$TBD	\$TBD	\$TBD	\$TBD	\$TBD
Senior Unskilled	\$TBD	\$TBD	\$TBD	\$TBD	\$TBD	\$TBD	\$TBD	\$TBD	\$TBD	\$TBD



Options:

Category of Personnel	Firm Hourly Rates (subject to escalation)									
	Year 11	Year 12	Year 13	Year 14	Year 15	Year 16	Year 17	Year 18	Year 19	Year 20
Junior Clerical	\$TBD	\$TBD	\$TBD	\$TBD	\$TBD	\$TBD	\$TBD	\$TBD	\$TBD	\$TBD
Junior Professional	\$TBD	\$TBD	\$TBD	\$TBD	\$TBD	\$TBD	\$TBD	\$TBD	\$TBD	\$TBD
Junior Skilled	\$TBD	\$TBD	\$TBD	\$TBD	\$TBD	\$TBD	\$TBD	\$TBD	\$TBD	\$TBD
Junior Technical	\$TBD	\$TBD	\$TBD	\$TBD	\$TBD	\$TBD	\$TBD	\$TBD	\$TBD	\$TBD
Junior Unskilled	\$TBD	\$TBD	\$TBD	\$TBD	\$TBD	\$TBD	\$TBD	\$TBD	\$TBD	\$TBD
Intermediate Clerical	\$TBD	\$TBD	\$TBD	\$TBD	\$TBD	\$TBD	\$TBD	\$TBD	\$TBD	\$TBD
Intermediate	\$TBD	\$TBD	\$TBD	\$TBD	\$TBD	\$TBD	\$TBD	\$TBD	\$TBD	\$TBD
Intermediate Skilled	\$TBD	\$TBD	\$TBD	\$TBD	\$TBD	\$TBD	\$TBD	\$TBD	\$TBD	\$TBD
Intermediate	\$TBD	\$TBD	\$TBD	\$TBD	\$TBD	\$TBD	\$TBD	\$TBD	\$TBD	\$TBD
Intermediate	\$TBD	\$TBD	\$TBD	\$TBD	\$TBD	\$TBD	\$TBD	\$TBD	\$TBD	\$TBD
Senior Clerical	\$TBD	\$TBD	\$TBD	\$TBD	\$TBD	\$TBD	\$TBD	\$TBD	\$TBD	\$TBD
Senior Professional	\$TBD	\$TBD	\$TBD	\$TBD	\$TBD	\$TBD	\$TBD	\$TBD	\$TBD	\$TBD
Senior Skilled	\$TBD	\$TBD	\$TBD	\$TBD	\$TBD	\$TBD	\$TBD	\$TBD	\$TBD	\$TBD
Senior Technical	\$TBD	\$TBD	\$TBD	\$TBD	\$TBD	\$TBD	\$TBD	\$TBD	\$TBD	\$TBD
Senior Unskilled	\$TBD	\$TBD	\$TBD	\$TBD	\$TBD	\$TBD	\$TBD	\$TBD	\$TBD	\$TBD

Estimated Cost Indefinite Quantities: \$TBD

6.0 Percentage Fee for Subcontracted work

- a. The Contractor will be paid a percentage-based Fee for all subcontracted work.
- b. The Contractor’s percentage rate for Subcontracts is *(Per Bid Form)* %.
- c. The payable subcontracted work Fee will be calculated by multiplying the percentage rate for subcontracted work before taxes.



ANNEX C SECURITY REQUIREMENTS CHECK LIST



Contract Number / Numéro du contrat REQ#W6369-17-0008
Security Classification / Classification de sécurité UNCLASSIFIED

SM

**SECURITY REQUIREMENTS CHECK LIST (SRCL)
LISTE DE VÉRIFICATION DES EXIGENCES RELATIVES À LA SÉCURITÉ (LVERS)**

PART A - CONTRACT INFORMATION / PARTIE A - INFORMATION CONTRACTUELLE		
1. Originating Government Department or Organization / Ministère ou organisme gouvernemental d'origine NATIONAL DEFENCE	2. Branch or Directorate / Direction générale ou Direction CA/4 CDN DIV/4 CDTC	
3. a) Subcontract Number / Numéro du contrat de sous-traitance	3. b) Name and Address of Subcontractor / Nom et adresse du sous-traitant	
4. Brief Description of Work / Brève description du travail 4 CDTC MEAFORD SITE SUPPORT SERVICES CONTRACT		
5. a) Will the supplier require access to Controlled Goods? / Le fournisseur aura-t-il accès à des marchandises contrôlées?	No <input type="checkbox"/> Yes <input checked="" type="checkbox"/> Non <input type="checkbox"/> Oui <input checked="" type="checkbox"/>	
5. b) Will the supplier require access to unclassified military technical data subject to the provisions of the Technical Data Control Regulations? / Le fournisseur aura-t-il accès à des données techniques militaires non classifiées qui sont assujetties aux dispositions du Règlement sur le contrôle des données techniques?	No <input type="checkbox"/> Yes <input checked="" type="checkbox"/> Non <input type="checkbox"/> Oui <input checked="" type="checkbox"/>	
6. Indicate the type of access required / Indiquer le type d'accès requis		
6. a) Will the supplier and its employees require access to PROTECTED and/or CLASSIFIED information or assets? / Le fournisseur ainsi que les employés auront-ils accès à des renseignements ou à des biens PROTÉGÉS et/ou CLASSIFIÉS? (Specify the level of access using the chart in Question 7. c) / Préciser le niveau d'accès en utilisant le tableau qui se trouve à la question 7. c)	No <input type="checkbox"/> Yes <input checked="" type="checkbox"/> Non <input type="checkbox"/> Oui <input checked="" type="checkbox"/>	
6. b) Will the supplier and its employees (e.g. cleaners, maintenance personnel) require access to restricted access areas? No access to PROTECTED and/or CLASSIFIED information or assets is permitted. / Le fournisseur et ses employés (p. ex. nettoyeurs, personnel d'entretien) auront-ils accès à des zones d'accès restreintes? L'accès à des renseignements ou à des biens PROTÉGÉS et/ou CLASSIFIÉS n'est pas autorisé.	<input checked="" type="checkbox"/> No <input type="checkbox"/> Yes <input type="checkbox"/> <input checked="" type="checkbox"/> Non <input type="checkbox"/> Oui <input type="checkbox"/>	
6. c) Is this a commercial courier or delivery requirement with no overnight storage? / S'agit-il d'un contrat de messagerie ou de livraison commerciale sans entreposage de nuit?	<input checked="" type="checkbox"/> No <input type="checkbox"/> Yes <input type="checkbox"/> <input checked="" type="checkbox"/> Non <input type="checkbox"/> Oui <input type="checkbox"/>	
7. a) Indicate the type of information that the supplier will be required to access / Indiquer le type d'information auquel le fournisseur devra avoir accès		
Canada <input checked="" type="checkbox"/>	NATO / OTAN <input type="checkbox"/>	
Foreign / Étranger <input type="checkbox"/>		
7. b) Release restrictions / Restrictions relatives à la diffusion		
No release restrictions / Aucune restriction relative à la diffusion <input checked="" type="checkbox"/>	All NATO countries / Tous les pays de l'OTAN <input type="checkbox"/>	
Not releasable / À ne pas diffuser <input checked="" type="checkbox"/>		
Restricted to: / Limité à: <input type="checkbox"/>	Restricted to: / Limité à: <input type="checkbox"/>	
Specify country(ies): / Préciser le(s) pays:	Specify country(ies): / Préciser le(s) pays:	
7. c) Level of information / Niveau d'information		
PROTECTED A / PROTÉGÉ A <input checked="" type="checkbox"/>	NATO UNCLASSIFIED / NATO NON CLASSIFIÉ <input type="checkbox"/>	PROTECTED A / PROTÉGÉ A <input type="checkbox"/>
PROTECTED B / PROTÉGÉ B <input checked="" type="checkbox"/>	NATO RESTRICTED / NATO DIFFUSION RESTREINTE <input type="checkbox"/>	PROTECTED B / PROTÉGÉ B <input type="checkbox"/>
PROTECTED C / PROTÉGÉ C <input type="checkbox"/>	NATO CONFIDENTIAL / NATO CONFIDENTIEL <input type="checkbox"/>	PROTECTED C / PROTÉGÉ C <input type="checkbox"/>
CONFIDENTIAL / CONFIDENTIEL <input checked="" type="checkbox"/>	NATO SECRET / NATO SECRET <input type="checkbox"/>	CONFIDENTIAL / CONFIDENTIEL <input type="checkbox"/>
SECRET / SECRET <input checked="" type="checkbox"/>	COSMIC TOP SECRET / COSMIC TRÈS SECRET <input type="checkbox"/>	SECRET / SECRET <input type="checkbox"/>
TOP SECRET / TRÈS SECRET <input type="checkbox"/>		TOP SECRET / TRÈS SECRET <input type="checkbox"/>
TOP SECRET (SIGINT) / TRÈS SECRET (SIGINT) <input type="checkbox"/>		TOP SECRET (SIGINT) / TRÈS SECRET (SIGINT) <input type="checkbox"/>

TBS/SCT 350-103(2004/12)

Security Classification / Classification de sécurité UNCLASSIFIED



C



Government of Canada / Gouvernement du Canada

Contract Number / Numéro du contrat REQ#W6369-17-0008
Security Classification / Classification de sécurité UNCLASSIFIED

SM

PART A (continued) / PARTIE A (suite)

8. Will the supplier require access to PROTECTED and/or CLASSIFIED COMSEC information or assets?
Le fournisseur aura-t-il accès à des renseignements ou à des biens COMSEC désignés PROTÉGÉS et/ou CLASSIFIÉS? No / Non Yes / Oui

If Yes, indicate the level of sensitivity:
Dans l'affirmative, indiquer le niveau de sensibilité: **SECRET**

9. Will the supplier require access to extremely sensitive INFOSEC information or assets?
Le fournisseur aura-t-il accès à des renseignements ou à des biens INFOSEC de nature extrêmement délicate? No / Non Yes / Oui

Short Title(s) of material / Titre(s) abrégé(s) du matériel: _____
Document Number / Numéro du document: _____

PART B - PERSONNEL (SUPPLIER) / PARTIE B - PERSONNEL (FOURNISSEUR)

10. a) Personnel security screening level required / Niveau de contrôle de la sécurité du personnel requis

<input checked="" type="checkbox"/> RELIABILITY STATUS COTE DE FIABILITÉ	<input type="checkbox"/> CONFIDENTIAL CONFIDENTIEL	<input checked="" type="checkbox"/> SECRET SECRET	<input type="checkbox"/> TOP SECRET TRÈS SECRET
<input type="checkbox"/> TOP SECRET- SIGINT TRÈS SECRET - SIGINT	<input type="checkbox"/> NATO CONFIDENTIAL NATO CONFIDENTIEL	<input type="checkbox"/> NATO SECRET NATO SECRET	<input type="checkbox"/> COSMIC TOP SECRET COSMIC TRÈS SECRET
<input type="checkbox"/> SITE ACCESS ACCÈS AUX EMPLACEMENTS			

Special comments: _____
Commentaires spéciaux: _____

NOTE: If multiple levels of screening are identified, a Security Classification Guide must be provided.
REMARQUE: Si plusieurs niveaux de contrôle de sécurité sont requis, un guide de classification de la sécurité doit être fourni.

10. b) May unscreened personnel be used for portions of the work?
Du personnel sans autorisation sécuritaire peut-il se voir confier des parties du travail? No / Non Yes / Oui

If Yes, will unscreened personnel be escorted?
Dans l'affirmative, le personnel en question sera-t-il escorté? No / Non Yes / Oui

PART C - SAFEGUARDS (SUPPLIER) / PARTIE C - MESURES DE PROTECTION (FOURNISSEUR)

INFORMATION / ASSETS / RENSEIGNEMENTS / BIENS

11. a) Will the supplier be required to receive and store PROTECTED and/or CLASSIFIED information or assets on its site or premises?
Le fournisseur sera-t-il tenu de recevoir et d'entreposer sur place des renseignements ou des biens PROTÉGÉS et/ou CLASSIFIÉS? No / Non Yes / Oui

11. b) Will the supplier be required to safeguard COMSEC information or assets?
Le fournisseur sera-t-il tenu de protéger des renseignements ou des biens COMSEC? No / Non Yes / Oui

PRODUCTION

11. c) Will the production (manufacture, and/or repair and/or modification) of PROTECTED and/or CLASSIFIED material or equipment occur at the supplier's site or premises?
Les installations du fournisseur serviront-elles à la production (fabrication et/ou réparation et/ou modification) de matériel PROTÉGÉ et/ou CLASSIFIÉ? No / Non Yes / Oui

INFORMATION TECHNOLOGY (IT) MEDIA / SUPPORT RELATIF À LA TECHNOLOGIE DE L'INFORMATION (TI)

11. d) Will the supplier be required to use its IT systems to electronically process, produce or store PROTECTED and/or CLASSIFIED information or data?
Le fournisseur sera-t-il tenu d'utiliser ses propres systèmes informatiques pour traiter, produire ou stocker électroniquement des renseignements ou des données PROTÉGÉS et/ou CLASSIFIÉS? No / Non Yes / Oui

11. e) Will there be an electronic link between the supplier's IT systems and the government department or agency?
Disposera-t-on d'un lien électronique entre le système informatique du fournisseur et celui du ministère ou de l'agence gouvernementale? No / Non Yes / Oui

C



Contract Number / Numéro du contrat REQ#W6369-17-0008
Security Classification / Classification de sécurité UNCLASSIFIED

SM

PART C - (continued) / PARTIE C - (suite)

For users completing the form manually use the summary chart below to indicate the category(ies) and level(s) of safeguarding required at the supplier's site(s) or premises.
 Les utilisateurs qui remplissent le formulaire manuellement doivent utiliser le tableau récapitulatif ci-dessous pour indiquer, pour chaque catégorie, les niveaux de sauvegarde requis aux installations du fournisseur.

For users completing the form online (via the Internet), the summary chart is automatically populated by your responses to previous questions.
 Dans le cas des utilisateurs qui remplissent le formulaire en ligne (par Internet), les réponses aux questions précédentes sont automatiquement saisies dans le tableau récapitulatif.

SUMMARY CHART / TABLEAU RÉCAPITULATIF

Category / Catégorie	PROTECTED / PROTÉGÉ			CLASSIFIED / CLASSIFIÉ			NATO				COMSEC					
	A	B	C	CONFIDENTIAL	SECRET	TOP SECRET	NATO RESTRICTED	NATO CONFIDENTIAL	NATO SECRET	COSMIC TOP SECRET	PROTECTED / PROTÉGÉ			CONFIDENTIAL	SECRET	TOP SECRET
				CONFIDENTIEL	TRÈS SECRET	NATO DIFFUSION RESTREINTE	NATO CONFIDENTIEL		COSMIC TRÈS SECRET	A	B	C	CONFIDENTIEL		TRÈS SECRET	
Information / Assets / Renseignements / Biens / Production																
IT Media / Support TI																
IT Link / Lien électronique																

12. a) Is the description of the work contained within this SRCL PROTECTED and/or CLASSIFIED?
 La description du travail visé par la présente LVERS est-elle de nature PROTÉGÉE et/ou CLASSIFIÉE?
 No / Non Yes / Oui

If Yes, classify this form by annotating the top and bottom in the area entitled "Security Classification".
 Dans l'affirmative, classifiez le présent formulaire en indiquant le niveau de sécurité dans la case intitulée « Classification de sécurité » au haut et au bas du formulaire.

12. b) Will the documentation attached to this SRCL be PROTECTED and/or CLASSIFIED?
 La documentation associée à la présente LVERS sera-t-elle PROTÉGÉE et/ou CLASSIFIÉE?
 No / Non Yes / Oui

If Yes, classify this form by annotating the top and bottom in the area entitled "Security Classification" and indicate with attachments (e.g. SECRET with Attachments).
 Dans l'affirmative, classifiez le présent formulaire en indiquant le niveau de sécurité dans la case intitulée « Classification de sécurité » au haut et au bas du formulaire et indiquez qu'il y a des pièces jointes (p. ex. SECRET avec des pièces jointes).



ANNEX D ELECTRONIC PAYMENT INSTRUMENTS

The Bidder 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 E CERTIFICATIONS

FEDERAL CONTRACTORS PROGRAM FOR EMPLOYMENT EQUITY – CERTIFICATION

I, the Bidder, by submitting the present information to the Contracting Authority, certify that the information provided is true as of the date indicated below. The certifications provided to Canada are subject to verification at all times. I understand that Canada will declare a bid non-responsive, or will declare a contractor in default, if a certification is found to be untrue, whether during the bid evaluation period or during the contract period. Canada will have the right to ask for additional information to verify the Bidder's certifications. Failure to comply with any request or requirement imposed by Canada may render the bid non-responsive or constitute a default under the Contract.

For further information on the Federal Contractors Program for Employment Equity visit [Employment and Social Development Canada \(ESDC\) – Labour's website](#).

Date: _____(YYYY/MM/DD) (If left blank, the date will be deemed to be the bid solicitation closing date.)

Complete both A and B.

A. Check only one of the following:

- A1. The Bidder certifies having no work force in Canada.
- A2. The Bidder certifies being a public sector employer.
- A3. The Bidder certifies being a federally regulated employer being subject to the Employment Equity Act.
- A4. The Bidder certifies having a combined work force in Canada of less than 100 permanent full-time and/or permanent part-time employees.
- A5. The Bidder has a combined workforce in Canada of 100 or more employees; and
 - A5.1. The Bidder certifies already having a valid and current Agreement to Implement Employment Equity (AIEE) in place with ESDC-Labour.

OR

- A5.2. The Bidder certifies having submitted the Agreement to Implement Employment Equity (LAB1168) to ESDC-Labour. As this is a condition to contract award, proceed to completing the form Agreement to Implement Employment Equity (LAB1168), duly signing it, and transmit it to ESDC-Labour.

B. Check only one of the following:

- B1. The Bidder is not a Joint Venture.

OR



- () B2. The Bidder is a Joint venture and each member of the Joint Venture must provide the Contracting Authority with a completed annex Federal Contractors Program for Employment Equity - Certification. (Refer to the Joint Venture section of the Standard Instructions)



ANNEX F INSURANCE REQUIREMENTS

The Contractor must, at the Contractor's expense, obtain and maintain insurance contracts in accordance with the requirements contained herein. Coverage must be placed with an Insurer licensed to carry out business in Canada.

Unless otherwise directed in writing by Canada, or, otherwise stipulated elsewhere herein, the policies required herein must be in force and be maintained throughout the duration of the Contract.

The insurance policies must be endorsed to provide Canada and any additional insured with not less than 30 days' notice in writing in advance of a cancellation of insurance or any reduction in coverage.

The payment of monies up to the deductible amount made in satisfaction of a claim must be borne by the Contractor.

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.

1. Proof of Insurance

1.1 Before commencement of the Work, but no later than 30 days after the date of award of the contract, the Contractor must deposit with Canada a correctly completed Certificate of Insurance (form attached herein).

1.2 Upon request by Canada, the Contractor must provide originals or certified true copies of all contracts of insurance maintained by the Contractor pursuant to the provisions contained herein.

2. Insurance Proceeds

2.1 In the case of a claim payable under an insurance contract maintained by the contractor pursuant to these Insurance Terms, the proceeds of the claim must be paid by the insurer directly to the claimant.

2.2 The Contractor must, without delay, do such things and execute such documents as are necessary to effect payment of the proceeds.

3. Wrap-Up Liability

3.1 The insurance policy must provide coverage for all services provided under the contract.



- 3.2 The insurance coverage provided must be primary to all other insurance policies and must not be substantially less than that provided by the latest edition of IBC Form 2100.
- 3.3 The policy must include an extension for a standard provincial and territorial form of non-owned automobile liability policy.
- 3.4 The Contractor must provide and maintain policies for the duration of the contract and for any option or extension of the contract term. Coverage may be provided by consecutive or multiple Wrap-up policies.
- 3.5 The Contractor must provide and maintain coverage for Products/Completed Operations hazards for a period of at least two years beyond completion of the work.
- 3.6 The policy must have the following minimum limits:
 - I. \$50,000,000 Each Occurrence Limit; and
 - II. \$50,000,000 Products/Completed Operations Aggregate Limit.Umbrella or excess liability insurance may be used to achieve the required limits.
- 3.7 The policy must be issued with a deductible amount of not more than \$25,000 per occurrence applying to property damage claims only.
- 3.8 The policy must insure the Contractor and must include, as additional insured:
 - I. Her Majesty the Queen in right of Canada as represented by the Minister of Public Works and Government Services;
 - II. Any Consultant; and
 - III. Any Subcontractor at any tier performing any part of the Work.
- 3.9 The Insurer must provide a waiver of subrogation against any named or additional insured.

4. **Commercial General Liability**

- 4.1 The insurance coverage provided must not be less than that provided by the latest edition of IBC Form 2100, and must have a \$5,000,000 Each Occurrence Limit and a \$5,000,000 Products/Completed Operations Aggregate Limit.
- 4.2 The Contractor must provide and maintain coverage for Products/Completed Operations hazards for a period of four years, beyond the two years coverage provided by the Wrap-Up Liability policy.



4.3 The policy must insure the Contractor and must include Her Majesty the Queen in right of Canada as represented by the Minister of Public Works and Government Services as additional insured, with respect to liability arising out of the operations of the contractor with regard to the work.

5. **Certificate of Insurance Form** (On next page)

CERTIFICATE OF INSURANCE / ATTESTATION D'ASSURANCE
To be completed by the Insurer's authorized representative (Officer, Agent, Broker)
Doit être rempli par le représentant autorisé de l'assureur (cadre, agent, courtier)

Description and Location of Work – Description et emplacement des travaux		Contract No. N° de contrat	
Name of Insurer, Broker or Agent – Nom de l'assureur, du courtier ou de l'agent Province Postal Code – Code postal		Address (No., Street) – Adresse (n°, rue) City – Ville	
Name of Insured (Contractor) – Nom de l'assuré (Entrepreneur) Province Postal Code – Code postal		Address (No., Street) – Adresse (n°, rue) City – Ville	
Additional Insured (all policies) – Assuré supplémentaire (toutes les polices) Her Majesty the Queen in right of Canada as represented by the Minister of Public Works and Government Services–Sa Majesté la Reine du chef du Canada, représentée par le ministre des Travaux publics et des Services gouvernementaux			
Additional Insured (Wrap-Up Policy) – Assuré supplémentaire (police d'assurance globale) Any Consultant and any Subcontractor, at any tier, performing any part of the Work – Tout expert-conseil et tout sous-traitant, à tout niveau, effectuant toute partie des travaux			
Type of Insurance Type d'assurance	Company and Policy Number Compagnie et numéro de la police	Inception Date Date d'effet	Expiry Date Date d'expiration
Commercial General Liability Resp. civile des entreprises			
Umbrella/Excess Liability Responsabilité civile complémentaire			
Wrap-Up General Liability Responsabilité civile globale Umbrella/Excess Liability Responsabilité civile complémentaire			

<p>J'atteste que les polices ci-dessus ont été établies ou publiées par des assureurs dans le cadre de leurs activités d'assurance au Canada et que ces polices comprennent les garanties et dispositions applicables telles qu'indiquées au contrat.</p>	<p>I certify that the above policies were issued or made by insurers in the course of their insurance business in Canada and include the applicable insurance coverages and provisions as stated in the contract.</p>
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ANNEX G- RESOURCE REQUIREMENTS AT CONTRACT AWARD



Resource	Minimum Qualifications
Contractor Program Manager (CPM)	<ul style="list-style-type: none"> • Relevant experience in two (2) projects of similar size, scope and complexity or one long-term project of 10 years or more; • At least 10 years of combined experiences in logistical support, and; facilities operations and maintenance services and • At least 15 years overall work experience.
Contractor Site Manager (CSM)	<ul style="list-style-type: none"> • Have a degree in Business Administration/Management or Engineering based on a course of study from an accredited university, college or equivalent institution, or have at least 10 years' experience in a managerial capacity in multi-service operations in the past 15 years. • Have relevant experience in at least one (1) project of similar scope and at least 15 years overall work experience. • Be familiar with all facets of multi-function project management as demonstrated through work history. •
Health and Safety Manager	<ul style="list-style-type: none"> • Must have a modern Safety Management Course from a recognized institution or the DND General Safety Management Course, and; • 3 years related experience in a safety management position.
Quality Control and Assurance Manager	<ul style="list-style-type: none"> • certified Lead Auditor course to ISO 9001:2000 or ISO 14001:2004, • a minimum of five years' experience in managing quality systems.
Contractor Environmental Manager	<ul style="list-style-type: none"> • A university degree or college diploma in the Physical Science or Engineering related to the environment, and; • A minimum of 3 years' experience in Environmental Protection.
Resident Supply Manager	<ul style="list-style-type: none"> • at least four (4) years' experience in similar supply management operation, and; • 10 years overall work experience
Inventory Control and Material Manager (s)	<ul style="list-style-type: none"> • at least 3 years' experience in a managerial/supervisory capacity in large material management operations, and; • 10 years overall related work experience. The Inventory Control manager is to hold a Level II Security Clearance.
Ammunition and Explosives Safety Manager	<ul style="list-style-type: none"> • a technical education and background in ammunition and explosives such as the Senior Ammunition Tech (civilian equivalent acceptable).



Resource	Minimum Qualifications
Front desk and accommodations,	<p>one of the personnel involved in delivery of the services under this chapter must have:</p> <ul style="list-style-type: none"> • a minimum 2 years' experience in administration of hotel/accommodations operations.
Telecommunication Information Systems Manager	<ul style="list-style-type: none"> • at least a diploma in Computer Science, and; • five years' experience as an TIS manager.
Personnel responsible for managing the MAN	<ul style="list-style-type: none"> • at least a diploma in Computer Science, and; • a minimum of five years' experience as a MAN Manager, <p>or</p> <ul style="list-style-type: none"> • ten years' experience as an IS Manager.
Food Services On-Site Manager	<ul style="list-style-type: none"> • a diploma or degree in food services management from a recognized educational institution; • one year of formal education in food service preparation, and; • a minimum of 3 years' experience in food service management in managing multi-faceted, high-volume food services operations; <p>or</p> <ul style="list-style-type: none"> • 10 years' experience in the management of multi-faceted, high-volume food services operations including training in sanitation, quality control and client care.
Kitchen/Production Manager(s)	<ul style="list-style-type: none"> • undergone apprenticeship training, • journeyman cook papers, and; • at least five years management experience managing multi-faceted, high-volume food services operations
Supervisory food preparers (Chefs)	<ul style="list-style-type: none"> • Certification in the preparation of food.
Maintenance Activities Manager	<ul style="list-style-type: none"> • at least 4 years' experience in the last 4 years in a similar maintenance management operation, and; • 10 years overall experience.
Vehicle Technician Supervisor	<ul style="list-style-type: none"> • at least DND DP3 for the purpose of supervision of technicians and/or equivalent qualification (Ontario Motor Vehicle Mechanic 310S or 310T for repair and supervision); • at least 10 years' experience in the trade, and; • at least 3 years' experience at the Shop Foreman level.



Resource	Minimum Qualifications
Vehicle Technicians	<ul style="list-style-type: none"> • Qualified with Motor Vehicle Mechanic 310S with LPG endorsement. • Qualified with Motor Vehicle Mechanic 310T including diesel endorsement. • Qualified with DND DP Vehicle Technician.
Heavy Mechanic	<ul style="list-style-type: none"> • Qualified 420A or equivalent. 420A is restricted to Off-Road equipment/earth moving equipment i.e. Graders, loaders and backhoes.
Small Engine Mechanic	<ul style="list-style-type: none"> • Qualified 435A or equivalent.
Weapons Technician Supervisors	<ul style="list-style-type: none"> • 3 years' experience as supervisor at the Shop Foreman level, and; • 5 years' experience in maintenance of large calibre weapons systems, • at least 4 years' experience in maintenance procedures, techniques and criterion of small calibre weapons system. • Qualified as DND DP3 Weapons Technician.
Weapons Technicians	<ul style="list-style-type: none"> • at least 4 years' experience in maintenance procedures, techniques and criterion of large and small calibre weapons systems and associated stores; • qualified as a DND DP2 Weapons Technician
Radio Technicians and Supervisor	<ul style="list-style-type: none"> • 3 years' experience in maintenance of combat radio systems <p style="text-align: center;">or</p> <ul style="list-style-type: none"> • Electronics repair background.
Fire Control System Technicians Supervisor	<ul style="list-style-type: none"> • be Certified Electronic Technicians; • be qualified as DND DP 2 Electronic-Optronic Technician; • be qualified Optical Repairman, and; • have 3 years' experience as a supervisor at the Shop Foreman Level.
Material Technicians Supervisor	<ul style="list-style-type: none"> • at least 3 years' experience as supervisor at the Shop Floor Level, and; • 10 years overall experience in the following trades: welding, machining, auto body repair and painting, and metal/composite repairs and manufacturing.



Resource	Minimum Qualifications
Material Technicians	<ul style="list-style-type: none"> • at least four (4) years’ experience in repair and manufacturing procedures, techniques and criteria in their special discipline (auto body repair, painter, welder, machinist, carpenter, textile (canvass and industrial sewing machines), sheet metal worker, etc.). <p>The DND trade for this type of work is Materials Technician (MAT TECH) 441. A civilian equivalent is acceptable.</p>
Welders	<ul style="list-style-type: none"> • Qualified in both steel and aluminum metals in accordance with applicable CSA Standards. • Certified to CSA W47.1 (1992) for fusion welding of steel structures, and CSA W47.2 (M1991) for fusion welding of aluminum.
Radiation Safety Manager	<ul style="list-style-type: none"> • Basic Radiation Course or be trained and qualified consistent with the requirements at DAOD 4002-1.
Air Conditioning Servicing Technicians	<ul style="list-style-type: none"> • Provincially certified and hold a valid card indicating the successful completion of an environmental awareness course in recycling, recovery, and handling procedures of halocarbon refrigerants.
Technicians servicing fire extinguishing systems and equipment	<ul style="list-style-type: none"> • as a minimum, the appropriate technical training for servicing fire extinguishing systems along with an environmental awareness course in the handling of halocarbon based agents as prescribed in the ULC/ORD standard C1058.18-1993, The Servicing of Halon Fire Extinguishers.
Technicians working on security containers	<ul style="list-style-type: none"> • an appropriate locksmith certificate.
Drivers	<ul style="list-style-type: none"> • Defensive driving course, safe backing training and be qualified and current on Air Brakes. • Valid Class CZ license with one (1) year related experience. • 1 x driver AZ license to meet task requirements.
Manager Transport Responsibilities	<ul style="list-style-type: none"> • Four (4) years’ experience in a similar operation in the last six (6) years, • Ten (10) years overall experience and • Hold a valid current driver's license.
Maintenance program supervisors	<ul style="list-style-type: none"> • minimum of 5 years’ experience in the management of a maintenance program of a comparable size and scope to 4 CDTC



Resource	Minimum Qualifications
Power Supply and Distribution Personnel	<ul style="list-style-type: none"> • Training and at least 1 years' experience to work in maintaining mobile electrical power generators (APU). • Personnel performing repairs on the power distribution system must be qualified journeyman electricians.
Water Plant Operations and Water Treatment Personnel	<ul style="list-style-type: none"> • Journeyman qualifications to operate and maintain the systems available on site and hold a valid provincial operator certificate. • Personnel performing repairs on the water distribution system must be qualified journeyman plumbers.
Personnel working in the operation and maintenance of sewage collection and monitoring procedures	<ul style="list-style-type: none"> • 4 years journeyman experience in that field.
Maintenance and Repair Personnel	<ul style="list-style-type: none"> • journeyman experience or equivalent at the plumber / pipe fitter level or pump maintenance and repair, as applicable
Personnel carrying out solid waste functions	<ul style="list-style-type: none"> • 1-year experience in collection and disposal of solid wastes.
Hazardous waste packaging	<ul style="list-style-type: none"> • 3 years' experience in the operation of a hazardous material or waste packaging facility and recognized certification in the Transportation of Dangerous Goods Act (TDGA).
Hazardous waste handling and for the maintenance of the storage facility	<ul style="list-style-type: none"> • 40-Hour Hazardous Waste Operations and Emergency Response Training (HAZWOPER). The HAZWOPER course is a recognized qualification. An equivalent to HAZWOPER is acceptable provided the training is based on the NFPA 472 (professional competence for hazardous material incidents).
Hazardous waste collection	<ul style="list-style-type: none"> • 3 years' experience in collection and transportation of hazardous wastes.



Resource	Minimum Qualifications
Realty Property Advisor	<ul style="list-style-type: none"> • 5 years' experience in administrative procedures and real property management including experience dealing with the Federal Real Property Act, the Payment in Lieu of Taxes Act (PILT); and the Canadian Environmental Assessment Act. • Familiar and have worked with the Realty Asset Information System (RAIS) and be able to read and interpret engineering drawings and specifications, for the gathering of information for inclusion in RAIS. • 2 years' experience in appraisal methods for land and building values, as well as experience working within the CF/DND Construction Engineering environment.
Fire Alarm Inspector	<ul style="list-style-type: none"> • A fire alarm inspector is normally an electrician tradesman who has upgraded skills as a fire alarm technician. The individual performing this function must hold a license to inspect and repair system meeting ULC code.
Resident Fire Inspection/Safety Manager	<ul style="list-style-type: none"> • NFPA 1031 Standard for Professional Qualifications for Fire Inspector and Plan Examiner 2003 Edition Fire Inspector Level 2 qualification and plan examiner level 1 and NFPA 1035 Public Fire and Life Safety Educator level 1 from an institution accredited through the International Fire Service Accreditation Congress or equivalent qualifications must be approved by the Canadian Forces Fire Marshal.
Fire investigator	<ul style="list-style-type: none"> • NFPA 1033 Fire Investigator from an institution accredited through the International Fire Service Accreditation Congress or equivalent qualifications must be approved by the Canadian Forces Fire Marshal.



Resource	Minimum Qualifications
Fire Fighters	<ul style="list-style-type: none"><li data-bbox="570 302 1430 512">• NFPA 1051 Standard for Wildland Fire Fighter Professional Qualifications 2002 Edition Wildland Fire fighter level 2 qualification from an institution accredited through the International Fire Service Accreditation Congress or equivalent qualifications must be approved by the Canadian Forces Fire Marshal.<li data-bbox="570 527 1446 732">• NFPA 472 Standard for Professional Competence of Responders to Hazardous Materials Incidents 2002 Edition at the Hazardous materials technician level from an institution accredited through the International Fire Service Accreditation Congress or equivalent qualifications must be approved by the Canadian Forces Fire Marshal.



Appendix 1 Information Related to Resource Security Requirements

Appendix 1 is included here to assist Bidders in their response to Resource Requirements and Resource Security Requirements in Section 6.5.

Please use the template provided below to input the required security information for the Key Personnel that will form part of the multi-disciplinary team as specified in Section 6.6 Resource Requirements and Resource Security Requirements for Contract award. Please copy template as required.



Sub-consultant/Specialist:	
Legal Name of Sub-consultant/Specialist:	
Complete Address:	
Telephone Number:	
CISD File Number:	
Organization Security Clearance:	

Sub-consultant/Specialist:	
Legal Name of Sub-consultant/Specialist:	
Complete Address:	
Telephone Number:	
CISD File Number:	
Organization Security Clearance:	

Sub-consultant/Specialist:	
Legal Name of Sub-consultant/Specialist:	
Complete Address:	
Telephone Number:	
CISD File Number:	
Organization Security Clearance:	



Sub-consultant/Specialist:	
Legal Name of Sub-consultant/Specialist:	
Complete Address:	
Telephone Number:	
CISD File Number:	
Organization Security Clearance:	



ANNEX H TASK AUTHORIZATION FORM DND 626 TASK AUTHORIZATION FORM



**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
		Task no. – N° de la tâche
Amendment no. – N° de la modification	Increase/Decrease – Augmentation/Réduction	Previous value – Valeur précédente
To – À	<p>TO THE CONTRACTOR</p> <p>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.</p> <p>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.</p> <p>À L'ENTREPRENEUR</p> <p>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.</p> <p>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.</p>	
Delivery location – Expédié à		
Delivery/Completion date – Date de livraison/d'achèvement	<p>_____</p> <p>Date for the Department of National Defence pour le ministère de la Défense nationale</p>	
Contract item no. N° d'article du contrat	Services	Cost Prix
		GST/HST TPS/TVH
		Total
<p>APPLICABLE ONLY TO PWGSC CONTRACTS: The Contract Authority signature is required when the total value of the DND 626 exceeds the threshold specified in the contract.</p> <p>NE S'APPLIQUE QU' AUX CONTRATS DE TPSGC : La signature de l'autorité contractante est requise lorsque la valeur totale du formulaire DND 626 est supérieure au seuil précisé dans le contrat.</p>		
<p>_____</p> <p>for the Department of Public Works and Government Services pour le ministère des Travaux publics et services gouvernementaux</p>		



ANNEX I FINANCIAL EVALUATION

This is the template for the Price Proposal Form. Price Proposals are not to include Applicable Taxes.

A. Contractors must provide a non-zero firm fixed yearly price for every chapter listed in the Price Proposal Form.

Initial Contract	Year 1 (firm)
Management and Administration (Chapter 2 of the SOW)	\$
Facilities Operation and Maintenance (Chapter 3 of the SOW)	\$
Supply (Chapter 4 of the SOW)	\$
Front Desk and Accommodations (Chapter 5 of the SOW)	\$
Information Services (Chapter 6 of the SOW)	\$
Food Services (Chapter 7)	\$
Vehicle and Equipment Maintenance (Chapter 8 of the SOW)	\$
Transport Services (Chapter 9 of the SOW)	\$
Roads and Grounds Maintenance (Chapter 10 of the SOW)	\$
Power Supply and distribution Services (Chapter 11 of the SOW)	\$
Water supply and distribution (Chapter 12 of the SOW)	\$
Waste Management Services (Chapter 13 of the SOW)	\$
Fire Services (Chapter 14 of the SOW)	\$
Total	\$

A= Total of all firm fixed prices of Contract year 1 \$:

B. Contractors must provide a non-zero firm fixed price for the Transition in and Transition out

Transition in Phase: \$

Transition out Phase: \$

B= Total of the firm fixed prices for Transition in Phase and Transition out Phase = \$



C. Contractors must provide a non-zero all-inclusive hourly rate that is applicable to both normal working hours and any other shift. * The level of effort is for evaluation purposes only

Description	Level of Effort *	Year 1 Hourly Rates
Junior Clerical	20	
Junior Professional	30	
Junior Skilled	926	
Junior Technical	50	
Junior Unskilled	550	
Intermediate Clerical	20	
Intermediate Professional	30	
Intermediate Skilled	926	
Intermediate Technical	50	
Intermediate Unskilled	550	
Senior Clerical	20	
Senior Professional	30	
Senior Skilled	926	
Senior Technical	50	
Senior Unskilled	550	
Total for year 1 \$		



C= Total of all hourly rates for Contract year 1:\$

D = Food Services fee

Food Services Fee, applied before taxes	_____ %	For evaluation purposes only multiply this number by \$500,000.00
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E= Subcontract labour markup, will be reimbursed at cost plus a firm percentage mark-up.

Subcontract firm percentage markup, applied before taxes	_____ %	For evaluation purposes only multiply this number by \$200,000.00
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TOTAL COST OF SERVICES FOR PROPOSAL EVALUATION PURPOSES

A. Total of firm fixed prices of Contract year 1:\$	
B. Total of firm fixed prices for Transition in/out\$	
C. Total of all hourly rates Contract years 1:\$	
D. Food Services Fee	_____ %	For evaluation purposes only multiply this number by \$500,000.00
E. Subcontract firm percentage markup	_____ %	For evaluation purposes only multiply this number by \$200,000.00
Total Evaluated Price A+B+C +D+E\$	



ANNEX J TECHNICAL EVALUATION

1.0 MANDATORY CRITERIA

- 1.1 In its technical bid, the Bidder should demonstrate its understanding of the requirements contained in the bid solicitation and explain how they will meet these requirements. The Bidder should demonstrate its capability and describe its approach in a thorough, concise and clear manner for carrying out the work.
- 1.2 The technical bid should address clearly and in sufficient depth the points that are subject to the evaluation criteria against which the bid will be evaluated. Simply repeating the statement contained in the bid solicitation is not sufficient. To avoid duplication, the Bidder may refer to different sections of its bids by identifying the specific paragraph and page number where the subject topic has already been addressed.



No.	Criteria	Bid Submission Requirement	Scale
1a ^{PB}	<p>Corporate Experience The Bidder must demonstrate its experience in delivering the services defined in each of the 5 key chapters of the SOW. The 5 key chapters of the SOW are: Management & Administration, Food Services, Accommodations, Waste Management, and Water Supply & Distribution.</p> <p>The Bidder must provide one completed Project, for each of the mandatory SOW chapters.</p> <ol style="list-style-type: none"> i. The Bidder must have direct experience in managing the key 5 chapters of the SOW ii. The Projects must have been completed or currently ongoing within the last 7 years (between January 2011 and December 2018). iii. Each individual Project must be a minimum of \$1M. iv. The combined value of the 5 Projects delivered are at least \$10M within a single consecutive 12 month period. 	<p>The Bidder must provide a Project for each of the 5 key chapters of the SOW. It is recommended that each SOW Chapter response be limited to 4 pages.</p> <p>A Project example is required for the following SOW chapters: Management and Administration, Food Services, Accommodations, Waste Management and Water Supply & Distribution.</p> <p>The Projects must detail the following information:</p> <ul style="list-style-type: none"> • Project Title • Value of Project • Duration of Project • Name of Client • Names, Titles and telephone numbers of the business references • Describe the bidder’s role in the project and explain how it is similar and relevant to the requirements of this requirement. • Describe the scope of the project and explain how it is similar and relevant to the scope of this requirement. 	Pass/Fail



1b ^{PB}	<p>Key Personnel The following resources must meet the minimum requirements listed:</p> <ol style="list-style-type: none"> 1. Contractor Program Manager (CPM) must have: <ul style="list-style-type: none"> • relevant experience in 2 requirements (or one long-term requirement of 10 years or more) of similar size, scope and complexity; • at least 10 years of experience in similar operations. 2. Contractor Site Manager (CSM) must have: <ul style="list-style-type: none"> • a degree or diploma in Business Administration/ Management or Engineering based on a course of study from an accredited university, college or equivalent institution, or have at least 10 years of experience in a project management or managerial capacity in similar operations, and; • managed at least 1 project of similar scope. 3. Health and Safety Manager must have: <ul style="list-style-type: none"> • a modern Safety Management Course from a recognized institution similar in nature to the DND General Safety Program DAOD 2007-1 or the DND General Safety Management Course, and; • 3 years related experience in a safety management position. 	<p>The Bidder must submit information for each key discipline. Key Disciplines are:</p> <ul style="list-style-type: none"> • Contractor Program Manager (CPM) • Contractor Site Manager (CSM) • Health and Safety Manager • Quality Control and Assurance Manager • Contractor Environmental Manager 	Pass/Fail
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	<p>4. Quality Control and Assurance Manager must have:</p> <ul style="list-style-type: none">• Passed the certified Lead Auditor course to ISO 9001:2000 or ISO 14001:2004,• a minimum of five years' experience in managing quality systems. <p>5. Contractor Environmental Manager must have:</p> <ul style="list-style-type: none">• a university degree or college diploma in the Physical Science or Engineering related to the environment, and;• a minimum of 3 years' experience in Environmental Protection where the duties included following the Environmental Protection Act.		
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2.0 POINT RATED CRITERIA

2.1 Corporate Experience and Qualifications Rated Criteria



No.	Evaluation Criteria	Submission Requirement	Evaluation Schema	Available Points
2.1a	<p>Point Rated</p> <p>Corporate Experience</p> <p>Indicate how the example(s) are comparable to the SOW (size, scope, value, complexity, and other pertinent information)</p>	<p>In approximately 10 pages per chapter, list and briefly describe 1 support services requirement carried out by the Bidder in each of the 5 key chapters of the SOW, plus 3 additional chapters. The same requirement can be used more than once; however, one submission is requested for each chapter.</p> <p>The following information should be provided:</p> <ul style="list-style-type: none"> a) A description of services demonstrating how and why these are similar in nature and scope to the requirements in the SOW; b) The annual and total value of the contract; c) The name, address and telephone numbers of one client contact for the requirement. 	<p>0 points. Requirement is not comparable to the services in the identified SOW chapter. The size, value, scope and complexity are less than the requirement.</p> <p>16 point. The requirement submitted is somewhat comparable to the identified SOW chapter. Somewhat comparable is defined as a minimum of one characteristic (size, scope, value and complexity) are at least the same as the requirement</p> <p>28 points. The requirement submitted is comparable to the identified SOW chapter. Comparable is defined as all of the characteristics (size, scope, value and complexity) being the same or better than the requirement</p> <p>40 points. Requirement size, scope, value and complexity is greater than the requirement in the SOW chapter.</p>	<p>Maximum of 40 points per chapter of the SOW.</p> <p>Total available points 320</p>



No.	Evaluation Criteria	Submission Requirement	Evaluation Schema	Available Points
2.1b	<p>Duration of Requirements The examples submitted are of similar duration as the services described in the SOW chapter.</p>	<p>Using the requirements submitted in 2.1a, include the number of months and years of the requirement duration</p>	<p>0 points. Requirement length is less than 5 years. 8 points. Requirement lengths are between 5-7 years 14 points. Requirement lengths are between 8-9 years 20 points. Requirement lengths are over 10 years</p>	<p>Maximum of 20 points per chapter of the SOW. Total available points 160</p>
2.1c	<p>Recent Requirements The examples submitted were recently completed.</p>	<p>Using the requirements submitted in 2.1a, include the Start and end dates of the requirement</p>	<p>0 points. Requirement was not completed within 10 years. 8 point. Requirement was completed 7-9 years ago. 14 points. Requirement was completed between 4-6 years ago. 20 points. Requirement was completed less than 3 years ago or has been in progress for more than 3 years.</p>	<p>Maximum of 20 points per chapter of the SOW. Total available points 160</p>



No.	Evaluation Criteria	Submission Requirement	Evaluation Schema	Available Points
2.1d	<p>Rural Requirements The examples submitted are in a rural location.</p>	<p>Using the requirements submitted in 2.1a, include the geographical location and land use type</p>	<p>0 points. The requirements provided are not in a rural or semi-rural location.</p> <p>3 points. The Requirement is in a semi-rural location. A semi-rural location is defined as a location outside of a 1 hour commute from a town centre with a population over 75,000.</p> <p>5 Points. The requirement is in a rural area. A rural location is defined as a location outside of a 2 hour commute from a town centre with a population over 75,000.</p>	<p>Maximum of 5 points per chapter of the SOW. Total available points 40</p>



No.	Evaluation Criteria	Submission Requirement	Evaluation Schema	Available Points
2.1e	<p>Additional Experience.</p> <p>The Requirements are comparable/relevant to the SOW (size, scope, value, complexity, and other pertinent information).</p>	<p>In approximately 5 pages per SOW chapter, list and briefly describe 1 support services requirement carried out by the Bidder in each of the 6 chapters not already covered in 2.1a-2.1d. The same requirement can be used more than once; however, one submission is requested for each chapter.</p> <p>The following information should be provided:</p> <ul style="list-style-type: none"> a) A description of services demonstrating how and why these are similar in nature and scope to the requirements in the Statement of Work (SOW). 	<p>0 points. Requirement is not comparable to the services in the identified SOW chapter. The size, value, scope and complexity are less than the services described in the SOW.</p> <p>8 point. The requirement is somewhat comparable to the identified SOW chapter. Somewhat comparable is defined as a minimum of one characteristic (size, scope, value and complexity) are at least the same as the services described in the SOW</p> <p>14 points. The requirement is comparable to the identified SOW chapter. Comparable is defined as all of the characteristics (size, scope, value and complexity) are the same or better than the services described in the SOW</p> <p>20 points. Requirement size, scope, value and complexity is greater than the services described in the SOW</p>	<p>Maximum of 20 points per additional chapter of the SOW</p> <p>Total available points 120</p>



2.2 Organization Rated Criteria

This criterion will assess the Bidder's proposed team composition, organizational structure (Including roles, responsibilities and accountabilities within the Bidder's Team), capacity and resourcing approach to deliver the various services specified.



No.	Evaluation Criteria	Submission Requirement	Evaluation Schema	Available Points
2.2a	<p>Project management plan</p> <p>The response will be evaluated based on the degree to which the response clearly demonstrates that the Bidder's Project Management (PM) approach will ensure services are delivered according to established quality standards, and are supported by a risk management framework.</p>	<p>The Bidder should submit a Project Management plan. It is recommended that the plan be no longer than 20 pages</p> <p>The Bidder should describe their Project Management (PM) approach and capability to ensure services are delivered according to established quality standards, and are supported by a risk management framework, including:</p> <ul style="list-style-type: none"> a) A risk management plan to ensure Contract Management effectiveness across all chapters of the SOW and responsiveness for the duration of the contract. b) A Communication plan describing key points of contact, how information will be created, collected and distributed. c) Quality control techniques related to the deliverables, all services and the overall standards of performance of the work 	<p>0 points Information is insufficient to properly address the criteria. Insufficient is defined as lacking complete or almost complete understanding of the requirement, there is a significant lack of information.</p> <p>16 points Describes an incomplete PM plan that may be capable of meeting the requirements. An incomplete plan is defined as a plan that addresses most but not all of the elements outlined, there are noticeable gaps</p> <p>28 points Describes a very good PM plan that is tailored and should be well capable to meet the requirements. A very good plan is defined as a plan that addresses all of the elements outlined, there are minor gaps.</p> <p>40 points Demonstrates an excellent and effective PM plan, tailored and more than capable to meet the requirements. An excellent and effective plan is defined as a plan that very clearly addresses all of the elements outlined.</p>	<p>Maximum of 40 Points</p>



2.2b	<p>Organizational strategy</p> <p>The response will be evaluated based on the degree to which the response clearly demonstrates that the Bidder’s Organizational strategy will be successful in meeting the requirements of the SOW including the following:</p> <ul style="list-style-type: none"> • The degree to which the organizational strategy will be effective in meeting the requirements of the Solicitation; • The degree to which the organizational strategy demonstrates best value to Canada; and, • The flexibility of the organizational strategy to adapt to change, including changes in the volume of work, 	<p>The Bidder should submit an organizational strategy describing the steps the Bidder intends to take to be successful in this requirement. It is recommended that the strategy be no longer than 5 pages</p> <p>The Organizational strategy should include the following elements:</p> <ol style="list-style-type: none"> a) the proposed strategy for assigning functions to and managing relationships between the Bidder’s internal resources, subcontractors, and business partners, b) how this strategy will provide best value to Canada, c) address the requirements of the SOW, and d) describe the Bidder’s approach to ensuring appropriate skills are developed and maintained for resources rendering services under the SOW; 	<p>0 points Information is insufficient to properly address. Insufficient is defined as: a strategy that does not give the evaluators confidence that it will be successful in meeting the requirements of the SOW, or, there is a significant lack of information.</p> <p>16 points The Organizational strategy is lacking and may be capable of meeting the requirements. The strategy is lacking in that it addresses most but not all of the elements outlined, there are noticeable gaps.</p> <p>28 points The Organizational Strategy is a very good strategy that is tailored and is very capable of meeting the requirements. The strategy addresses all of the elements outlined. Minor gaps.</p> <p>40 points The Organizational Strategy is an excellent strategy that is tailored and more than capable to meet the requirements. The Organizational Strategy very clearly addresses all of the elements outlined.</p>	<p>Maximum of 40 points</p>
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<p>2.2.c</p>	<p>Governance Model</p> <p>The response will be evaluated based on the degree to which the Bidder demonstrates its project governance model is logical, robust, repeatable and capable of meeting the requirement, including the following:</p> <ul style="list-style-type: none"> • The overall effectiveness of the governance model in meeting the requirement; • The degree to which the governance model effectively manages risk. 	<p>The Bidder should submit their project governance model showing that their decision making framework is logical, robust and repeatable. It is recommended that the plan be no longer than 5 pages</p> <p>The Bidder should include the following elements in their submission:</p> <ol style="list-style-type: none"> a) How the model ensures clear lines of accountability; b) The integration between the different functional areas involved in delivering services; c) Effective management of risk, and; d) Corporate responsiveness to issues and requests that may come up during the Contract. 	<p>0 points Information is insufficient to properly address. Insufficient is defined as a Project Governance Model that is not capable of meeting this requirement or there is a significant lack of information.</p> <p>16 points The Project Governance Model is incomplete but may be capable of meeting the requirement. An incomplete model is defined as a model that addresses most but not all of the elements outlined, there are noticeable gaps.</p> <p>28 points The Project Governance Model is very good, it is tailored and is very capable of meeting the requirements. A very good model is defined as a model that addresses all of the elements outlined. Minor gaps.</p> <p>40 points The Project Governance Model is excellent, it is tailored and more than capable of meeting the requirements. A more than capable model is defined as a model that very clearly addresses all of the elements outlined.</p>	<p>Maximum of 40 points</p>
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<p>2.2d</p>	<p>Delivery of management services</p> <p>The response will be evaluated based on the degree to which the Management Services Plan demonstrates the Bidder's success in controlling costs while maintaining service performance levels, and client satisfaction while delivering services of a similar nature and scope to those described in the Solicitation</p>	<p>The Bidder should submit a Management Services plan. It is recommended that the plan be no longer than 10 pages. Examples can be given from multiple projects.</p> <p>The Management Services plan should describe the Bidder's track record in controlling and reducing costs, maintaining satisfactory performance, and client satisfaction while delivering services of a similar nature and scope to those described in the SOW. The Management Services Plan should include the following elements:</p> <ul style="list-style-type: none"> a) A description of services provided, demonstrating how and why these are of a similar nature and scope to the services described in this requirement; including: <ul style="list-style-type: none"> • The period over which the services were provided; • One client business and operating name, and point of contact including full name, title, phone number and email address. b) if there were any cost savings; c) the considerations that went into developing the cost control approach; d) the methods used to achieve the cost control, and; e) the process for ensuring that client satisfaction is maintained 	<p>0 points Information is insufficient to properly address the criteria. Insufficient is defined as lacking complete or almost complete understanding of the requirement, there is a significant lack of information.</p> <p>16 points Describes an incomplete Management Services plan that may be capable of meeting the requirements. An incomplete plan is defined as a plan that addresses most but not all of the elements outlined, there are noticeable gaps</p> <p>28 points Describes a very good Management Services plan that is tailored and should be well capable to meet the requirements. A very good plan is defined as a plan that addresses all of the elements outlined, there are minor gaps.</p> <p>40 points Demonstrates an excellent and effective Management Services plan, tailored and more than capable to meet the requirements. An excellent and effective plan is defined as a plan that very clearly addresses all of the elements outlined.</p>	<p>Maximum of 40 points</p>
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<p>2.2e</p>	<p>Supply and financial administration control</p> <p>The response will be evaluated based on the degree to which the response clearly demonstrates that the Bidder's Supply and Financial Administration plan shows a supply process to achieve best value to Canada, including:</p> <ul style="list-style-type: none"> • The degree to which the approach encourages competition; and, • The degree to which the approach demonstrates that best value to Canada will be achieved in the provision of requirements described in this Solicitation. 	<p>The Bidder should submit a Supply and Financial Administration plan. It is recommended that the plan be no longer than 10 pages.</p> <p>The Bidder should describe:</p> <ol style="list-style-type: none"> a) How it will provide open, fair, transparent, accessible and timely supply processes that encourage competition and demonstrate best value to Canada in the provision of this requirement. b) Any strategies and approaches it will use to ensure that costs and efforts are commensurate with the value and risk associated with the requirement. c) The approach to internal controls and audit processes to ensure that expenditures are appropriate and are authorized. 	<p>0 points Information is insufficient to properly address the criteria. Insufficient is defined as lacking complete or almost complete understanding of the requirement, there is a significant lack of information.</p> <p>16 points Describes an incomplete Supply and Financial Administration plan that may be capable of meeting the requirements. An incomplete plan is defined as a plan that addresses most but not all of the elements outlined, there are noticeable gaps.</p> <p>28 points Describes a very good Supply and Financial Administration plan that is tailored and should be well capable to meet the requirements. A very good plan is defined as a plan that addresses all of the elements outlined, there are minor gaps.</p> <p>40 points Demonstrates an excellent and effective Supply and Financial Administration plan, tailored and more than capable to meet the requirements. An excellent and effective plan is defined as a plan that very clearly addresses all of the elements outlined.</p>	<p>Maximum of 40 points</p>
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2.2f	<p>Quality management</p> <p>The response will be evaluated based on the degree to which the plan clearly demonstrates that the Bidder's quality management approach and a Quality Management plan is applicable to the services described in the SOW. The approach includes incident and non-conformance resolution and manages client satisfaction.</p>	<p>The Bidder should submit a Quality Management plan. It is recommended that the plan be no longer than 10 pages</p> <p>The Bidder should describe:</p> <ul style="list-style-type: none"> a) Its approach to quality management and how a Quality Management system will be applied to the delivery of the services described in the SOW; b) How it will address incident and non-conformance resolution internally within its organization, with its subcontractors and with Canada; and c) How it will manage client satisfaction as part of its Quality Management Plan. 	<p>0 points Information is insufficient to properly address the criteria. Insufficient is defined as lacking complete or almost complete understanding of the requirement, there is a significant lack of information.</p> <p>16 points Describes an incomplete Quality Management plan that may be capable of meeting the requirements. An incomplete Quality Management plan is defined as a plan that addresses most but not all of the elements outlined, there are noticeable gaps.</p> <p>28 points Describes a very good Quality Management plan that is tailored and should be well capable to meet the requirements. A very good plan is defined as a plan that addresses all of the elements outlined, there are minor gaps.</p> <p>40 points Demonstrates an excellent and effective Quality Management plan, tailored and more than capable to meet the requirements. An excellent and effective plan is defined as a plan that very clearly addresses all of the elements outlined.</p>	<p>Maximum of 40 points</p>
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No.	Evaluation Criteria	Submission Requirement	Evaluation Schema	Available Points
2.2g	<p>Environmental management plan</p> <p>The response will be evaluated based on the degree to which the Environmental Management Plan clearly demonstrates that the Bidder's existing policies, guidelines, commitments and stewardship plan relating to the environment are similar to the DND: DAOD 4003-0 (https://www.canada.ca/en/department-national-defence/corporate/policies-standards/defence-administrative-orders-directives/4000-series/4003/4003-0-environmental-protection-and-stewardship.html), Environmental Protection and Stewardship.</p>	<p>The Bidder should submit an Environmental Management Plan. It is recommended that the plan be no longer than 10 pages.</p> <p>The Bidder should describe their existing policies, guidelines and commitments relating to environment and how they are similar to DAOD 4003-0, Environmental Protection and Stewardship, including its environmental stewardship plan with regards to this requirement:</p> <ul style="list-style-type: none"> a) The Bidder's guidelines or policies relating to environment b) Environmental commitments of the Bidder c) Identification of key environmental issues across this requirement and strategies for managing them effectively 	<p>0 points Information is insufficient to properly address the criteria. Insufficient is defined as lacking complete or almost complete understanding of the requirement, there is a significant lack of information.</p> <p>16 points Describes an incomplete Environmental Management plan that may be capable of meeting the requirements. An incomplete Environmental Management plan is defined as a plan that addresses most but not all of the elements outlined, there are noticeable gaps.</p> <p>28 points Describes a very good Environmental Management plan that is tailored and should be well capable to meet the requirements. A very good plan is defined as a plan that addresses all of the elements outlined, there are minor gaps.</p> <p>40 points Demonstrates an excellent and effective Environmental Management plan, tailored and more than capable to meet the requirements. An excellent and effective plan is defined as a plan that very clearly addresses all of the elements outlined.</p>	<p>Maximum of 40 points</p>



No.	Evaluation Criteria	Submission Requirement	Evaluation Schema	Available Points
2.2h	<p>Fluctuations-personnel/maintenance</p> <p>The response will be evaluated based on the degree to which the fluctuation plan clearly demonstrates that the Bidder is capable of meeting personnel and maintenance fluctuations above and below normal day to day business volume.</p>	<p>The Bidder should submit a plan detailing how they will meet personnel and maintenance fluctuations above and below normal day to day business volume. It is recommended that the plan be no longer than 10 pages.</p> <p>Plan should include the following elements:</p> <p>a) Personnel:</p> <ul style="list-style-type: none"> • The Bidder’s capacity, • Ability, and; • Method to effectively respond to personnel fluctuations above and below normal day to day business volume <p>b) Maintenance:</p> <ul style="list-style-type: none"> • How the Bidder will augment resources beyond the regular maintenance functions to complete improvement(s) as required in the SOW. 	<p>0 points Information is insufficient to properly address. Insufficient is defined as: lacking a complete or almost complete understanding of the requirement, there is a significant lack of information.</p> <p>8 points The plan is incomplete but may be capable of meeting the requirements. An incomplete plan is defined as a plan that addresses most but not all of the elements outlined, there are noticeable gaps</p> <p>14 points Demonstrates a very good plan, tailored and is very capable to meet the requirements. A very good plan is defined as a plan that addresses all of the elements outlined. Minor gaps.</p> <p>20 points. Demonstrates an excellent plan tailored and more than capable to meet the requirements. A more than capable plan is defined as a plan that very clearly addresses all of the elements outlined.</p>	Maximum of 20 points



2.3 Functional Rated Criteria

This criterion assesses the degree to which the proposal identifies and substantiates in detail the underlying understanding of the functional and technical requirements specific to each chapter of the SOW



No.	Evaluation Criteria	Submission Requirement	Evaluation Schema	Available Points
2.3a	<p>Technical Plan The response will be evaluated based on:</p> <ul style="list-style-type: none"> • The degree to which it demonstrates the Bidder’s understanding of and compliance with the requirements of the chapter, including: <ul style="list-style-type: none"> ○ Roles and responsibilities, ○ Coordination required with the relevant stakeholders • Canada’s view of the reasonableness, feasibility and effectiveness of the plan. • The degree to which the approach demonstrates best value to Canada; and, • The level of consistency with the rest of the Bidder’s proposal. 	<p>The Bidder should submit one technical plan for each chapter of the SOW. It is recommended that each plan be 10 pages maximum.</p> <p>The technical plan should:</p> <ul style="list-style-type: none"> • Provide a description of a recommended approach to completing the work in each chapter, including: <ul style="list-style-type: none"> • A strategy for minimizing disruptions to occupants; • Identification of areas where cost savings and improvements in sustainability can be achieved and the strategy for achieving these results; • An abbreviated project plan that includes the activities required and describes how the plan will be implemented. • Explain how the plan will address each element of the requirement section found in the relevant SOW chapter. 	<p>0 points Does not demonstrate an understanding of the requirement, nor does it sufficiently address the criteria</p> <p>20 points Demonstrates a limited understanding of the requirements in some areas. Limited defined as many elements not adequately addressed or there is reliance on generic description, it is non-project specific.</p> <p>30 points Demonstrates an incomplete understanding of the requirements and broad goals and objectives. Incomplete is defined as most of the elements have been addressed, or all elements have been addressed but lacks information or specifics.</p> <p>40 points Demonstrates a very good understanding of the requirements and broad goals and objectives. Very good is defined as addresses all of the elements, there is a minor lack of information.</p> <p>50 points Demonstrates an excellent understanding of the requirements and broad goals and objectives. Very clearly addresses all of the elements outlined.</p>	<p>50 points per SOW chapter</p> <p>14 Chapters (Chapter 1 Overview is not included)</p> <p>700 points total</p>



No.	Evaluation Criteria	Submission Requirement	Evaluation Schema	Available Points
2.3b	<p>Delivery of Services.</p> <p>The response will be evaluated based on:</p> <ul style="list-style-type: none"> • The degree to which it demonstrates the Bidder’s understanding of and compliance with the requirements of the chapter, including: <ul style="list-style-type: none"> ○ Roles and responsibilities, and ○ Areas that need to be addressed. • Canada’s view of the reasonableness, feasibility and effectiveness of the approach; and, • The level of consistency with the rest of the Bidder’s proposal. 	<p>A delivery of services plan for each chapter of the SOW. It is recommended to keep the plan to 10 pages in length.</p> <ul style="list-style-type: none"> a) How services provided in a chapter can complement another chapter, and/or how services in one chapter are dependent on other chapters. b) Challenges and constraints, c) An understanding of the Chapters’ various participants and stakeholders. 	<p>0 points Plan does not demonstrate an understanding of the requirement</p> <p>20 points Plan demonstrates a limited understanding of the requirements in some areas. Limited is defined as many elements not adequately addressed or there are key steps missing in the plan.</p> <p>30 points Plan demonstrates an incomplete understanding of the requirements. Incomplete is defined as most of the elements have been addressed, or all elements have been addressed but lacks information or specifics.</p> <p>40 points Plan demonstrates a very good understanding of the requirements. Very good is defined as addresses all of the elements, there is a minor lack of information.</p> <p>50 points Plan demonstrates an excellent understanding of the requirements. Very clearly addresses all of the elements outlined.</p>	<p>50 points per SOW chapter</p> <p>14 Chapters (Chapter 1 Overview is not included)</p> <p>700 points total</p>



<p>2.3c</p>	<p>Staffing Plan</p> <p>The response will be evaluated based on:</p> <ul style="list-style-type: none"> • The degree to which it demonstrates the Bidder’s understanding of and compliance with the requirements of the chapter. • The degree to which the approach includes a comprehensive and feasible plan to address any staffing issues, where this is required • The degree to which different strategies are effectively addressed. • Canada’s view of the reasonableness, feasibility and effectiveness of the Staffing plan. 	<p>The Bidder should submit a staffing plan for each chapter of the SOW. It is recommended that each plan be 10 pages maximum.</p> <p>The Staffing Plan should show the:</p> <ol style="list-style-type: none"> a) Recruitment strategy to be used to attract and retain qualified employees, including but not limited to incentives, region of employment, and resources; b) Training strategy, both initial and recurring, to ensure that all of its personnel understand, comply and adhere to all relevant regulations and security policies, provide its personnel with appropriate resources and equipment to carry out their respective duties. c) Replacement strategy including transportation and relocation arrangements to fill needs which are not available in the local labour market for both temporary and full-time positions and Bidder’s provisions, if any, for filling key positions as required, to maintain high quality management; d) List any risks that might prevent the Bidder from achieving the proposed plan and strategies for mitigating that risk. If there are no risks indicate N/A; e) Contingency plan to minimize disruption to services due to local labour unavailability which arises after contract award due to, but not limited to, strikes and/or increase in other local employment opportunities; 	<p>0 points Does not demonstrate an understanding of the requirement, nor does it sufficiently address the criteria</p> <p>20 points Demonstrates a limited understanding of the requirements in some areas. Limited is defined as many elements not adequately addressed or reliance on generic description, it is non-project specific.</p> <p>30 points Demonstrates an incomplete understanding of the requirements and broad goals and objectives. Incomplete is defined as most of the elements have been addressed, or all elements have been addressed but lacks information or specifics.</p> <p>40 points Demonstrates a very good understanding of the requirements and broad goals and objectives. Very good is defined as addresses all of the elements, minor lack of information.</p> <p>50 points Demonstrates an excellent understanding of the requirements and broad goals and objectives. Excellent is defined as very clearly addresses all of the elements.</p>	<p>50 points per SOW chapter</p> <p>14 Chapters (Chapter 1 Overview is not included)</p> <p>700 points total</p>
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2.4 Personnel and Resources Rated Criteria

No.	Evaluation Criteria	Submission Requirement	Evaluation Schema	Available Points
2.4a	<p>Key Personnel, Point Rated</p> <p>The response will be evaluated based on the degree to which it clearly demonstrates that the resource is experienced and has qualifications directly related to the services described in the SOW.</p>	<p>For each Key Discipline identified below, information should be provided that clearly demonstrates the expertise of that individual. There must be no overlap or duplication of Key Discipline Individual function.</p> <p>a) Contractor Site Manager (CSM) b) Contractor Program Manager (CPM) c) Health and Safety Manager d) Quality Control and Assurance Manager e) Contractor Environmental Manager</p> <p>The experience and qualifications of the proposed resource:</p> <p>a) Professional accreditation, and; Accomplishments/achievements/awards in their disciplines b) A demonstration of experience relevant to the requirement, including total number of years' experience within the last 15 years. c) For each project include: • the general project description, • the specific responsibility of the individual on the referenced project and degree of involvement. • the chapter of the SOW and be specific enough to make direct linkages of relevance to the services identified in the SOW. d) For the CSM and CPM only, for each project,</p>	<p>0 points Individual does not possess the qualifications and experience required. Referenced projects are unrelated to the SOW in their area of specialty. Information is significantly lacking or generic.</p> <p>40 points Individual has some qualifications and experience, but lacks adequate response in some of the required areas. Information provided is somewhat generic.</p> <p>80 points Individual is adequately qualified and/or experienced. Individual has been involved in projects related to the SOW. Individual has a combination of years of experience and qualifications that indicates a reasonable expectation that the Individual is capable of completing the required role.</p> <p>100 points Individual is highly qualified and experienced. Has significant experience in role. Past projects provide full substantiation of relevance in role. Individual has been directly involved in projects related to the SOW. Information is complete. The information provided demonstrates a high expectation that the individual proposed will succeed in the role.</p>	<p>100 points per individual</p> <p>Total of 500 points</p>



No.	Evaluation Criteria	Submission Requirement	Evaluation Schema	Available Points
		provide one client reference - name, phone and e-mail		
2.4b	DND Experience The resource has experience working with DND through being an employee or on a Contracted requirement	The information from 2.4a will be used to assess this criteria.	0 points No experience 4 points Experience working with DND.	4 points per individual Maximum 20 points
2.4c	Organization Chart and Model The response will be evaluated based on the degree to which the response demonstrates an efficient organization chart and model that will effectively deliver all services described in the	The Bidder should provide an organizational chart and describe the organizational model proposed to deliver all elements of the SOW by position and function, and explain how it will be effective including: <ul style="list-style-type: none"> a) a description of the various positions proposed including type, level, number of resources, functions performed and typical qualifications; b) a breakdown of the number of positions and functions of resources that would be included in the fixed portion of the Contract. c) Resources and/or functions that may be subcontracted. 	0 points Information is insufficient to properly address. Lacks complete or almost complete understanding of the requirement. Significant lack of information. 40 points Demonstrates an organizational structure that should be reasonably capable to meet the requirements. Addresses most but not all of the elements outlined. Noticeable gaps 80 points Demonstrates a very good organizational structure, tailored and should be well capable to meet the requirements. Addresses all of the elements outlined. Minor gaps. 100 points Demonstrates an excellent and effective organizational structure, tailored	Maximum 100 points



No.	Evaluation Criteria	Submission Requirement	Evaluation Schema	Available Points
	SOW.		and more than capable to meet the requirements. Very clearly addresses all of the elements outlined.	
2.4d	<p>Key Resources for each Chapter of the SOW</p> <p>The response will be evaluated based on the degree to which the response clearly demonstrates the required resource and that the resource is experienced and has qualifications directly related to the services described in the relevant section of the SOW.</p>	For each chapter of the SOW indicate the one key resource (excluding the resources evaluated in 2.4a) required to do the work and their qualifications, education and experience.	<p>0 points Individual does not possess the qualifications and experience required. Referenced projects are unrelated to the SOW in their area of specialty. Information is significantly lacking or generic.</p> <p>4 points Individual has some qualifications and experience, but lacks adequate response in some of the required areas. Information provided is somewhat generic.</p> <p>7 points Individual is adequately qualified and/or experienced. Individual has been involved in projects related to the SOW. Individual has a combination of years of experience and qualifications that indicates a reasonable expectation that the Individual is capable of completing the required role.</p> <p>10 points Individual is highly qualified and experienced. Has significant experience in role. Past projects provide full substantiation of relevance in role. Individual has been directly involved in projects related to the SOW. Information is complete. The information provided</p>	<p>Maximum of 10 points per resource</p> <p>14 Chapters, Chapter 1 overview not included.</p> <p>Maximum 140 points</p>



No.	Evaluation Criteria	Submission Requirement	Evaluation Schema	Available Points
			demonstrates a high expectation that the individual proposed will succeed in the role	



2.5 Social Procurement Rated Criteria



No.	Criteria	Submission requirements	Schema	Available Points
2.5a	<p>Social Procurement</p> <p>The response will be evaluated based on the degree to which the response demonstrates a clear understanding of Social Procurement through GBA+ in the workforce and a feasible approach to increasing Social Procurement and GBA+awareness.</p> <p>*GBA+ as defined by the Treasury Board Secretariat of Canada: https://www.tbs-sct.gc.ca/hgw-cgf/oversight-surveillance/tbs-pct/gba-oacs-eng.asp</p> <p>It is encouraged to also refer to the Status of Women Canada website: http://www.swc-cfc.gc.ca/gba-acis/index-en.html.</p>	<p>It is recommended that the Bidder submit answers in no more than 2 pages.</p> <p>The Bidder should submit a plan demonstrating their understanding of Social Procurement in their current workforce, and how they would increase Social Procurement awareness. The plan should address the questions below:</p> <ul style="list-style-type: none"> • What are the current socio-demographic characteristics of your workforce? Are there any segments of the population that are under-represented (e.g. women, Indigenous people, youth)? • What are the barriers to participation for under-represented groups (e.g. shift-work, remote location, employer stereotypes)? Can measures be developed to address any perceived or identified barriers? • Is training available to those delivering services to ensure they are sensitive to the needs of all people? 	<p>0 points Information is insufficient to properly address the criteria. Insufficient is defined as lacking complete or almost complete understanding of the requirement, there is a significant lack of information.</p> <p>16 points Describes good knowledge of Social Procurement, and a good approach in developing Social Procurement. A good plan is defined as a plan that addresses most but not all of the questions, there are noticeable gaps</p> <p>28 points Describes a very good knowledge of Social Procurement and a very good approach in developing Social Procurement. A very good plan is defined as a plan that addresses all of the questions, there are minor gaps.</p> <p>40 points Demonstrates excellent and effective knowledge of Social Procurement, the plan is tailored and more than capable to meet the requirements. An excellent and effective plan is defined as a plan that very clearly addresses all of the questions.</p>	Maximum of 40 Points



ANNEX K LOAN AND LICENSE AGREEMENT

LOAN AGREEMENT

Covering the loan of Department of National Defence equipment

INSTRUCTIONS TO CONTRACTOR:

1. The original of the Loan is to be kept by the LFCA TC Meaford Contract Management Team and copies kept by ADM(Mat)/DGMSSC/DSCO, the Contractor and ADM(Mat)/DG Proc Svcs/PS.
2. The list in Schedule "B" includes all equipment (Government Furnished Equipment and Government Furnished Material, as defined in the subject contract) loaned to the Contractor for which it has Care, Control and Custody.
3. Complete the following:
 - a. Contract number:
 - b. Nature of work for which the equipment is required: Operation and Maintenance of facilities and equipment.
 - c. Date the equipment is required:
 - d. Expiry date of the loan: As per contract terms.
 - e. Address of Contractor: WRITE THE ADDRESS OF THE CONTRACTOR

This Loan Agreement made by and between:

The Minister of National Defence (Lender) and WRITE THE NAME OF THE CONTRACTOR
Contractor Corporate Name (Borrower)

Witnesseth

For and in consideration of the performance of the Terms and Conditions hereinafter referred to, the parties hereto agree as follows:

1. The Lender hereby loans to the Contractor and the Contractor hereby borrows all the equipment listed in Schedule "B" hereto, hereinafter referring to "the equipment" on the Terms and Conditions contained in Schedule "A" hereto, applicable to the type of defence work to be performed by the Borrower pursuant to this Loan Agreement as indicated by the Contractor in sub-item 3.b. of the "Instructions to the Contractor".
2. Schedules "A" and "B" and the information submitted by the Borrower pursuant in 1, 2, and 3 in the "Instructions to the Contractor" are hereby made as part of the Agreement.

In witness thereof the parties hereto have executed these presents.



ANNEX L PERFORMANCE MANAGEMENT FRAMEWORK



1.0 Introduction

The Performance Management Framework (PMF) provides the terms and conditions and the obligations of both Canada and the Contractor. This document also contains the assessment criteria and the parameters associated in the calculation of the respective performance measure scores.

1.1 Purpose

1.2 The quality and quantity of the services provided are as important as delivery of the SOW services. Failure to meet any core SOW elements will result in zero PIF being awarded for that period.

1.2.1 The concept of providing the Contractor with performance-based incentives permits both Canada and the Contractor to benefit from positive performance outcomes that result in increased value to Canada. The Contractor will be provided with financial incentives when performance exceeds contract requirements in areas which provide demonstrable and, in some cases, quantifiable benefit to Canada.

2.0 Performance Measures and Indicators

2.1 Measures and Indicators

2.1.1 Key Performance Indicators (KPI) will provide the basis for incentive approvals that will be considered for performance incentives. These measures focus on the Contractor's achievement of the services over and above the performance standards.

2.1.2 The delivery of services over and above the performance standards will be measured through the success with which the Contractor performs under the contract. This performance will be evaluated using the KPIs listed below. With Contractor concurrence, Canada may implement additional KPIs or make adjustments as required. The results of these measures will be consolidated into a Composite Performance Score (CPS).

2.2 Assessment Criteria

This Annex will outline the basis of assessment and the expectations for evaluating the outcome of each measure. All assessment parameters are identified along with their associated award values.

2.2.1 In all cases, the use of qualitative assessment techniques has been minimized to limit subjective evaluations. Quantitative techniques have been implemented in the metrics' assessment criteria where possible; however, there are some aspects of the assessment criteria that are unavoidably qualitative by nature.

2.2.2 The assessment criteria will be subject to Satisfactory, Superior and Outstanding performance levels.

2.2.3 The Contractor is responsible for the collection, analysis and presentation of the necessary information required for Canada's assessment of the performance measures as required. All relevant information collected from the Contractor, Canada, and its clients will be used in the evaluation of the Performance Measures found in this Annex.



2.3 Performance Levels

2.3.1 For each KPI, the Contractor's performance will be evaluated in respect to the following levels of performance:

2.3.1.1 **Met:** The Contractor met the performance standard and has not shown any superior or outstanding traits, therefore there will not be any assessment.

2.3.1.2 **Satisfactory:** The Contractor has consistently met the performance standard and in some cases slightly exceeded.

2.3.1.3 **Superior:** The Contractor has in many cases exceeded performance standards and maintained a high level of service.

2.3.1.4 **Outstanding:** The Contractor has consistently maintained an extraordinary level of service that exceeds performance standards.

2.4 Performance Incentive Adjustments

2.4.1 Depending on the level of performance provided by the Contractor, as determined by the CPS, performance incentive adjustments may apply.

2.4.2 The performance incentive adjustment for the delivery of services over and above the performance standards will be determined through the calculation of a CPS, which combines all of the performance measures into a single score.

2.4.3 The performance incentive adjustment for CPS will be based on the amounts indicated in Table 4 and Annex B – Basis of Payment.

2.5 Eligibility

2.5.1 To be eligible for the Performance Incentive Fee (PIF), the Contractor must fulfill all of its responsibilities as outlined in the Statement of Work.

3.0 Organizational Structure:

The PMF will have the following two levels:

- Performance Incentive Fee Board (PIF Board); and
- Performance Evaluation Team (PET);

3.1 Amending the PMF

3.1.1 Proposed Changes



All parties are encouraged to propose changes to the PMF with a view towards motivating higher performance levels, or improving the PMF. All proposed changes must be distributed to the PIFB, PET, Contracting Authority, Procurement Authority and the Contractor.

3.1.2 Review of Changes

The PIFB will review the proposed changes, including any comments by any stakeholders. The PIFB will make a decision within fifteen (15) calendar days of receipt of the proposed changes and then advise the Contracting Authority of its decision. The Contracting Authority will then advise all other parties of the PIFB decision.

3.1.3 PMF Amendment

The Contracting Authority will prepare a formal Contract Amendment to implement the proposed changes. The Contractor must either execute the amendment as provided by the Contracting Authority or, within five (5) days of receipt of the proposed changes to the PMF, advise the Contracting Authority, in writing, of its reasons for not accepting the amendment. The Contracting Authority will forward a copy of such notice to the PIFB.

3.2 Performance Incentive Fee Board

- 3.2.1. The Performance Incentive Fee Board (PIFB) will be comprised of Department of National Defence (DND) and Public Services Procurement Canada (PSPC)
- 3.2.2 There will be two PIF Boards annually, (i.e. spring and fall) or otherwise called by Canada.

3.3 Roles of the Performance Incentive Fee Board

- 3.3.1 To provide, where appropriate, instructions to and/or delegate specified tasks to, the PET.
- 3.3.2 To approve the PMF and any changes required to it during the life of the contract.
- 3.3.3 To consider the PET Report (PETR), PETB recommendations and Contractor reports or submissions for each evaluation period and discuss it with the PET Chair and the Contractor, and, if appropriate, with other stakeholders. Should the PIFB determine that the PET or Contractor have provided insufficient information to the Board to render its decision, the PET or Contractor will have ten (10) calendar days to provide the missing information to the PIFB
- 3.3.4 To authorize the amount of the PIF for each evaluation period.
- 3.3.5 The PIF Board will consider or approve any PMF changes described in PETR by the PET or Contractor.
- 3.3.6 To prepare the PIFB letter for signature and issuance by the Contracting Authority. The letter for the evaluation period will specify the amount determined and the basis for that determination.



3.4 Performance Incentive Fee Board Authorities and Responsibilities

- 3.4.1 The PIFB will assess the PETR for each of the Evaluation Periods and, at its discretion, consider representations made by the Contractor and by the PETB.
- 3.4.2 The PIFB is not bound to follow the recommendations of the PET and may, contrary to advice provided, but acting at all times reasonably and fairly, decide to adjust the amount of PIF to be awarded.
- 3.4.3 The PIFB is responsible for issuing and signing the PIFB Record of Decision (ROD) for the PIF awarded. It will specify any changes to the PMF.
- 3.4.4 If the PET or the contractor does not provide sufficient information to the PIFB to permit the PIF Board to render a decision, the PIFB will issue instructions to the PET or the Contractor to provide additional information within ten (10) working days of the request.
- 3.4.5 The PIFB will issue a written Record of Decision (ROD) to the Contracting Authority, detailing the PIF award to be paid.
- 3.4.6 The PIFB may authorize the reallocation of a portion of the available PIF from one evaluation period to a subsequent evaluation period due to Government-caused delays, special emphasis areas, special circumstances, and changes to the Evaluation Criteria or the Statement of Work (SOW). Reallocation will not be associated with the Contractor's performance, and can only be done with the agreement of the Contractor.
- 3.4.7 The final decision of the PIFB, as described in the ROD, will be binding on the Contractor and is not subject to dispute under the Contract or at law. The only circumstance where the PIFB's final decision will be reviewed is in the case of demonstrable error.
- 3.4.8 Upon receipt of the ROD, the Contractor must submit a claim to Canada.
- 3.4.9 The Contracting Authority will issue the ROD drafted by the PIFB to the contractor.

3.5 Performance Evaluation Team Structure and Responsibilities

- 3.5.1 The PET should be comprised of personnel with overall primary responsibility for the technical and contracting aspects of contract performance (i.e., representatives of DND, Contractor and PSPC). PET members should be familiar with the type of work to be evaluated and be able to devote enough time to their assignment to perform thorough and prompt reviews.
- 3.5.2 The PETB reviews reports based on information obtained from the client, the contractor and other sources.
- 3.5.3 The members will assign scores at [Table 3](#). 4 CDTC CMT and Contract Site Manager will be present to offer substantiating information to the Scoring Members in their assessment. Should there be a requirement the Contracting Authority will act as the facilitator.



- 3.5.4 The PET will submit a PETR to the PIFB covering findings and recommendations for each evaluation period. A PET report should contain a summary of Contractor performance, not just Table 3 Scores. A copy to be provided to the contractor.
- 3.5.5 In the case where the contractor doesn't agree with the PET report, the contractor must make written representation to the PIF Board for consideration prior to the Board sitting (by at least one week).
- 3.5.6 The PET will recommend appropriate changes to the PMF for consideration and approval by the PIF Board.

3.6 Contractor's Responsibilities

The responsibilities of the Contractor include, but are not limited to those listed in this section.

3.6.1 Data

The Contractor must be responsible for the collection of performance data, and converting it into performance information based on this Annex. Data collection and performance information systems must be accessible to Canada upon request, as well as accessible on the Contractor-provided system, and will be subject to audit and verification.

3.6.2 Reports

Prepare for each evaluation period, a draft performance evaluation self-assessment report, based upon table 2 and table 5, which must be submitted to the 4 CDTC CMT for consideration. This report must be based upon the evaluation criteria stated in the KPIs.

Prepare for each evaluation period, a final performance self-assessment report based upon table 2 and table 5, which must be submitted to the PETB. This report must be based upon the evaluation criteria stated in the KPIs and comments received from the 4 CDTC CMT.

3.6.3 Modifications

Recommend changes to the PMF for consideration by the PET.

4.0 Process for determining the Performance Incentive Fee

The evaluation process is comprised of four periods:

1. Pre-evaluation Period;
2. Evaluation Period,
3. Review Period; and
4. Final Determination Period.

For reference, a sample schedule is shown at Table 1.

4.1 Pre-Evaluation Period



- 4.1.1 Prior to each Evaluation Period, the PET will develop the PMF evaluation criteria and weighting, and notify the Contractor ten (10) working days prior to the commencement of the review period.
- 4.1.2 If applicable, any proposed changes to the PMF will be in accordance with Section 5.0 – Amending the PEP.

4.2 Evaluation Period

- 4.2.1 TBD, once every 6 months

4.3 Review Period

- 4.3.1 At the end of the evaluation period, the Contractor must submit their draft self-assessment Report to the 4 CDTC CMT 4 Canadian Division Training Center CMT for verification.
- 4.3.2 Upon verification of the Report, the Contractor must incorporate any input from the Base into their report, and submit the report to the PET.
- 4.3.3 The PET scoring members will calculate the CPS by assigning numerical scores based on the data and comments in the Report.
- 4.3.4 The PET will develop its findings and recommendations in the form of a PETR, along with any other pertinent information, including information and comments provided by the Contractor.
- 4.3.5 The PET Chair will submit the final PETR and any other pertinent information, to the PIFB through the Procurement Authority (PA), ADM (Mat) D Maj Proc 6, who is the PIFB Secretary, and provide the Contractor, and the Contracting Authority a copy of the final PETR.

5.0 Performance Measures and Indicators:

The following KPIs will be used to calculate the Contractor's overall performance. Canada reserves the right to use some or all of the following KPIs, add other KPIs or remove KPIs throughout the life of the Contract.

5.1 KPI - 1 Performance of Work (PW)

The Contractor must demonstrate that throughout the performance evaluation period, they were able to exceed performance standards or performed tasks not required in the SOW, but considered to be of significant value to Canada. This KPI excludes Operations and Exercises which are covered in KPI number 4 below.



5.2 KPI – 2 Flexibility and Last Minute Service Requests (FLMSR)

The Contractor shows a coordinated effort between sections to respond to significant last minute requirements, such as exercises, VIP visits and emergencies, in such a way that DND is able to respond effectively to the requirement and it results in a positive reflection on the Base and DND overall.

5.3 KPI - 3 Fiscal Accountability & Dependability (FAD)

The Contractor demonstrates fiscal responsibility and consistently strives to achieve best value for Canada. They are careful with financial resources, weighing cost and quality against requirement and application.

5.4 KPI - 4 Operations and Exercises Success (OES)

The Contractor has exceeded performance standards for support to operations and exercises throughout the evaluation period. This success is achieved when operation or exercise objectives are exceeded (i.e. additional support provided to the client at no or minimal cost, the actions of the Contractor reflect well on the Base).

5.5 KPI - 5 Effective Communications (EC)

The Contractor kept lines of communication open with key members of 4 CDTC in order to guarantee exceptional services, including reactions to unusual or unplanned circumstances. The Contractor took a strategic or proactive approach in engaging the Base to ensure all situations were handled effectively with a positive outcome.

5.6 KPI - 6 Inspection, Visit Report Results and Corrective Actions (IVC)

This includes but is not limited to staff and technical assistance visits, inspections that concentrate on various sections of the contract, as well as visits from high profile guests. The Contractor demonstrated an overall result that reflected positively on the Base. The Contractor demonstrated a willingness to initiate corrective action to correct identified deficiencies and investigate, when applicable, the cause of the deficiencies to prevent recurrence. The intent is for the Inspection Team to find a minimal number of deficiencies that are minor in nature and can be easily corrected.

6.0 Scoring

6.1 KPI's will be awarded according to the following table:

Satisfactory	2.6 - 5.0
Superior	5.1 - 7.5
Outstanding	7.6 - 10.00



7.0 Composite Performance score

7.1 Description

The Composite Performance Score (CPS) is a weighted overall score that combines all of the performance measures (KPIs). The CPS provides the formula to convert Contractor performance of all measures into an overall Score.

7.2 Intent

The intent of the CPS is to provide an incentive to the Contractor to perform well in all respects of the Contract by satisfying the Performance Measures. The CPS converts overall performance into a performance incentive fee.

7.3 Applicability

CPS evaluations will include the performance information from the start of Operations & Maintenance (O&M) and will occur semi-annually. Canada will utilize the CPS evaluations to categorize the Contractor performance levels in accordance with Section 2.3 above.

7.4 Last Evaluation

The last CPS evaluation will conclude 60 days following Phase-Out.

8.0 Metric Evaluation (Method of Determining Score)

The KPIs will be expressed as a percentage and is calculated as follows:

$$\text{KPI Score} = \sum \text{all sub KPI's} * \text{KPI Weighting}$$

The CPS is expressed as a percentage and is calculated as follows:

$$\text{CPS} = [(S_{KPI1} * W_{KPI1}) + (S_{KPI2} * W_{KPI2}) + (S_{KPI3} * W_{KPI3}) + (S_{KPI4} * W_{KPI4}) + (S_{KPI5} * W_{KPI5}) + (S_{KPI6} * W_{KPI6})]$$

Where:

S_{KPI1} = Performance of Work (PW)

S_{KPI2} = Flexibility and Last Minute Service Requests (FLMSR)

S_{KPI3} = Fiscal Accountability and Dependability (FAD)

S_{KPI4} = Operations and Exercises Success (OES)

S_{KPI5} = Effective Communications (EC)

S_{KPI6} = Inspection, Visit Report Results and Corrective Actions (IVC)

The following table indicates the weighting value for each KPI, which Canada may modify from period to period:

Variable	W_{KPI1}	W_{KPI2}	W_{KPI3}	W_{KPI4}	W_{KPI5}	W_{KPI6}	Total
Weight	15%	10%	15%	35%	15%	10%	100%



9.0 Tables

9.1 Table 1: Sample Schedule

No.	Activity Description	Estimated Number of Calendar Days
-1	<i>Last day to provide Contractor weighting of KPIs for the next evaluation period.</i>	-11
0	End of Period	0
1	Contractor last self-assessment input to 4 CDTC CMT	7
2	4 CDTC CMT complete initial comments and return to Contractor	14
3	Contractor reviews comments and submits report to the PET	21
4	PETB Meeting convened to calculate CPS and draft PETR	28
5	PET Report Finalized and sent to PET members for final review	35
6	PET Report signed by the CO 4 CDTC and Contractor Site Manager	36
7	PET Report Finalized and sent to PIF Secretary	37
8	PIFS distributes PETR For review	38
9	PIF members review PETR	55
10	PIFB Meets	56
11	ROD provided to Contractor	63
12	PET and/or Contractor provides additional information to PIFB (if required)	67
13	Record of Decision provided to Contractor (if required)	69
14	Contractor's Appeal (if required)	76
15	PIFB reconsiders Contractor's appeal (if required)	83
16	Amended ROD provided to Contractor (if required)	90
17	Contractor submits claim for PIF	97



9.2 Table 2: Sample Performance Evaluation Assessment

	Met	Satisfactory	Superior	Outstanding	Comments
	The Contractor met the performance standard and has not shown any satisfactory, superior or outstanding traits therefore there will not be any assessment.	The Contractor has consistently met the performance standard and in some cases slightly exceeded.	The Contractor has consistently exceeded performance standards and maintained a high level of service.	The Contractor has consistently maintained an extraordinary level of service that exceeds performance standards.	The Performance Monitor will provide comments and justify the score given.

KPI 1	Performance of Work (PM)					
1	Exceeded the Performance Standard.					
2	Performed tasks not required in the SOW.					



KPI 2		Flexibility and Last Minute Service Requests (FLMSR)					
	1	Respond to significant last minute requirements.					
	2	Positive reflection on the Wing and DND overall.					

KPI 3		Fiscal Accountability & Dependability (FAD)					
	1	Achieved best value for Canada.					
	2	Demonstrated fiscal responsibility.					

KPI 4		Operations and Exercises Success (OES)					
	1	Operation or exercise objectives					



	are significantly exceeded.					
2	Additional support provided at no or minimal cost.					

KPI 5	Effective Communication (EC)					
	1 Reactions to unusual or unplanned circumstances.					
	2 Proactive Approach.					

KPI 6	Inspections, visit Report Results and Corrective Actions					
	1 The Contractor achieved results that reflected positively on the base.					
	2 Deficiencies.					



9.3 Table 3 - Performance Evaluation Scoring

		Total KPI Weighting	KPI Weighting	Met 0	Satisfactory 2.6-5.0	Superior 5.1 - 7.5	Outstanding 7.6 - 10.00	Score	Total Score
KPI 1	Performance of Work (PM)								
	1 Exceeded the Performance Standard.	15%	50%				8	4	1.1
	2 Performed tasks not required in the SOW.		50%			7		3.5	
			100%						

KPI 2	Flexibility and Last Minute Service Requests (FLMSR)								
	1 Respond to significant last minute requirements.	10%	50%				9	4.5	0.8
	2 Positive reflection on the base and DND overall.		50%			7.5		3.75	
Total KPI - 2 Weighting			100%						



KPI 3	Fiscal Accountability & Dependability (OES)										
	1	Achieved best value for Canada.	15%	50%					6		3
2	Demonstrated fiscal responsibility.	50%							9	4.5	
Total KPI - 3		Weighting		100%							

KPI 4	Operations and Exercises Success (OES)										
	1	Achieved best value for Canada.	35%	50%						8	4
2	Demonstrated fiscal responsibility.	50%							8	4	
Total KPI - 3		Weighting		100%							



KPI 5	Effective Communication (EC)								
	1 Reactions to unusual or unplanned circumstances.	15%	50%				9	4.5	1.2
	2 Proactive Approach.		50%			7.5		3.75	
			100%						

KPI 6	Inspections, visit Report Results and Corrective Actions								
	1 The Contractor achieved results that reflected positively on the base.	10%	50%			7.5		3.5	.75
	2 Deficiencies.		50%				8	4	
			100%						

OPS Weighting **100%**
 Total Score

OPS Percentage Achieved	70.3%
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Recommended PIF Award	\$350,000.00
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9.4 Table 4: Sample Performance Scoring

This table has been calculated with the assumption that the calculation of eligible PIF is \$500,000.

1%	\$ 5,000.0	26%	\$ 130,000.00	51%	\$ 255,000.00	76%	\$ 380,000.00
2%	\$ 10,000.00	27%	\$ 135,000.00	52%	\$ 260,000.00	77%	\$ 385,000.00
3%	\$ 15,000.00	28%	\$ 140,000.00	53%	\$ 265,000.00	78%	\$ 390,000.00
4%	\$ 20,000.00	29%	\$ 145,000.00	54%	\$ 270,000.00	79%	\$ 395,000.00
5%	\$ 25,000.00	30%	\$ 150,000.00	55%	\$ 275,000.00	80%	\$ 400,000.00
6%	\$ 30,000.00	31%	\$ 155,000.00	56%	\$ 280,000.00	81%	\$ 405,000.00
7%	\$ 35,000.00	32%	\$ 160,000.00	57%	\$ 285,000.00	82%	\$ 410,000.00
8%	\$ 40,000.00	33%	\$ 165,000.00	58%	\$ 290,000.00	83%	\$ 415,000.00
9%	\$ 45,000.00	34%	\$ 170,000.00	59%	\$ 295,000.00	84%	\$ 420,000.00
10%	\$ 50,000.00	35%	\$ 175,000.00	60%	\$ 300,000.00	85%	\$ 425,000.00
11%	\$ 55,000.00	36%	\$ 180,000.00	61%	\$ 305,000.00	86%	\$ 430,000.00
12%	\$ 60,000.00	37%	\$ 185,000.00	62%	\$ 310,000.00	87%	\$ 435,000.00
13%	\$ 65,000.00	38%	\$ 190,000.00	63%	\$ 315,000.00	88%	\$ 440,000.00
14%	\$ 70,000.00	39%	\$ 195,000.00	64%	\$ 320,000.00	89%	\$ 445,000.00
15%	\$ 75,000.00	40%	\$ 200,000.00	65%	\$ 325,000.00	90%	\$ 450,000.00
16%	\$ 80,000.00	41%	\$ 205,000.00	66%	\$ 330,000.00	91%	\$ 455,000.00
17%	\$ 85,000.00	42%	\$ 210,000.00	67%	\$ 335,000.00	92%	\$ 460,000.00
18%	\$ 90,000.00	43%	\$ 215,000.00	68%	\$ 340,000.00	93%	\$ 465,000.00
19%	\$ 95,000.00	44%	\$ 220,000.00	69%	\$ 345,000.00	94%	\$ 470,000.00
20%	\$ 100,000.00	45%	\$ 225,000.00	70%	\$ 350,000.00	95%	\$ 475,000.00
21%	\$ 105,000.00	46%	\$ 230,000.00	71%	\$ 355,000.00	96%	\$ 480,000.00
22%	\$ 110,000.00	47%	\$ 235,000.00	72%	\$ 360,000.00	97%	\$ 485,000.00
23%	\$ 115,000.00	48%	\$ 240,000.00	73%	\$ 365,000.00	98%	\$ 490,000.00
24%	\$ 120,000.00	49%	\$ 245,000.00	74%	\$ 370,000.00	99%	\$ 495,000.00
25%	\$ 125,000.00	50%	\$ 250,000.00	75%	\$ 375,000.00	100%	\$ 500,000.00



9.5 Table 5: Sample Report

1. Background
2. Aim
3. Discussion
4. Follow-up from Last PIFB
5. Key Performance Indicator's
 - a. KPI 1 Performance of Work
 - b. KPI 2 Flexibility and Last Minute Service Requests
 - c. KPI 3 Fiscal Accountability & Dependability
 - d. KPI 4 Operations and Exercises Success
 - e. KPI 5 Effective Communications
 - f. KPI 6 Inspection, Visit Report Results and Corrective Actions
6. Overall Score & Recommendation

4 Canadian Division Training Centre
Commander

Contractor Site Manager
XXXXXX.

Annexes:
Annex A – Performance Evaluation Scoring