

**Request for Proposal**

**For**

**Dry Cleaning Services**

**Request for Proposal No:** PPS-RFP-2019-036

**Date of Issue:** June 14, 2019

**Submission Deadline:** June 28, 2019

## CONTINUATION

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### TABLE OF CONTENTS

#### Part 1 – Introduction

- 1.1 Invitation to Bidders
- 1.2 Types of Agreement for Deliverables
- 1.3 No Guarantee of Volumes
- 1.4 Submissions Instructions
- 1.5 Withdrawing Responses
- 1.6 Bidders to Review RFP
- 1.7 Illegal or Unethical Conducts
- 1.8 All New Information to Bidders by Way of Addenda
- 1.9 Verify, Clarify & Supplement
- 1.10 Debriefing
- 1.11 Procurement Protest Procedure

#### Part 2 – Evaluation of Proposal

- 2.1 Stages of Evaluation
- 2.2 Mandatory Requirements
- 2.3 Rated Criteria
- 2.4 Tie Score

#### Part 3 – Terms of Reference and Governing Law

1. Bidders to Follow Instructions
2. Communication of RFP Documents and Addenda
3. Information in RFP an Estimate Only
4. Bidders Shall Bear Their Own Costs
5. Communication After Issuance of RFP
6. Negotiations, Notification and Debriefing
7. Conflict of Interest and Prohibited Conduct
8. Confidential Information
9. Procurement Process Non-Binding
10. Governing Law and Interpretation

#### **Appendix A – General Contract Terms & Conditions**

#### **Appendix B – Proposal Submission Form**

#### **Appendix C – Pricing Structure Form**

#### **Appendix D – Statement of Work**

#### **Appendix E – Evaluation Criteria and Financial Evaluation**

#### **Appendix F – Project References Template**

## CONTINUATION

### PART 1 – INTRODUCTION

#### 1.1 Invitation to Bidders

This Request for Proposals (“the RFP”) issued by the Parliamentary Protective Service is an invitation to submit non-binding offers for the provision of **Dry Cleaning Services** as further described in Appendix D, for the prices established in Appendix C. The Bidder selected pursuant to this RFP process will be informed in writing. Bidders not selected will also be informed in writing.

#### 1.2 Type of Contract for Deliverables

It is the Parliamentary Protective Service’s intention to enter into a contract with one (1) legal entity. **The term of the contract is to be for a period of four (4) years, with an option in favour of the Parliamentary Protective Service to extend the contract on the same terms and conditions for six (6) additional one (1) option year periods.**

#### 1.3 No guarantee of Volume of Work or Exclusivity of Contract

The Parliamentary Protective Service makes no guarantee of the value or volume of work to be assigned to the successful Bidder. The contract to be negotiated with the selected Bidder will not be an exclusive contract for the provision of the described deliverables. The Parliamentary Protective Service may contract with others for the same or similar deliverables to those described in the RFP or may obtain the same or similar deliverables internally.

#### 1.4 Submission Instructions

1.4.1 Bidders must submit their proposal in accordance with the following timetable and instructions.

Issue Date of RFP	<b>June 14, 2019</b>
Deadline for Questions	<b>June 21, 2019 (2:00 p.m. EST)</b>
Submission Deadline	<b>June 28, 2019 (2:00 p.m. EST)</b>

The above timetable is a tentative schedule, and may be amended by the Parliamentary Protective Service at any time.

Bidders are requested to submit their Submission Form (Appendix B) in the form prescribed herein by the Submission Deadline to the Parliamentary Protective Service Contact identified below in the manner set out below:

1.4.2 Parliamentary Protective Service Contact:  
Wayne Dubeau  
Senior Contracting Officer  
E-mail: [Ppsc-aspp@parl.gc.ca](mailto:Ppsc-aspp@parl.gc.ca)

## CONTINUATION

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### PART 1 – INTRODUCTION

#### 1.5 **Withdrawing Responses**

At any time throughout the RFP process, a Bidder may withdraw a submitted response. To effect a withdrawal, a notice of withdrawal must be sent to the Parliamentary Protective Service Contact and must be signed by an authorized representative. The Parliamentary Protective Service is under no obligation to return withdrawn responses.

#### 1.6 **Bidders to Review RFP**

Bidders shall promptly examine all of the documents comprising this RFP and (a) shall report any errors, omissions or ambiguities and (b) may direct questions or seek additional information in writing by e-mail to the Parliamentary Protective Service Contact on or before the Deadline for Questions. The Parliamentary Protective Service is under no obligation to provide additional information and the Parliamentary Protective Service shall not be responsible for any information provided by or obtained from any source other than the Parliamentary Protective Service Contact.

It is the responsibility of the Bidder to seek clarification from the Parliamentary Protective Service Contact on any matter it considers to be unclear. The Parliamentary Protective Service shall not be responsible for any misunderstanding on the part of the Bidder concerning this RFP or its process.

Bidders and their representatives may only communicate with the Parliamentary Protective Service Contact concerning matters regarding this RFP. Only information received by the Parliamentary Protective Service Contact will be considered in the RFP process. All such communications must be in writing. Any Bidder that does not follow these instructions may be disqualified.

#### 1.7 **Illegal or Unethical Conduct**

Bidders shall not engage in any illegal bidding practices, including such activities as bid-rigging, price-fixing, bribery, fraud or collusion. Bidders shall not engage in any unethical conduct, including lobbying or other inappropriate communications, offers of gifts to the Parliamentary Protective Service employees or officers, deceitfulness, submitting response containing misrepresentations or other misleading or inaccurate information, or any other conduct that compromises or may be seen to compromise the competitive process.

#### 1.8 **All New Information to Bidders by Way of Addenda**

This RFP may be amended only by an addendum in accordance with this section. If the Parliamentary Protective Service, for any reason, determines that it is necessary to provide additional information relating to this RFP, such information will be communicated to all Bidders by addenda. Each addendum shall form an integral part of this RFP. Such addenda may contain important information, including significant changes to this RFP. Bidders are responsible for obtaining all addenda issued by the Parliamentary Protective Service.

#### 1.9 **Verify, Clarify & Supplement**

When evaluating proposals, the Parliamentary Protective Service may request further information from the Bidder or third parties in order to verify, clarify or supplement the information provided in the Bidder's Proposal. The Parliamentary Protective Service may revisit and re-evaluate the Bidder's Proposal or ranking on the basis of any such information.

## CONTINUATION

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### PART 1 – INTRODUCTION

#### 1.10 Debriefing

Bidders may request a debriefing after receipt of a notification of award. All requests must be in writing to the Parliamentary Protective Service Contact and must be made within thirty (30) calendar days of notification of award. The intent of the debriefing information session is to aid the Bidder in presenting a better proposal in subsequent procurement opportunities. Any debriefing provided is not for the purpose of providing an opportunity to challenge the procurement process.

## CONTINUATION

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### PART 2 – EVALUATION OF PROPOSALS

#### 2.1 Stages of Evaluation

The evaluation of Proposals will be conducted in the following stages:

##### 2.1.1 **Stage I – Mandatory Criteria, Submission and Rectification**

###### Submission and Rectification Period

Stage I will consist of a review to determine which proposals are complete and provide all required information to perform the subsequent stages of evaluation.

Only those Bidders whose proposals meet the mandatory criteria, as described in Appendix E, Table 1 – Mandatory Criterion (Stage I), will be considered compliant.

Bidders who have submitted an incomplete Proposal as of the Submission Deadline will be provided an opportunity to rectify any deficiencies related to completeness within the Rectification Period.

The Rectification Period will begin to run from the date and time that the Parliamentary Protective Service issues its rectification notice to a Bidder. During the Rectification Period, Bidders may not make changes to their proposals, except to provide requested information necessary to complete the proposal.

At the end of the Rectification Period, proposals which remain incomplete will be deemed non-compliant and excluded from further consideration. Proposals that are deemed complete at the end of the Rectification Period will proceed to Stage II of the evaluation process.

##### 2.1.2 **Stage II – Financial Evaluation**

Pricing will be scored based on the lowest total price for all services listed.

#### 2.2 Mandatory Requirements

##### 2.2.1 **Submission Form**

Each Proposal must include a Submission Form (Appendix B) completed and signed by the Bidder.

##### 2.2.2 **Pricing Form**

Bidders must complete the Pricing Structure Form (Appendix C) and include with its Proposal.

#### 2.4 Tie Score

In the event of a tie score, the selected Bidder will be determined by way of a coin toss.

## CONTINUATION

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### PART 3 – TERMS OF REFERENCE AND GOVERNING LAW

#### 1. **BIDDERS TO FOLLOW INSTRUCTIONS**

Bidders should structure their proposals in accordance with the instructions in the RFP. Where information is requested in the RFP, any response made in a proposal should reference the applicable clause numbers of the RFP where that request was made.

#### 2. **COMMUNICATION OF RFP DOCUMENTS AND ADDENDA**

The Parliamentary Protective Service will only post RFP documents and any associated Addenda via email.

#### 3. **INFORMATION IN RFP AN ESTIMATE ONLY**

The Parliamentary Protective Service makes no representation, warranty or guarantee as to the accuracy of the information contained in this RFP or issued by way of addenda. Any quantities shown or data contained in the RFP or provided by way of addenda are estimates only and are for the sole purpose of indicating to Bidders the general size of the opportunity. It is the Bidder's responsibility to avail itself of all the necessary information to prepare a proposal in response to the RFP.

#### 4. **BIDDERS SHALL BEAR THEIR OWN COSTS**

Each Bidder shall bear all costs associated with or incurred in the preparation and presentation of its proposal, including, if applicable, costs incurred for acceptance testing or presentations.

#### 5. **COMMUNICATION AFTER ISSUANCE OF RFP**

##### 5.1 **Bidders to Review RFP**

5.1.1 Bidders should promptly examine all of the documents comprising the RFP, and

- (a) report any errors, omissions or ambiguities; and
- (b) direct questions or seek additional information by email to the Parliamentary Protective Service Contact as set out in Part 1, clause 1.4.2.

5.1.2 The Parliamentary Protective Service is under no obligation to provide additional information, and the Parliamentary Protective Service is not responsible for any information provided by or obtained from any source other than the Parliamentary Protective Service Contact.

5.1.3 It is the responsibility of the Bidder to seek clarification from the Parliamentary Protective Service Contact on any matter it considers to be unclear. The Parliamentary Protective Service is not responsible for any misunderstanding on the part of the Bidder concerning the RFP or the procurement process.

##### 5.2 **All New Information to Bidders by Way of Addenda**

5.2.1 The RFP may be amended only by an addendum in accordance with this clause. If the Parliamentary Protective Service, for any reason, determines that it is necessary to provide additional information relating to the RFP, such information will be communicated to all Bidders by addenda. Each addendum forms an integral part of the RFP.

## CONTINUATION

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### PART 3 – TERMS AND CONDITIONS OF THE PROCUREMENT PROCESS

**5.2.2** Such addenda may contain important information, including significant changes to the RFP. Bidders are responsible for obtaining all addenda issued by the Parliamentary Protective Service. In the Proposal Submission Form (Appendix B), Bidders should confirm their receipt of all addenda by setting out the number of each addendum in the space provided.

#### **5.3 Post-Deadline Addenda and Extension of Submission Deadline**

If any addendum is issued after the Deadline for Issuing Addenda (if applicable), the Parliamentary Protective Service may at its discretion extend the Submission Deadline for a reasonable amount of time.

#### **5.4 Verify, Clarify & Supplement**

When evaluating proposals, the Parliamentary Protective Service may request further information from the Bidder or third parties in order to verify, clarify or supplement the information provided in the Bidder's proposal. The Parliamentary Protective Service may revisit and re-evaluate the Bidder's proposal or ranking on the basis of any such information.

#### **5.5 No Incorporation by Reference**

The entire content of the Bidder's proposal should be submitted in a fixed form (PDF format).

The content of websites or other external documents referred to in the Bidder's proposal will not be considered to form part of its proposal. Bidders should include any reference material they wish to be considered for evaluation within their proposal. Any material or documents outside the proposal will not be considered. Should a Bidder wish to provide screen shots of its website for evaluation, copies or printouts of website material should be included within the proposal. URL links to the Bidder's website will not be considered by the Parliamentary Protective Service Evaluation Team.

#### **5.6 Proposals to be retained by the Parliamentary Protective Service**

The Parliamentary Protective Service will not return the proposal or any accompanying documentation submitted by a Bidder.

### **6. NEGOTIATIONS, NOTIFICATION AND DEBRIEFING**

#### **6.1 Selection of Highest-Ranked Bidder**

The highest-ranked Bidder, as established under Part 2, Evaluation of Proposals, will receive a written invitation to enter into negotiations with the Parliamentary Protective Service.

#### **6.2 Timeframe for Negotiations**

The Parliamentary Protective Service intends to conclude negotiations with the highest-ranked Bidder within **ten (10) business days** commencing from the date the Parliamentary Protective Service invites the highest-ranked Bidder to enter negotiations. A Bidder invited to enter into negotiations should therefore be prepared to provide requested information in a timely fashion and to conduct its negotiations expeditiously.



## CONTINUATION

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### PART 3 – TERMS AND CONDITIONS OF THE PROCUREMENT PROCESS

#### 6.3 Process Rules for Negotiation

Any negotiations will be subject to the process rules contained in this Part 3, Terms and Conditions of the Procurement Process and Appendix B, Proposal Submission Form and will not constitute a legally binding offer to enter into a contract on the part of the Parliamentary Protective Service or the Bidder. Negotiations may include requests by the Parliamentary Protective Service for supplementary information from the Bidder to verify, clarify or supplement the information provided in its proposal or to confirm the conclusions reached in the evaluation, and may include requests by the Parliamentary Protective Service for improved pricing from the Bidder.

#### 6.4 Terms and Conditions

The terms and conditions that will form any resulting contract will be provided to the highest-ranked Bidder prior the commencement of the negotiation process, and will form the starting point for negotiation.

#### 6.5 Failure to Enter Into Contract

Bidders should note that if the parties cannot execute a contract within the allotted ten (10) business days, the Parliamentary Protective Service may invite the next highest-ranked Bidder to enter into negotiations. In accordance with the process rules in this Part 3, Terms and Conditions of the Procurement Process and clause 2 of Appendix B, the Proposal Submission Form, there will be no legally binding relationship created with any Bidder prior to the execution of a written contract. With a view to expediting contract formalization, at the midway point of the above-noted timeframe, the Parliamentary Protective Service may elect to initiate concurrent negotiations with the next-highest-ranked Bidder. Once the above-noted timeframe lapses, the Parliamentary Protective Service Commons may discontinue further negotiations with the highest-ranked Bidder. This process will continue until a contract is formalized, until there are no more Bidders remaining that are eligible for negotiations or until the Parliamentary Protective Service elects to cancel the procurement process.

#### 6.6 Notification to Other Bidders

Other Bidders that become eligible for negotiations will be notified at the commencement of their respective negotiations. Once a contract is executed between the Parliamentary Protective Service and a Bidder, the other Bidders may be notified directly in writing and/or will be notified by public posting in the same manner that the RFP was originally posted of the outcome of the procurement process and the award of the contract.

#### 6.7 Debriefing

Bidders may request a debriefing after receipt of a notification of award. All requests must be in writing to the Parliamentary Protective Service Contact and must be made within thirty (30) calendar days of notification of award. The intent of the debriefing information session is to aid the Bidder in presenting a better proposal in subsequent procurement opportunities. Any debriefing provided is not for the purpose of providing an opportunity to challenge the procurement process.

## CONTINUATION

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### PART 3 – TERMS AND CONDITIONS OF THE PROCUREMENT PROCESS

#### 7. **CONFLICT OF INTEREST AND PROHIBITED CONDUCT**

##### 7.1 **Conflict of Interest**

The Parliamentary Protective Service may disqualify a Bidder for any conduct, situation or circumstances, as solely determined by the Parliamentary Protective Service, that constitutes a Conflict of Interest. For the purposes of this clause, “Conflict of Interest” will have the meaning ascribed to it in clause 7 of the Proposal Submission Form (Appendix B).

##### 7.2 **Prohibited Bidder Communications**

Bidders will not engage in any communications as described in clause 7.1.2 of the Proposal Submission Form (Appendix B). Bidders should also take note of the Conflict of Interest declaration set out in the Proposal Submission Form (Appendix B).

##### 7.3 **Bidder Not to Communicate with Media**

Bidders may not at any time directly or indirectly communicate with the media in relation to the RFP or any contract awarded pursuant to the RFP without first obtaining the written permission of the Parliamentary Protective Service Contact.

##### 7.4 **No Lobbying**

Bidders may not in relation to the RFP or the evaluation and selection process in respect thereof, engage in any form of political or other lobbying whatsoever to influence the selection of the approved Bidder(s). Further, no Bidder or any person affiliated to a Bidder will attempt to communicate in relation to the RFP or a Bidder’s proposal, directly or indirectly, with any director, officer, employee or other representative of the Parliamentary Protective Service, except as expressly directed or permitted by the RFP.

##### 7.5 **Illegal or Unethical Conduct**

Bidders will not engage in any illegal bidding practices, including such activities as bid-rigging, price-fixing, bribery, fraud or collusion. Bidders will not engage in any unethical conduct, including lobbying or other inappropriate communications, offers of gifts to Parliamentary Protective Service employees, deceitfulness, submitting Proposals containing misrepresentations or other misleading or inaccurate information, or any other conduct that compromises or may be seen to compromise the procurement process.

##### 7.6 **Past Performance or Inappropriate Conduct**

The Parliamentary Protective Service may prohibit a supplier from participating in a procurement process based on past performance or based on inappropriate conduct in a prior procurement process, and such inappropriate conduct includes but is not be limited to the following: (a) the submission of quotations containing misrepresentations or any other inaccurate, misleading or incomplete information; (b) the refusal of a supplier to honour its pricing or other commitments made in a proposal or bid; or (c) any other conduct, situation or circumstance, as solely determined by the Parliamentary Protective Service, that constitutes a Conflict of Interest. For the purposes of this clause, “Conflict of Interest” will have the meaning ascribed to it in the Proposal Submission Form (Appendix B).

## CONTINUATION

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### PART 3 – TERMS AND CONDITIONS OF THE PROCUREMENT PROCESS

#### 8. **CONFIDENTIAL INFORMATION**

8.1 All information provided by or obtained from the Parliamentary Protective Service in any form in connection with the RFP either before or after the issuance of the RFP

8.1.1 is the sole property of the Parliamentary Protective Service and must be treated as confidential;

8.1.2 is not to be used for any purpose other than replying to the RFP and the execution of any subsequent contract;

8.1.3 must not be disclosed without prior written authorization from the Parliamentary Protective Service; and

8.1.4 will be returned by the Bidders to the Parliamentary Protective Service immediately upon the request of the Parliamentary Protective Service.

#### 8.2 **Confidential Information of Bidder**

Bidders should identify any information in their proposal or any accompanying documentation supplied in confidence for which confidentiality is to be maintained by the Parliamentary Protective Service. The confidentiality of such information will be maintained by the Parliamentary Protective Service, except as otherwise required by law or by order of a court or tribunal. Bidders are advised that their proposals will, as necessary, be disclosed on a confidential basis, to the Parliamentary Protective Service's advisors retained for the purpose of evaluating or participating in the evaluation of their proposals. If a Bidder has any questions about the collection and use of information pursuant to the RFP, questions are to be submitted to the Parliamentary Protective Service Contact.

#### 9. **PROCUREMENT PROCESS NON-BINDING**

##### 9.1 **No Contract A and No Claims.**

The procurement process is not intended to create and does not create a Contract A bidding process nor any contractual or other legally enforceable obligations. The procurement process is instead governed by the law applicable to direct commercial negotiations. For greater certainty and without limitation:

9.1.1 Neither the Bidder nor the Parliamentary Protective Service has the right to make any claims (in contract, tort, or otherwise) against the other with respect to the award of a contract, failure to award a contract or failure to honour a response to the RFP.

##### 9.2 **No agreement until execution of written contract.**

The procurement process is intended to identify prospective suppliers for the purposes of negotiating potential contracts. No legal relationship or obligation regarding the procurement of any good or service will be created between a Bidder and the Parliamentary Protective Service by the procurement process. A contract will only exist following successful negotiation and execution of a written contract for the acquisition of goods and/or services.

## CONTINUATION

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### PART 3 – TERMS AND CONDITIONS OF THE PROCUREMENT PROCESS

#### 9.3 Non-binding price estimates

While the pricing information provided with proposals will be non-binding prior to the execution of a written contract, such information will be assessed during the evaluation of proposals and the ranking of the Bidders. Any inaccurate, misleading or incomplete information, including withdrawn or altered pricing, could have an adverse impact on any such evaluation, ranking or contract award.

#### 9.4 Disqualification for Misrepresentation

The Parliamentary Protective Service may disqualify the Bidder or rescind a contract subsequently entered into if the Bidder's proposal contains misrepresentations or any inaccurate, misleading or incomplete information.

#### 9.5 References and Past Performance

The Parliamentary Protective Service's evaluation may include information provided by the Bidder's references and may also consider the Bidder's past performance on previous contracts with the Parliamentary Protective Service.

#### 9.6 Cancellation

The Parliamentary Protective Service may cancel or amend this procurement process without liability at any time.

### 10. GOVERNING LAW AND INTERPRETATION

#### 10.1 Governing Law

The terms and conditions in this Part 3, Terms and Conditions of the Procurement Process are:

**10.1.1** included for greater certainty and are intended to be interpreted broadly and separately (with no particular provision intended to limit the scope of any other provision);

**10.1.2** non-exhaustive (and will not be construed as intending to limit the pre-existing rights of the parties to engage in pre-contractual discussions in accordance with the common law governing direct commercial negotiations); and

**10.1.3** to be governed by and construed in accordance with the laws of the province of Ontario and the federal laws of Canada applicable therein.

## CONTINUATION

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### APPENDIX A – FRAMEWORK AGREEMENT TERMS AND CONDITIONS

#### 1. **GOVERNING LAWS AND JURISDICTION**

The Contract shall, for all purposes, be governed by and construed in accordance with the laws of the Province of Ontario. The Supplier irrevocably attorns to the exclusive jurisdiction of the courts of Ontario with respect to any matter arising under or related to this Contract and related purchase orders.

#### 2. **PRIORITY OF DOCUMENTS**

The documents specified below form part of and are incorporated into the Contract. If there is a discrepancy between the wordings of any documents that appear on the list, the wording of the document that first appears shall prevail over the wording of any document that subsequently appears on the list.

- 2.1. Appendix A, Contract Terms and Conditions;
- 2.2. Appendix D, Statement of Work;
- 2.3. Appendix C, Pricing Structure.

#### 3. **TIME IS OF THE ESSENCE**

The work must be performed within or at the time stated in the Contract.

#### 4. **REQUIREMENT**

The Supplier shall use the methodology described in its proposal, provide the services and goods required to meet the requirements set out in Section B, as specified in this Contract.

#### 5. **STATUS OF CAPACITY**

The Supplier has represented and does hereby warrant that:

- 5.1 it has the personnel, experience, qualifications, equipment, facilities and all other skills and resources necessary to provide the goods and/or services to the Parliamentary Protective Service required herein and to do so in an efficient and timely manner, and
- 5.2 all goods and/or services provided under this Contract shall meet or exceed industry standards and shall be provided in accordance with applicable law.

#### 6. **PERIOD OF CONTRACT**

- 6.1 The Supplier will perform the tasks and provide the services outlined herein and any attached Schedules and/or Appendices, from the date of award for a period of four (4) years, in accordance with the Terms and Conditions listed herein.

## CONTINUATION

### APPENDIX A – FRAMEWORK AGREEMENT TERMS AND CONDITIONS

6.2 The Parliamentary Protective Service reserves the irrevocable option of extending this Contract under the same terms and conditions for an additional six (6) optional one (1) year periods.

6.3 The last day of the term or any extension of the term of this Contract indicated on page one (1) shall be known as the expiry date. This is the last day that an order may be issued pursuant to this Contract. All such orders are to be honoured, notwithstanding that delivery will occur after the expiry date. Delivery must be completed within thirty (30) days after the expiry date of this Contract. No order is to be issued pursuant to this Contract after the expiry date.

#### 7. LIMITATION OF EXPENDITURE

No increase in the total liability of the Parliamentary Protective Service with regard to the price of the goods and services resulting from any design changes, modifications or interpretation of specifications, will be authorized or paid to the Supplier, unless such design changes, modifications or interpretations of specifications have been approved by the Parliamentary Protective Service' Contracting Authority in writing prior to their incorporation in the work.

#### 8. TRAVEL EXPENSE PROVISION

The cost of the travel, accommodation and meals incurred by the Supplier are for the Supplier's account and will not be paid by the Parliamentary Protective Service.

#### 9. GOODS AND SERVICES TAX (GST) / HARMONIZED SALES TAX (HST)

The GST or any other federal tax such as the HST is not included in the firm price. This tax, to the extent applicable, is to be shown separately on all invoices and will be paid by the Parliamentary Protective Service. The Supplier's federal tax registration number must appear on invoices when that federal tax is being charged. The Supplier agrees to bill and collect any applicable federal tax and to remit to the Canada Revenue Agency any federal tax received from the Parliamentary Protective Service.

#### 10. PROVINCIAL SALES TAX (PST) IN PROVINCES OTHER THAN QUEBEC

10.1 The Parliamentary Protective Service is PST exempt, but is subject to GST and HST as indicated in clause 9.

10.2 If a PST license number or a signed certificate of exemption is required, it will be provided upon request. The Parliamentary Protective Service recognizes the requirements set out in the legislation of the provinces where PST applies and, as such, all purchasing orders, purchase documents, acquisition card forms and agreements issued by the Parliamentary Protective Service will make reference to the appropriate PST licence number.

#### 11. QUEBEC SALES TAX (QST)

11.1 The Parliamentary Protective Service will pay the QST, if applicable.

## CONTINUATION

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### A – FRAMEWORK AGREEMENT TERMS AND CONDITIONS

11.2 The QST is not included in the firm price. This tax, to the extent applicable, is to be shown separately on all invoices. The Supplier agrees to invoice and collect from the Parliamentary Protective Service the QST and to further remit it to Revenue Quebec as required. The Supplier's QST registration number must appear on invoices when that tax is being charged.

#### 12. PROVINCIAL ANCILLARY TAXES AND REGULATORY CHARGES

12.1 For the purpose of this clause, an ancillary tax is a tax levied pursuant to a provincial statute other than the provincial retail sales tax legislation or its equivalent and the primary aspect of which is to raise revenue, whereas a regulatory charge is a charge introduced in a provincial legislative instrument other than in retail sales tax legislation or its equivalent and whose primary purpose is to finance a regulatory scheme.

12.2 The Parliamentary Protective Service is exempt from paying any ancillary taxes, but agrees to pay any applicable regulatory charge. In the event that a regulatory charge applies, it will not be included in the firm price.

#### 13. PRICING

For the successful provision of the goods and services detailed herein, the Supplier shall be paid according to the pricing schedule of this Contract. The prices are excluded of any PST, QST, GST and HST taxes and should include all applicable Canadian customs and excise taxes, and are FOB Destination.

#### 14. METHOD OF PAYMENT

14.1 Subject to the approval of the appropriate authority of the Parliamentary Protective Service, payment by the Parliamentary Protective Service for goods and/or services will be made within thirty (30) days following the date on which goods and/or services have been received in accordance with the terms and conditions of the Contract or within thirty (30) days following the date on which an invoice has been received by the Parliamentary Protective Service's Financial Services, along with the substantiating documentation, whichever date is the later.

14.2 Final payment will not be made until all deliverables have been submitted and judged satisfactory by the Parliamentary Protective Service' Project Authority.

14.3 All invoices must indicate the above agreement number and any applicable PO number and are to be submitted by email to [Finance-finances@pps-spp.parl.gc.ca](mailto:Finance-finances@pps-spp.parl.gc.ca).

#### 18. CANCELLATION OF CONTRACT

18.1 The Contract may be terminated at any time and for any reason by the Parliamentary Protective Service with a ten (10) working days written notice.

## CONTINUATION

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### A – FRAMEWORK AGREEMENT TERMS AND CONDITIONS

- 18.2** The Contract may be terminated in writing at the discretion of the Parliamentary Protective Service, without prior notice, if the Supplier is for any reason unable to provide the goods or services required under the Contract.
- 18.3** The Contract may be terminated at the discretion of the Parliamentary Protective Service if, during the term of the Contract all or any part of the property, goods or effects of the Supplier are at any time seized or taken in execution or by attachment or if the Supplier makes an unauthorized assignment or becomes bankrupt or insolvent.
- 18.4** Upon the termination of the Contract prior to the expiry date, the Supplier shall be entitled to be paid an amount that, by mutual agreement of both parties, is equal to the work performed by the Supplier for the Parliamentary Protective Service to the date of termination, less any amounts that have previously been paid to the Supplier.
- 18.5** In the event of termination, the Supplier must forthwith give to the Parliamentary Protective Service all completed work and work-in-progress, including all software, data, programs, systems documentation, research, reports, papers, materials and other information relating to the completed work and work-in-progress.

**19. AMENDMENTS TO CONTRACT**

No modification to the Contract shall be valid unless it is in writing and signed by each party hereto. All proposed changes to the Contract must be submitted to the Parliamentary Protective Service' Contracting Authority identified in clause 34.

**20. CONFIDENTIALITY**

- 20.1** All information relating to the affairs of the Parliamentary Protective Service or of its employees, or of Members or their employees, to which the Supplier, or any officer or servant of the Supplier, becomes privy as a result of the work to be done under the Contract must be treated as confidential during and after the performance of the services.
- 20.2** Upon expiry or termination of the Contract, if requested by the Parliamentary Protective Service, the Supplier agrees to destroy all documentation and expunge all data received by the Supplier or any officer or servant of the Supplier from the Parliamentary Protective Service during the course of the Contract.

**21. INDEPENDENT SUPPLIER**

It is the intention of the parties that the Contract is for the performance of services and/or the provision of goods and the Supplier is engaged as an independent Supplier providing services or goods to the Parliamentary Protective Service, and that neither the Supplier nor his/her employees, agents or representatives are engaged as Parliamentary Protective Service employees, and are not subject to the terms and conditions of employment applicable to Parliamentary Protective Service employees.



## CONTINUATION

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### A – FRAMEWORK AGREEMENT TERMS AND CONDITIONS

#### 22. ASSIGNMENT OF CONTRACT

The Contract may not be assigned, sub-contracted or transferred in any manner by the Supplier without the prior written consent of the Parliamentary Protective Service' Contracting Authority and any assignment, subcontract, or transfer made without that consent is void and of no effect.

#### 23. NO IMPLIED OBLIGATIONS

No implied obligation of any kind by or on behalf of the Parliamentary Protective Service shall arise from anything in the Contract, and the express covenants and agreements herein contained and made by the Parliamentary Protective Service are and shall be the only covenants and agreements upon which any rights against the Parliamentary Protective Service are to be founded; and, without limiting the generality of the foregoing, the Contract supersedes all communications, negotiations and prior arrangements, either written or oral, relating to the work and made prior to the execution date of the Contract.

#### 24. PERFORMANCE

The Supplier will report the performance under the Contract to the Parliamentary Protective Service in whatever format and frequency the Parliamentary Protective Service may require.

#### 25. CONFLICT OF INTEREST

- 25.1 No Member of the House of Commons or the Senate, nor anyone receiving a salary as an employee of a Member of the House of Commons, the Parliamentary Protective Service, a Senator, the Senate, the Library of Parliament, the Government of Canada, its departments or agencies as identified in the *Financial Administration Act* shall be admitted to any share or part of the Contract or to any benefit arising there from.
- 25.2 The Supplier must not extend entertainment, gifts, gratuities, discounts or special services regardless of value to Members, their families, employees of Members or employees of the Parliamentary Protective Service. The Supplier has the responsibility to report to the Parliamentary Protective Service any attempts by Members, their families, employees of Members or employees of the Parliamentary Protective Service to obtain such favours.

#### 26. PUBLIC CEREMONY AND/OR ADVERTISING

- 26.1 The Supplier must not allow or permit any public ceremony in connection with the Contract.
- 26.2 The Supplier must not erect or permit the erection of any sign or advertising.
- 26.3 The Supplier agrees not to use the name of the Parliamentary Protective Service, or any reference to the Parliamentary Protective Service, in any manner of advertising.

#### 27. SECURITY REQUIREMENTS

- 27.1 Where it is determined by the Parliamentary Protective Service that the Supplier or an employee of the Supplier will have access to Parliamentary Protective Service buildings, or to sensitive

## CONTINUATION

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### A – FRAMEWORK AGREEMENT TERMS AND CONDITIONS

information or valuable assets, in the execution of this Contract, prior to the commencement of work the Parliamentary Protective Service may carry out a criminal records name check for any person who has such access.

**27.2** No criminal records check will be carried out without the consent of the person affected. Where consent is refused, the Parliamentary Protective Service reserves the right to determine that this person will not participate in any way in the execution of this Contract.

#### **28. PRIVILEGES OF THE PPS AND DAMAGES TO PREMISES**

**28.1** Nothing in this Contract shall be construed as a modification or limitation of the privileges, immunities and powers of the Parliamentary Protective Service. The Parliamentary Protective Service retains at all times the control over the premises including access thereto.

**28.2** Where the performance of the work requires the presence of the Supplier's personnel on Parliamentary Protective Service premises, the Supplier must take the same care of the premises occupied as it would its own property and will be responsible for any damage to the Parliamentary Protective Service premises or equipment caused by the negligence of its officers, employees, representatives, or agents.

#### **29. INDEMNIFICATION**

The Supplier hereby against any liability whatsoever (including any claims, demands, losses, damages, costs, charges and expenses) that is incurred by the Parliamentary Protective Service and its employees as a direct or indirect result of the conduct of the Supplier, his agents, employees, representatives, or anyone acting on his behalf in the provision of the goods or services under this Contract.

#### **30. PROPRIETARY RIGHTS**

All software, data, programs, system documents, research, reports, papers, material and information owned by the Supplier and used in the performance of the services under this Contract are, and will remain, the property of the Supplier, unless otherwise agreed by both parties. All software, data, programs, system documents, research, reports, papers, material, information, trademarks, patents, copyrights and industrial designs arising out of the Supplier's performance of its obligations under this Contract and paid for by the Parliamentary Protective Service under this Contract are the property of the Parliamentary Protective Service and neither the Supplier nor any officer, employee, representative, or agent of the Supplier shall divulge, release, or publish anything related to performance under this Contract without first obtaining the written permission of the Parliamentary Protective Service's Project Authority.

#### **31. LICENCES AND PERMITS**

The Supplier will be solely responsible for obtaining from the regulatory authorities under whose jurisdiction it operates and to which it is subject, all approvals, licences, certificates or other requirements connected with the subject matter of this Contract, including licences to use copyrighted software in the performance of the work. The Supplier must, upon request, provide copies of any documents evidencing such approval, licences, certificates or other requirements to the Parliamentary Protective Service's Project Authority.

## CONTINUATION

### A – FRAMEWORK AGREEMENT TERMS AND CONDITIONS

#### 32. ENVIRONMENTAL PRACTICES

The Supplier shall maintain or exceed the environmental practices indicated in its offer for the duration of the Contract.

#### 33. REPRESENTATION

The Supplier and the Parliamentary Protective Service shall each appoint a representative to discuss any problems arising pursuant to the provisions contained in the Contract. The representative so appointed by the Parliamentary Protective Service shall be the Parliamentary Protective Service' Project Authority as referred to in this Contract.

#### 34. PARLIAMENTARY PROTECTIVE SERVICE AUTHORITIES

The following individuals shall act as the Parliamentary Protective Service's respective authorities:

<b>Project Authority</b>	<b>Contracting Authority</b>
To be completed following contract award.	<b>Wayne Dubeau</b> Senior Contracting Officer 165 Sparks Street, Room 611 Ottawa, ON K1A 0A6 Email: <a href="mailto:ppsc-aspp@parl.gc.ca">ppsc-aspp@parl.gc.ca</a>
<b>Enquiries (Primary Contact)</b>	
<b>Wayne Dubeau</b> Senior Contracting Officer 165 Sparks Street, Room 611 Ottawa, ON K1A 0A6 Email: <a href="mailto:ppsc-aspp@parl.gc.ca">ppsc-aspp@parl.gc.ca</a>	

The preceding authorities may delegate their authority and act through their duly appointed representative.

#### 35. SUPPLIER REPRESENTATIVES

The following individuals shall act as the Supplier's representatives:

<b>Contracting Signing Authority</b>	<b>Account Manager (Primary Contact)</b>
To be completed following Contract Award.	To be completed following Contract Award.
<b>Other</b>	
To be completed following Contract Award.	

## CONTINUATION

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### A – FRAMEWORK AGREEMENT TERMS AND CONDITIONS

#### 36. NOTICE

All notices to the Parliamentary Protective Service, including a change to the Supplier's coordinates, must be provided in writing to:

Parliamentary Protective Service  
Procurement  
165 Sparks Street, Suite 611  
Ottawa ON, K1A 0A6  
E-mail: [ppsc-aspp@parl.gc.ca](mailto:ppsc-aspp@parl.gc.ca)

#### 37. SUBSTITUTION OF PERSONNEL

- 37.1** When specific persons have been named in the Supplier's proposal, the Supplier shall provide the services of the persons so named unless the Supplier is unable to do so for reasons beyond its control.
- 37.2** If at any time the Supplier is unable to provide the services of any specific person named in the Contract, for reasons beyond its control, or if the Parliamentary Protective Service' Project Authority requires the replacement of any individual, the Supplier shall provide a replacement with similar qualifications and experience that is acceptable to the Parliamentary Protective Service' Project Authority.
- 37.3** The Supplier shall, prior to replacing any specific personnel, give notice to the Parliamentary Protective Service' Project Authority of:
- 37.3.1** the reason for the removal of the named person from the Work (if such removal was not requested by the Parliamentary Protective Service); and
  - 37.3.2** the name, qualifications and experience of the proposed replacement person.

## CONTINUATION

### APPENDIX B – PROPOSAL SUBMISSION FORM

#### 1. **BIDDER INFORMATION**

Please fill out the following form, and name one person to be the contact for the proposal and for any clarifications or amendments that might be necessary.

##### **Bidder Profile:**

Full Legal Name of Bidder\*:

Any Other Relevant Name  
under Which the Bidder  
Carries on Business:

Street Address:

City, Province/State:

Postal Code:

Phone Number:

Fax Number:

Company Website (If Any):

##### **RFP Point of Contact:**

RFP Contact Person and  
Title:

RFP Contact Phone:

RFP Contact Facsimile:

RFP Contact E-mail:

\*In the case of a Consortium or Joint Venture, in addition to indicating who the prime supplier will be, Bidders must name the other parties that comprise the consortium or joint venture and their legal relationship. If Bidders plan to use subcontractors, the names of their subcontractors must be listed as well.

#### 2. **ACKNOWLEDGMENT OF NON-BINDING PROCUREMENT PROCESS**

The Bidder acknowledges that this procurement process will be governed by the terms and conditions of the RFP, and that, among other things, such terms and conditions confirm that this procurement process is not intended to create and does not create a Contract A bidding process nor any contractual or other legally enforceable obligations, and that there will be no legal relationship or obligations created until the Parliamentary Protective Service and the selected Bidder have executed a written contract.

#### 3. **ABILITY TO PROVIDE DELIVERABLES**

The Bidder has carefully examined the RFP documents and has a clear and comprehensive knowledge of the deliverables required under the RFP. The Bidder represents and warrants its ability to provide the deliverables required under the RFP in accordance with the requirements of the RFP for the prices set out in the Appendix C - Pricing Structure Form. The Bidder has provided a list of any subcontractors to be used to complete the proposed contract. The Bidder encloses herewith as part of the proposal the mandatory forms set out below:

## CONTINUATION

### APPENDIX B – PROPOSAL SUBMISSION FORM

FORM	INITIAL TO ACKNOWLEDGE
Proposal Submission Form	
Pricing Structure Form	

Notice to Bidders: There may be forms required in the RFP other than those set out above. See the Mandatory Criteria section of the RFP for a complete listing of mandatory forms.

#### 4. **NON-BINDING PRICE ESTIMATES**

The Bidder has submitted its prices in accordance with the instructions in the RFP and in the Pricing Structure Form set out in Appendix C. The Bidder confirms that the pricing information provided is accurate. The Bidder acknowledges that any inaccurate, misleading or incomplete information, including withdrawn or altered pricing, could adversely impact the acceptance of its proposal or its eligibility for future work.

#### 5. **ADDENDA**

The Bidder has read and accepted all addenda issued by the Parliamentary Protective Service. The onus remains on Bidders to make any necessary amendments to their proposal based on the addenda. The Bidder confirms that it has received all addenda by listing the addenda numbers or, if no addenda were issued, by writing the word “None” on the following line:

\_\_\_\_\_.

#### 6. **PROHIBITED CONDUCT**

The Bidder declares that it has not engaged in any conduct prohibited under clause 7 of Part 3 – Terms and Conditions of the Procurement Process, Conflict of Interest and Prohibited Conduct.

#### 7. **CONFLICT OF INTEREST**

For the purposes of this clause, the term “Conflict of Interest” means:

- 7.1 in relation to the procurement process, the Bidder has an unfair advantage or engages in conduct, directly or indirectly, that may give it an unfair advantage, including but not limited to:
- 7.1.1 having, or having access to, confidential information of the Parliamentary Protective Service in the preparation of its proposal that is not available to other Bidders;
  - 7.1.2 communicating with any person with a view to influencing preferred treatment in the RFP process (including but not limited to the lobbying of decision makers involved in the RFP process); or
  - 7.1.3 engaging in conduct that compromises, or could be seen to compromise, the integrity of the RFP process; or

## CONTINUATION

### APPENDIX B – PROPOSAL SUBMISSION FORM

**7.2** in relation to the performance of its contractual obligations contemplated in the agreement that is the subject of this procurement, the Bidder's other commitments, relationships or financial interests:

**7.2.1** could, or could be seen to, exercise an improper influence over the objective, unbiased and impartial exercise of its independent judgement; or

**7.2.2** could, or could be seen to, compromise, impair or be incompatible with the effective performance of its contractual obligations.

If the box below is left blank, the Bidder will be deemed to declare that (a) there was no Conflict of Interest in preparing its proposal; and (b) there is no foreseeable Conflict of Interest in performing the contractual obligations contemplated in the RFP.

Otherwise, if the statement below applies, check the box.

- The Bidder declares that there is an actual or potential Conflict of Interest relating to the preparation of its proposal, and/or the Bidder foresees an actual or potential Conflict of Interest in performing the contractual obligations contemplated in the RFP.

If the Bidder declares an actual or potential Conflict of Interest by marking the box above, the Bidder must set out below details of the actual or potential Conflict of Interest:

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The following individuals, as employees, advisors, or in any other capacity (a) participated in the preparation of our proposal; **AND** (b) were employees of the Parliamentary Protective Service and have ceased that employment within twenty-four (24) months prior to the Submission Deadline:

<b>Name of Individual:</b>
<b>Job Classification:</b>
<b>Service Area:</b>
<b>Last Date of Employment with the Parliamentary Protective Service:</b>
<b>Name of Last Supervisor:</b>
<b>Brief Description of Individual's Job Functions:</b>
<b>Brief Description of Nature of Individual's Participation in the Preparation of the Proposal:</b>

**(Repeat above for each identified individual)**

The Bidder agrees that, upon request, the Bidder will provide the Parliamentary Protective Service with additional information from each individual identified above in the form prescribed by the Parliamentary Protective Service.

## CONTINUATION

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### APPENDIX B – PROPOSAL SUBMISSION FORM

#### 8. DISCLOSURE OF INFORMATION

The Bidder hereby agrees that any information provided in this proposal, even if it is identified as being supplied in confidence, may be disclosed where required by law or if required by order of a court or tribunal. The Bidder hereby consents to the disclosure, on a confidential basis, of this proposal by the Parliamentary Protective Service to the Parliamentary Protective Service's advisors retained for the purpose of evaluating or participating in the evaluation of this proposal.

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Signature of Witness

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Signature of Bidder Representative

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Name of Witness

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Name and Title

Date:

I have authority to bind the Bidder and attest to the accuracy of the information provided in this proposal.



## CONTINUATION

### APPENDIX C – PRICING STRUCTURE FORM

#### 1. PRICING

#### Laundry, Dry Cleaning & Pressing

<u>List Of Items</u>	<u>Dry Cleaning</u>	<u>Laundry</u>	<u>Pressing</u>	<u>Cost Per Unit (\$)</u>
Bomber Jacket 3-in-1	X			
Caps-Kepi	X			
Cargo Pants		X		
Fur Hat	X			
Gloves - Spring/fall		X		
Gloves – Winter		X		
High Visibility Vest		X		
Military Sweater		X		
Neck Warmer		X		
Pants – Duty		X	X	
Pants – Wind	X			
Pants – Winter	X			
Parka	X			
Polo shirt – Long Sleeve		X		
Polo shirt – Short Sleeve		X		
Raincoat	X			
Scarf		X		
Shirts – Long Sleeve		X	X	
Shirts – Short Sleeve		X	X	
Toque		X		
Soft Body Armor Carrier		X		
Gloves – White		X		
Pants – Ceremonial	X		X	
White Shirt - Ceremonial		X	X	
Tie	X			
Tunic	X		X	
Civilian Duty Suit (Jacket, Shirt, Dress Pants, T-Shirt, Tie)	X		X	

## CONTINUATION

### APPENDIX C – PRICING STRUCTURE FORM - Continued

#### Tailoring Services

Tailoring services requested:

<u>List of Minor Repairs</u>	<u>Description</u>	<u>Cost Per Unit (\$)</u>
Replace zipper	Pants	
Re-sew hem	Pants - Entire	
Re-sew hem	Pants - Partial	
Re-sew seam	Length - Small	
Re-sew seam	Length - Medium	
Re-sew seam	Length - Large	
Re-sew seam	Length - Extra-large	
*Re-sew seat	Pants	
*Patching	Based on size of rip and work required	
Re-sew buttons		
Hooks		
Belt loop		
Sew patches	Tunic	

## CONTINUATION

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### APPENDIX D – STATEMENT OF WORK

1. **TITLE**

Dry Cleaning Services

2. **OBJECTIVE**

To provide dry cleaning, laundry, pressing and tailoring services in accordance with the following schedules and locations.

3. **GENERAL REQUIREMENTS**

The Supplier's responsibilities will include, but not necessarily be limited to the following:

- pick-up and delivery services;
- Dry cleaning services;
- Laundry services;
- Pressing services; and
- Tailoring services.

4. **PICK-UP AND DELIVERY**

The Supplier will pick up and transport to its own facilities all the orders filled for dry cleaning, laundry, pressing and Tailoring services, as per the pick-up and delivery schedules below.

4.1 **General Pick-up and Delivery Schedule**

Dry cleaning, laundry and pressing services:

The Supplier will pick up items every day during the week and deliver them within two (2) business days (excluding designated statutory holidays as stated in clause 12.2).

Tailoring services:

The Supplier will pick up items every day during the week and deliver them within three (3) business days (excluding designated statutory holidays as stated in clause 12.2).

## CONTINUATION

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### APPENDIX D – STATEMENT OF WORK-Continued

#### 4.2 **Pick-up and Delivery Schedule – Time and Location**

Dry cleaning, pressing, laundry and tailoring services:

The Supplier will pick up and deliver items to the freight entrance of the Confederation Building located at 229 Wellington Ottawa, Ontario (location 1) as well as at 180 Wellington St., Ottawa Ontario (location 2). The first pick-up is to be made between 9:00 a.m. and 10:00 a.m. and the second pick-up between 2:00 p.m. and 3:00 p.m.

Fewer Pick-ups may be required, at times. The PPS Project Authority will confirm this information.

#### 4.3 The PPS Project Authority reserves the right to modify the schedule, time and location by way of a written notice of seven (7) calendar days.

In case of emergency, the PPS Project Authority will advise the supplier of any changes to the schedule, time and location within twenty-four (24) hours.

#### 4.4 **Additional Locations:**

The PPS reserves the right to include additional locations as required. The schedule for these additional locations shall be mutually agreed upon between the Supplier and the PPS Project Authority.

## CONTINUATION

### APPENDIX D – STATEMENT OF WORK -Continued

#### 4.5 Dry Cleaning, Laundry and Pressing Services:

Dry cleaning, laundry and pressing services shall include, but not necessarily be limited to the following:

<u>List Of Items</u>	<u>Dry Cleaning</u>	<u>Laundry</u>	<u>Pressing</u>
Bomber Jacket 3-in-1	X		
Caps-Kepi	X		
Cargo Pants		X	
Fur Hat	X		
Gloves - Spring/fall		X	
Gloves – Winter		X	
High Visibility Vest		X	
Military Sweater		X	
Neck Warmer		X	
Pants – Duty		X	X
Pants – Wind	X		
Pants – Winter	X		
Parka	X		
Polo shirt – Long Sleeve		X	
Polo shirt – Short Sleeve		X	
Raincoat	X		
Scarf		X	
Shirts – Long Sleeve		X	X
Shirts – Short Sleeve		X	X
Toque		X	
Soft Body Armor Carrier		X	
Gloves – White		X	
Pants – Ceremonial	X		X
White Shirt - Ceremonial		X	X
Tie	X		
Tunic	X		X
Civilian Duty Suit (Jacket, Shirt, Dress Pants, T-Shirt, Tie)	X		X

## CONTINUATION

### APPENDIX D – STATEMENT OF WORK -Continued

#### 4.6 Tailoring Services:

Tailoring services shall include, but not necessarily be limited to the following:

<u>List of Minor Repairs</u>	<u>Description</u>
Replace zipper	Pants
Re-sew hem	Pants - Entire
Re-sew hem	Pants - Partial
Re-sew seam	Length - Small
Re-sew seam	Length - Medium
Re-sew seam	Length - Large
Re-sew seam	Length - Extra-large
*Re-sew seat	Pants
*Patching	Based on size of rip and work required
Re-sew buttons	
Hooks	
Belt loop	
Sew patches	Tunic

#### 5. PROCEDURE FOR PLACING ORDERS

- 5.1 Multicopy order slips are used to designate the services required for each order. Order slips will be provided by PPS. One copy will be kept by the Supplier for their records.
- 5.2 The Supplier's personnel will verify that customer requests fall under authorized work. In case of dispute, requests are to be referred to the PPS Project Authority for resolution.
- 5.3 The Supplier's personnel will count the items to make sure that the number of items corresponds to the number on the order slip. In case of a discrepancy, the Supplier shall notify the PPS Project Authority for correction.
- 5.4 All items will be tagged by PPS Quartermaster and will be sent out in a laundry bag (one for each employee). These laundry bags must be returned with the cleaned clothes, wrapped in a plastic bag (on the hanger).
- 5.6 The Supplier may be asked to provide urgent services. Urgent services are those that require clothing to be returned within twenty-four (24) hours. Prior approval from PPS Project Authority is required before the Supplier may accept urgent requests. PPS Project Authority could drop and pick up at supplier location in case of emergency.
- 5.7 If an item requires to be redone (cleaning or alterations), no additional cost will be charged to the PPS.

## CONTINUATION

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### APPENDIX D – STATEMENT OF WORK -Continued

#### 7. LOST, STOLEN OR DAMAGED ITEMS

Employees and Quartermaster:

- 7.1 All claims for damaged clothing must be made within three (3) business days, from the time the employee receives his/her clothing. PPS Project Authority will advise the Supplier of any missing or damaged items. The Supplier will inform the PPS Project Authority via the claims report of all lost or damaged items.
- 7.2 All claim for items lost or damaged items must be credited at 50% of the original value, according to the pricing list to be provided by the PPS project authority.

Supplier:

- 7.3 All items lost, stolen or damaged by the supplier will be reported to PPS Project authority within 24 hours.
- 7.4 All items lost, stolen or damaged by the supplier must be credited at 50% of the original value, according to the pricing list to be provided by the PPS project authority.

#### 8. VERIFICATION OF STATEMENT OF ACCOUNT

- 8.1 Every month, the Supplier will provide a statement of account listing all the requests for services that were performed during the month. The following information will be provided:
- the name of employee;
  - the number and date of order slip;
  - the number and date of the invoice;
  - a description of the item (e.g. jacket, pants, vest);
  - the quantity of each item;
  - the individual cost of items;
  - the total cost for each employee; and
  - any clothing items that were “re-done”
  - a summary of the total cost of all transactions processed for the month.
- 8.2 In the event of a disagreement, the Supplier will be responsible for submitting proof that the services in question were provided. This proof must be acceptable to the PPS to merit the request for payment.

#### 9. SUPPLIES AND DOCUMENTS

- 9.1 The PPS Project Authority will provide the Supplier with a list of all authorized items to be dry cleaned, washed or pressed.
- 9.2 The PPS Project Authority will provide the Supplier with a list of the market value, as well as the replacement value of all uniform items which fall under the scope of work.

## CONTINUATION

### APPENDIX D – STATEMENT OF WORK -Continued

#### 10. REPORTING

Item	Description	Acceptance Criteria	Schedule
<p>Monthly reporting – statement of account for transactions (separate reports for dry cleaning, laundry, pressing and tailoring services)</p>	<p>Report that details the activities of the calendar month and that must include:</p> <ul style="list-style-type: none"> <li>• the name of employee;</li> <li>• the number and date of order slip;</li> <li>• the number and date of the invoice;</li> <li>• a description of the item (e.g. jacket, pants, vest);</li> <li>• the quantity of each item;</li> <li>• the individual cost of items;</li> <li>• the total cost for each employee; and</li> <li>• any clothing items that were “re-done”</li> <li>• a summary of total cost by service rendered.</li> <li>• the total cost of all transactions processed.</li> </ul>	<p>In Word, Excel or PDF via email.</p> <p>The format of the monthly report must be approved by the PPS Project Authority.</p>	<p>First week of the month</p>
<p>Lost, Damaged or stolen items</p>	<p>Report that details all damaged goods and that must include:</p> <ul style="list-style-type: none"> <li>• The name of employee;</li> <li>• a description of the item;</li> <li>• the number of order slip;</li> <li>• the nature of the damage;</li> <li>• the cause of damage;</li> <li>• actions taken; and</li> <li>• the date.</li> </ul>	<p>In Word, Excel or PDF via email</p>	<p>Within one week of incident</p>



## CONTINUATION

### APPENDIX D – STATEMENT OF WORK-Continued

#### 11. DESIGNATED STATUTORY HOLIDAYS

Date	Holiday
January 1	New Year's Day
March/April	Good Friday
March/April	Easter Monday
First Monday <i>before</i> May 25	Victoria Day
June 24	Saint-Jean-Baptiste
July 1	Canada Day
First Monday of August	Civic Holiday
First Monday of September	Labour Day
Second Monday of October	Thanksgiving Day
November 11	Remembrance Day
December 25	Christmas Day
December 26	Boxing Day

## CONTINUATION

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### APPENDIX E – EVALUATION CRITERIA AND COMPLIANCE MATRIX

#### 1. EVALUATION CRITERIA COMPLIANCE

- 1.1 Each proposal will be evaluated separately, against the Evaluation Criteria contained herein.
- 1.2 It is the Bidder's responsibility to ensure that their proposal provides sufficient evidence for the PPS Evaluation Team to assess the compliance of the proposal with the criteria listed in this RFP.
- 1.3 Selection and evaluation is based on a "rules of evidence" approach, such that the Bidder's proposal is the sole demonstration of the Bidder's capacity to fulfill the requirement, as described within the RFP. No prior knowledge of or experience with the Bidder on the part of the PPS Evaluation Team will be taken into consideration.
- 1.4 Bidders must include any reference material they wish to be considered for evaluation within their proposal. Any material or documents outside the proposal will not be considered. Should a Bidder wish to provide screen shots of its website for evaluation, copies or printouts of website material should be included within the proposal. URL links to the Bidder's website will not be considered by the PPS Evaluation Team.
- 1.5 Proposals will be evaluated in accordance with the following two (2) stages:  
  
**Stage 1** - Bidders will be evaluated on the basis of the Mandatory Criteria.  
**Stage 2** – Bidders who have met all of the Mandatory Criteria will be evaluated on the basis of their Financial Proposal.
- 1.6 The PPS will make its selection based on the Supplier who successfully meets all mandatory requirements and who can provide the best price for the totality of the services requested in Section C - Pricing Structure Form.

#### 2. EVALUATION TABLES

Bidders are asked to complete the Evaluation Table below and Response Template (Appendix B) and submit with their proposal. The Evaluation Table for Mandatory criteria will be used by the PPS Evaluation Team to find the required information in the Bidder's proposal. Bidders should include information on where within their proposal evidence can be found to support their compliance with each individual criterion.

## CONTINUATION

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### E – EVALUATION CRITERIA AND COMPLIANCE MATRIX

#### 3. FINANCIAL EVALUATION

- 3.1 Bidders must complete the Pricing Structure Form in Appendix C, Pricing Structure. Pricing will be scored based on the lowest total price for all services listed.

## CONTINUATION

### E – EVALUATION CRITERIA AND EVALUATION TABLES

**TABLE 1 – MANDATORY CRITERIA (STAGE I)**

Bidders must demonstrate that they meet the following Mandatory Criteria. Proposals failing to meet any one of the Mandatory Criteria will be deemed non-compliant and will not be considered further.

#	Description of Criterion	Bidder's Proposal Reference (compliance matrix)
M1	Bidders must provide service delivery to the Parliamentary Precinct, located on and around Wellington Street, in Ottawa, Ontario, Canada and have their facilities located in the National Capital Region.	
M2	Bidders must have the capacity to adhere to the pick-up and delivery schedule, as outlined in Appendix D – Statement of Work.	
M3	Bidders must provide proof of liability insurance to the satisfaction of the PPS for lost, damaged or destroyed items.	
M4	Bidders must provide 2 client references of similar or greater size and scope to the requirement, as outlined in this document. Bidders must use the template form located in Appedix F – PROJECT REFERENCE TEMPLATE. Bidders must complete one template form per reference.	

## CONTINUATION

### APPENDIX F – PROJECT REFERENCE TEMPLATE

In accordance with Mandatory Criterion M4, Bidders are asked to provide two(2) written Project references for clients from within the last three (3) years in projects of similar size and scope, or greater.

<b>A) Client Company/Organization:</b>	
<b>B) Scope of Services provided ( volume of work, turnaround schedule):</b>	
<b>C) Start date:</b>	<b>End Date:</b>
<b>D) Estimated contract Size(\$):</b>	
<b>E) List of deliverables:</b>	
<b>F) Client Project Authority:</b>	
<b>Name:</b>	
<b>Address:</b>	
<b>Telephone Number:</b>	
<b>eMail address:</b>	

(Repeat above for each cited Project Reference)