

**RETURN BIDS TO:**

## RETOURNER LES SOUMISSIONS À:

**Travaux publics et Services gouvernementaux  
Canada**

**Place Bonaventure, portail Sud-Oue  
800, rue de La Gauchetière Ouest  
7e étage, suite 7300**

**Montréal**  
**Québec**

**H5A 1L6**

**FAX pour soumissions: (514) 496-3822**

## Request For a Standing Offer Demande d'offre à commandes

## Regional Individual Standing Offer (RISO)

## Offre à commandes individuelle régionale (OCIR)

Canada, as represented by the Minister of Public Works and Government Services Canada, hereby requests a Standing Offer on behalf of the Identified Users herein.

Le Canada, représenté par le ministre des Travaux Publics et Services Gouvernementaux Canada, autorise par la présente, une offre à commandes au nom des utilisateurs identifiés énumérés ci-après.

## Comments - Commentaires

**Vendor/Firm Name and Address****Raison sociale et adresse du fournisseur/de l'entrepreneur**

**Issuing Office - Bureau de distribution**

Travaux publics et Services gouvernementaux Canada  
Place Bonaventure, portail Sud-Oue  
800, rue de La Gauchetière Ouest  
7e étage, suite 7300  
Montréal  
Québec  
H5A 1L6

<b>Title - Sujet</b> RISO-Food Operation Support	
<b>Solicitation No. - N° de l'invitation</b> W0130-19A003/A	<b>Date</b> 2019-09-25
<b>Client Reference No. - N° de référence du client</b> W0130-19A003	<b>GETS Ref. No. - N° de réf. de SEAG</b> PW-\$MTA-625-15477
<b>File No. - N° de dossier</b> MTA-9-42131 (625)	<b>CCC No./N° CCC - FMS No./N° VME</b>
<b>Solicitation Closes - L'invitation prend fin</b> <b>at - à 02:00 PM</b> <b>on - le 2019-11-05</b>	<b>Time Zone</b> <b>Fuseau horaire</b> Heure Normale du l'Est HNE
<b>Delivery Required - Livraison exigée</b> Voir Doc.	
<b>Address Enquiries to: - Adresser toutes questions à:</b> Lavoie, Corine	<b>Buyer Id - Id de l'acheteur</b> mta625
<b>Telephone No. - N° de téléphone</b> (514)207-4777 ( )	<b>FAX No. - N° de FAX</b> (514)496-3822
<b>Destination - of Goods, Services, and Construction:</b> <b>Destination - des biens, services et construction:</b> MINISTERE DE LA DEFENSE NATIONALE BFC Valcartier 5 BNS du C Garnisson Valcartier Bat.367 COURCELETTE Québec G0A 4Z0 Canada	
<b>Security - Sécurité</b> This request for a Standing Offer includes provisions for security. Cette Demande d'offre à commandes comprend des dispositions en matière de sécurité.	

**Instructions: See Herein**

**Instructions: Voir aux présentes**

<b>Vendor/Firm Name and Address</b>	
<b>Raison sociale et adresse du fournisseur/de l'entrepreneur</b>	
<b>Telephone No. - N° de téléphone</b>	
<b>Facsimile No. - N° de télécopieur</b>	
<b>Name and title of person authorized to sign on behalf of Vendor/Firm (type or print)</b>	
<b>Nom et titre de la personne autorisée à signer au nom du fournisseur/ de l'entrepreneur (taper ou écrire en caractères d'imprimerie)</b>	
<b>Signature</b>	<b>Date</b>

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W0130-19A003/A  
Client Ref. No. - N° de réf. du client  
W0130-19A003

Amd. No. - N° de la modif.  
File No. - N° du dossier  
MTA-9-42131

Buyer ID - Id de l'acheteur  
MTA625  
CCC No./N° CCC - FMS No./N° VME

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## **PART 1 - GENERAL INFORMATION**

### **1.1 Introduction**

The Request for Standing Offers (RFSO) is divided into seven parts plus attachments and annexes, as follows:

- Part 1 General Information: provides a general description of the requirement;
- Part 2 Offeror Instructions: provides the instructions applicable to the clauses and conditions of the RFSO;
- Part 3 Offer Preparation Instructions: provides offerors with instructions on how to prepare their offer to address the evaluation criteria specified;
- Part 4 Evaluation Procedures and Basis of Selection: indicates how the evaluation will be conducted, the evaluation criteria which must be addressed in the offer, and the basis of selection;
- Part 5 Certifications and Additional Information: includes the certifications and additional information to be provided;
- Part 6 Security, Financial and Insurance Requirements: includes specific requirements that must be addressed by offerors; and
- Part 7 7A, Standing Offer, and 7B, Resulting Contract Clauses:
  - 7A, includes the Standing Offer containing the offer from the Offeror and the applicable clauses and conditions;
  - 7B, includes the clauses and conditions which will apply to any contract resulting from a call-up made pursuant to the Standing Offer.

The Annexes include:

The Requirement, the Basis of Payment, the Electronic Payment Instruments, the Federal Contractors Program for Employment Equity - Certification and any other annexes.

### **1.2 Summary**

- 1.2.1** Request for a Standing Offer, on an as and when required basis of the Department of National Defence, a food operation support, and in particular support personnel such as: cooks, assistant cooks, general helpers, cashiers and warehouse attendant (this personnel will need to be under the supervision of one or more representatives of the supplier) at St-Hubert, St Jean-sur-Richelieu, Farnham, Valcartier and Quebec.

Identified user is the Department of National Defence located in geographic areas affected by this standing offer.

For the period from January 1, 2020 to December 31, 2021 inclusively.

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

**1.2.3** The requirement is subject to a preference for Canadian services.

**1.2.4** This RFSO allows offerors to use the epost Connect service provided by Canada Post Corporation to transmit their offers electronically. Offerors must refer to Part 2 of the RFSO entitled Offeror Instructions and Part 3 of the RFSO entitled Offer Preparation Instructions, for further information on using this method.

### **1.3 Security Requirements (Refer to Annex «I» attached)**

There are security requirements associated with the requirement of the Standing Offer. For additional information, see Part 6 - Security, Financial and Insurance Requirements, and Part 7 - Standing Offer and Resulting Contract Clauses. For more information on personnel and organization security screening or security clauses, offerors should refer to the [Contract Security Program](http://www.tpsgc-pwgsc.gc.ca/esc-src/introduction-eng.html) of Public Works and Government Services Canada (<http://www.tpsgc-pwgsc.gc.ca/esc-src/introduction-eng.html>) website.

### **1.4 Debriefings**

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

### **1.5 Anticipated migration to an e-Procurement Solution (EPS)**

Canada is currently developing an online EPS for faster and more convenient ordering of goods and services. In support of the anticipated transition to this system and how it may impact any resulting Standing Offer that is issued under this solicitation, refer to 7.15 Transition to an e-Procurement Solution (EPS).

The Government of Canada's [press release](#) provides additional information.

## **PART 2 - OFFEROR INSTRUCTIONS**

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

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

Offerors who submit an offer agree to be bound by the instructions, clauses and conditions of the RFSO and accept the clauses and conditions of the Standing Offer and resulting contract(s).

The [2006](#) (2017-04-27) Standard Instructions - Request for Standing Offers - Goods or Services - Competitive Requirements, are incorporated by reference into and form part of the RFSO.

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

Delete: 60 days

Insert: 90 days

#### **2.1.1 SACC Manual Clauses**

[A3015T](#) (2014-06-26), Certifications – Bid

## 2.2 Submission of Offers

Offers must be submitted only to Public Works and Government Services Canada (PWGSC) Bid Receiving Unit by the date and time indicated in the RFSO. You must send your offer by either epost Connect, mail, facsimile, or in person.

### **BY MAIL, FACSIMILE OR IN PERSON:**

#### **PWGSC Bid Receiving Unit**

Public Services and Procurement Canada  
Acquisitions Directorate - Quebec Region  
Bonaventure Place, South-West Portal  
800, de la Gauchetière West, Suite 7300  
Montreal, Quebec, H5A 1L6

Facsimile: (514) 496-3822

### **BY EPOST CONNECT**

For offerors choosing to submit using epost Connect for offers closing at the Bid Receiving Unit at PWGSC, the email address is:

[TPSGC.RQReceptionSoumissions-QRSupplyTendersReception.PWGSC@tpsgc-pwgsc.gc.ca](mailto:TPSGC.RQReceptionSoumissions-QRSupplyTendersReception.PWGSC@tpsgc-pwgsc.gc.ca)

Offers 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 [2006](#), or to send offers through an epost Connect message if the bidder is using its own licensing agreement for epost Connect.

## 2.3 Former Public Servant

Contracts awarded to former public servants (FPS) in receipt of a pension or of a lump sum payment must bear the closest public scrutiny, and reflect fairness in the spending of public funds. In order to comply with Treasury Board policies and directives on contracts awarded to FPS, offerors must provide the information required below before the issuance of a standing offer. If the answer to the questions and, as applicable the information required have not been received by the time the evaluation of offers is completed, Canada will inform the Offeror of a time frame within which to provide the information. Failure to comply with Canada's request and meet the requirement within the prescribed time frame will render the offer non-responsive.

### ***Definitions***

For the purposes of this clause,

"former public servant" is any former member of a department as defined in the [Financial Administration Act](#) R.S., 1985, c. F-11, a former member of the Canadian Armed Forces or a former member of the Royal Canadian Mounted Police. A former public servant may be:

- a. an individual;
- b. an individual who has incorporated;
- c. a partnership made of former public servants; or

- d. a sole proprietorship or entity where the affected individual has a controlling or major interest in the entity.

"lump sum payment period" means the period measured in weeks of salary, for which payment has been made to facilitate the transition to retirement or to other employment as a result of the implementation of various programs to reduce the size of the Public Service. The lump sum payment period does not include the period of severance pay, which is measured in a like manner.

"pension" means a pension or annual allowance paid under the [Public Service Superannuation Act](#) (PSSA), R.S., 1985, c. P-36, and any increases paid pursuant to the [Supplementary Retirement Benefits Act](#), R.S., 1985, c. S-24 as it affects the PSSA. It does not include pensions payable pursuant to the [Canadian Forces Superannuation Act](#), R.S., 1985, c. C-17, the [Defence Services Pension Continuation Act](#), 1970, c. D-3, the [Royal Canadian Mounted Police Pension Continuation Act](#), 1970, c. R-10, and the [Royal Canadian Mounted Police Superannuation Act](#), R.S., 1985, c. R-11, the [Members of Parliament Retiring Allowances Act](#), R.S. 1985, c. M-5, and that portion of pension payable to the [Canada Pension Plan Act](#), R.S., 1985, c. C-8.

#### **Former Public Servant in Receipt of a Pension**

As per the above definitions, is the Offeror a FPS in receipt of a pension? **YES ( ) NO ( )**

If so, the Offeror must provide the following information, for all FPS in receipt of a pension, as applicable:

- a. name of former public servant;
- b. date of termination of employment or retirement from the Public Service.

By providing this information, Offerors agree that the successful Offeror's status, with respect to being a former public servant in receipt of a pension, will be reported on departmental websites as part of the published proactive disclosure reports in accordance with [Contracting Policy Notice: 2012-2](#) and the [Guidelines on the Proactive Disclosure of Contracts](#).

#### **Work Force Adjustment Directive**

Is the Offeror a FPS who received a lump sum payment pursuant to the terms of the Work Force Adjustment Directive? **YES ( ) NO ( )**

If so, the Offeror must provide the following information:

- a. name of former public servant;
- b. conditions of the lump sum payment incentive;
- c. date of termination of employment;
- d. amount of lump sum payment;
- e. rate of pay on which lump sum payment is based;
- f. period of lump sum payment including start date, end date and number of weeks;
- g. number and amount (professional fees) of other contracts subject to the restrictions of a work force adjustment program.

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For all contracts awarded during the lump sum payment period, the total amount of fees that may be paid to a FPS who received a lump sum payment is \$5,000, including Applicable Taxes.

## **2.4 Enquiries - Request for Standing Offers**

All enquiries must be submitted in writing to the Standing Offer Authority no later than **ten (10) calendar days** before the Request for Standing Offers (RFSO) closing date. Enquiries received after that time may not be answered.

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

## **2.5 Applicable Laws**

The Standing Offer and any contract resulting from the Standing Offer must be interpreted and governed, and the relations between the parties determined, by the laws in force in Quebec.

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

# **PART 3 - OFFER PREPARATION INSTRUCTIONS**

## **3.1 Offer Preparation Instructions**

If the Offeror chooses to submit its offer electronically, Canada requests that the Offeror submits its offer in accordance with section 08 of the 2006 standard instructions. The epost Connect system has a limit of 1GB per single message posted and a limit of 20GB per conversation. The offer must be gathered per section and separated as follows:

Section I: Technical Offer  
Section II: Financial Offer  
Section III: Certifications

If the Offeror chooses to submit its offer in hard copies, Canada requests that the Offeror provides its offer in separately bound sections as follows:

Section I: Technical Offer (2 hard copies)  
Section II: Financial Offer (2 hard copies)  
Section III: Certifications (1 hard copy)

If the Offeror is simultaneously providing copies of its offer 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.



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

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

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

In April 2006, Canada issued a policy directing federal departments and agencies to take the necessary steps to incorporate environmental considerations into the procurement process [Policy on Green Procurement](https://www.tbs-sct.gc.ca/pol/doc-eng.aspx?id=32573) (<https://www.tbs-sct.gc.ca/pol/doc-eng.aspx?id=32573>). To assist Canada in reaching its objectives, Offerors should:

- 1) use 8.5 x 11 inch (216 mm x 279 mm) paper containing fibre certified as originating from a sustainably-managed forest and containing minimum 30% recycled content; and
- 2) use an environmentally-preferable format including black and white printing instead of colour printing, printing double sided/duplex, using staples or clips instead of cerlox, duotangs or binders.

#### **Section I: Technical Offer**

In their technical offer, offerors should explain and demonstrate how they propose to meet the requirements and how they will carry out the Work. Refer to the Statement of Work and Annexes «A to H» attached.

#### **Section II: Financial Offer**

Offerors must submit their financial offer in accordance with the Annexes «E-1 and E-2 Submission of Rates» (Applicable Taxes excluded).

##### **3.1.1 Electronic Payment of Invoices - Offer**

If you are willing to accept payment of invoices by Electronic Payment Instruments, complete Annex «J» Electronic Payment Instruments, to identify which ones are accepted.

If Annex «J» Electronic Payment Instruments is not completed, it will be considered as if Electronic Payment Instruments are not being accepted for payment of invoices.

Acceptance of Electronic Payment Instruments will not be considered as an evaluation criterion.

##### **3.1.2 Exchange Rate Fluctuation**

[C3011T](#) (2013-11-06), Exchange Rate Fluctuation

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

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## PART 4 - EVALUATION PROCEDURES AND BASIS OF SELECTION

### 4.1 Evaluation Procedures

- (a) Offers will be assessed in accordance with the entire requirement of the Request for Standing Offers including the technical and financial evaluation criteria.
- (b) An evaluation team composed of representatives of Canada will evaluate the offers.
- (c) The evaluation team will determine first if there are two or more offers with a valid Canadian Content certification. In that event, the evaluation process will be limited to the offers with the certification; otherwise, all offers will be evaluated. If some of the offers with a valid certification are declared non-responsive, or are withdrawn, and less than two responsive offers with a valid certification remain, the evaluation will continue among those offers with a valid certification. If all offers with a valid certification are subsequently declared non-responsive, or are withdrawn, then all the other offers received will be evaluated.

#### 4.1.1 Technical Evaluation

##### 4.1.1.1 Mandatory Technical Criteria

- A) Compliance with the description of all requirements described in the Statement of Work and Annexes «A to H».
- B) Offerors must meet all of the following mandatory technical evaluation criteria to be declared responsive:
  - 1. Offerors must submit with their offer, at least five (5) different temporary help food services support mandates they have been provided for at least three (3) different clients in one or more positions described in annexes "G-1 to G-8".
  - 2. The mandates must have been provided within five (5) years of the closing date of this request for standing offer.
  - 3. All mandates must have a minimum period of one (1) month.
  - 4. The mandates must have been for full-time - more than 35hrs/week average, for a given person.
  - 5. To meet this requirement, offerors must have three (3) of their different clients duly complete, sign and date letters using the format indicated in Annex "H" – Offeror's letter of reference and submit with their offer.
- C) Existence and professional requirements of the company:
  - 1. Offerors must submit with their offer, a certificate of incorporation or other document attesting to the company's founding.
  - 2. Offerors must have provided temporary help services for at least two (2) years starting from the closing date of this request for standing offer. For this, they must provide proof.

**Canada reserves the right to take references**

**IMPORTANT:**

**Only the original letters will be accepted for all the technical criteria requiring a reference. Canada reserves the right to validate the conformity of the information provided.**

**NOTE:**

**The closing date for bids will be considered as the reference date for the calculation of the periods specified above.**

**4.1.2 Financial Evaluation**

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

- A) Offerors have to submit firm rates for each of the years for all the jobs of a group or groups. Refer to annexes «E-1 and E-2» attached.
- B) The hourly rates for each of the jobs will be multiplied by the estimated quantities for each of the groups.

The estimated quantities of Annex "D" are provided solely as an estimation for the period of the standing offer and do not reflect the actual intended use or any commitment by the Crown.

**4.2 Basis of Selection**

**4.2.1** *SACC Manual* Clause [M0031T](#) (2007/05/25), Basis of Selection

- A) To be declared responsive, an offer must:
  - a. Comply with all the mandatory technical and financial requirements of the Request for Standing Offers.
- B) The responsive offer with the lowest total value by group will be recommended for issuance of a Standing Offer (SO).
- C) The lowest price will be determined by the total value of the hourly rates by group, applied to the quantities estimated for the period of two (2) years.
- D) We want to issue a maximum of four (4) Standing Offers, let be one (1) per group:

**Group 1**  
**Group 2**  
**Group 3 (3a and 3b)**  
**Group 4**

**An offeror can obtain a standing offer for more than one group.**

**PART 5 – CERTIFICATIONS AND ADDITIONAL INFORMATION**

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

The certifications provided by offerors to Canada are subject to verification by Canada at all times. Unless specified otherwise, Canada will declare an offer non-responsive, will have the right to set-aside a

standing offer, or will declare a contractor in default if any certification made by the Offeror is found to be untrue whether made knowingly or unknowingly during the offer evaluation period, during the Standing Offer period, or during the contract period.

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

## 5.1 Certifications Required with the Offer

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

### 5.1.1 Integrity Provisions - Declaration of Convicted Offences

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

### 5.1.2 Canadian Content Certification

This procurement is conditionally limited to Canadian services.

Subject to the evaluation procedures contained in the request for standing offer, offerors acknowledge that only offers 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 offer will result in the services offered being treated as non-Canadian services.

The Offeror 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](#), Example 2, of the Supply Manual.

#### 5.1.2.1 SACC Manual clause [A3050T](#) (2018-12-06) Canadian Content Definition

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

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

### 5.2.1 Integrity Provisions – Required Documentation (Refer to Annex “K” attached)

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

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

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

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

## 5.2.3 Additional Certifications Precedent to Issuance of a Standing Offer

### 5.2.3.1 Status and Availability of Resources

SACC Manual clause [M3020T](#) (2016-01-28)

## PART 6 - SECURITY, FINANCIAL AND INSURANCE REQUIREMENTS

### 6.1 Security Requirements

1. At the Request for Standing Offers closing date, the following conditions must be met:
  - (a) the Offeror must hold a valid organization security clearance as indicated in Part 7A - Standing Offer;
  - (b) the Offeror's proposed individuals requiring access to classified or protected information, assets or sensitive work sites must meet the security requirements as indicate in Part 7A - Standing Offer;
  - (c) the Offeror must provide the name of all individuals who will require access to classified or protected information, assets or sensitive work sites;
2. For additional information on security requirements, offerors should refer to the [Contract Security Program](http://www.tpsgc-pwgsc.gc.ca/esc-src/introduction-eng.html) of Public Works and Government Services Canada (<http://www.tpsgc-pwgsc.gc.ca/esc-src/introduction-eng.html>) website.

### 6.3 Insurance Requirements

The Offeror must provide a letter from an insurance broker or an insurance company licensed to operate in Canada stating that the Offeror, if issued a standing offer as a result of the request for standing offer, can be insured in accordance with the Insurance Requirements specified in Part 7B, section 7.7 .

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

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## PART 7 - STANDING OFFER AND RESULTING CONTRACT CLAUSES

### A. STANDING OFFER

#### 7.1 Offer

- 7.1.1 The Offeror offers to fulfill the requirement in accordance with the Statement of Requirement and Annexes "A to H".

#### 7.2 Security Requirements

- 7.2.1 The following security requirements (SRCL and related clauses provided by the Contract Security Program) apply and form part of the Standing Offer.

**SECURITY REQUIREMENT FOR CANADIAN SUPPLIER:  
PWGSC FILE No. W0130-19-A003**

1. The Contractor/Offeror must, at all times during the performance of the Contract/Standing Offer, hold a valid Designated Organization Screening (DOS), issued by the Contract Security Program (CSP) of the Industrial Security Sector (ISS), Public Works and Government Services (PWGSC).
2. The Contractor/Offeror personnel requiring access to sensitive work site(s) must EACH hold a valid RELIABILITY STATUS, granted or approved by the CSP/ISS/PWGSC.
3. Subcontracts which contain security requirements are NOT to be awarded without the prior written permission of the CSP/ISS/PWGSC.
4. The Contractor/Offeror must comply with the provisions of the:
  - a) Security Requirements Check List and security guide (if applicable), attached at Annex "I";
  - b) *Industrial Security Manual* (Latest Edition).

#### 7.2.2 Visit Clearance Requests for Employees

As soon as the SO is awarded, the supplier will be required to obtain, without delay, visit clearance from ISS for each of its employees assigned to the contract.

Suppliers must submit a request for visit to ISS using the form:

<http://www.tpsgc-pwgsc.gc.ca/esc-src/protection-safeguarding/visite-visit-eng.html>

A minimum lead time of 25 working days is required to obtain a visit clearance from ISS.

Without visit clearance, the supplier's employees will not have access to the Department of National Defence, leaving the supplier liable for delays in delivery.

Suppliers can consult the ISS Web site on visit clearances at: <http://iss-ssi.pwgsc-tpsgc.gc.ca/msi-ism/index-eng.html>, chapter 6

### 7.3 Standard Clauses and Conditions

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

#### 7.3.1 General Conditions

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

### 7.4 Term of Standing Offer

#### 7.4.1 Period of the Standing Offer

The period for making call-ups against the Standing Offer is from **January 1<sup>st</sup>, 2020 to December 31<sup>st</sup>, 2021** inclusively.

### 7.5 Authorities

#### 7.5.1 Standing Offer Authority

The Standing Offer Authority is:

Corine Lavoie  
Procurement Agent  
Public Works and Government Services Canada  
Acquisitions Branch  
800, rue de la Gauchetière West, Suite 7300  
Montréal, Québec H5A 1L6

Téléphone : (514) 207-4777  
Courriel : [corine.lavoie@tpsgc-pwgsc.gc.ca](mailto:corine.lavoie@tpsgc-pwgsc.gc.ca)

The Standing Offer Authority is responsible for the establishment of the Standing Offer, its administration and its revision, if applicable. Upon the making of a call-up, as Contracting Authority, he is responsible for any contractual issues relating to individual call-ups made against the Standing Offer by any Identified User.

#### 7.5.2 Project Authority *(to be completed at RISO award)*

The Project Authority for the Standing Offer is:

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

Solicitation No. - N° de l'invitation  
W0130-19A003/A  
Client Ref. No. - N° de réf. du client  
W0130-19A003

Amd. No. - N° de la modif.  
File No. - N° du dossier  
MTA-9-42131

Buyer ID - Id de l'acheteur  
MTA625  
CCC No./N° CCC - FMS No./N° VME

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For all information related to invoicing and/or payments you may communicate with:

Name: \_\_\_\_\_  
Organization: \_\_\_\_\_  
Telephone: \_\_\_\_\_  
E-mail address: \_\_\_\_\_

The Project Authority is the representative of the department or agency for whom the Work will be carried out pursuant to a call-up under the Standing Offer and is responsible for all the technical content of the Work under the resulting Contract.

### **7.5.3 Offeror's Representative (to be completed by the Offeror)**

The Offeror's Representative will be identified in the Standing Offer.

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

### **7.6 Proactive Disclosure of Contracts with Former Public Servants**

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

### **7.7 Identified Users**

The Identified User authorized to make call-ups against the Standing Offer is the Department of National Defence.

### **7.8 Call-up Instrument**

The Work will be authorized or confirmed by the Identified User(s) using the duly completed forms or their equivalents as identified in paragraphs 2 and 3 below, or by using Canada acquisition cards (Visa or MasterCard) for low dollar value requirements.

1. Call-ups must be made by Identified Users' authorized representatives under the Standing Offer and must be for goods or services or combination of goods and services included in the Standing Offer at the prices and in accordance with the terms and conditions specified in the Standing Offer.
2. Any of the following forms could be used which are available through [PWGSC Forms Catalogue](#) website:



- PWGSC-TPSGC 942 Call-up Against a Standing Offer
- PWGSC-TPGSC 942-2 Call-up Against a Standing Offer - Multiple Delivery
- PWGSC-TPSGC 944 Call-up Against Multiple Standing Offers (English version)
- PWGSC-TPSGC 945 Commande subséquente à plusieurs offres à commandes (French version)

or

3. An equivalent form or electronic call-up document which contains at a minimum the following information:

- standing offer number;
- statement that incorporates the terms and conditions of the Standing Offer;
- description and unit price for each line item;
- total value of the call-up;
- point of delivery;
- confirmation that funds are available under section 32 of the Financial Administration Act;
- confirmation that the user is an Identified User under the Standing Offer with authority to enter into a contract.

### 7.9 Limitation of Call-ups

Individual call-ups against the Standing Offer must not exceed **\$200,000.00** (Applicable Taxes included).

### 7.10 Financial Limitation

The total cost to Canada resulting from call ups against the Standing Offer must not exceed the sum of \$\_\_\_\_\_ (*Applicable Taxes excluded*) unless otherwise authorized in writing by the Standing Offer Authority. The Offeror must not perform any work or services or supply any articles in response to call ups which would cause the total cost to Canada to exceed the said sum, unless an increase is so authorized.

The Offeror must notify the Standing Offer Authority as to the adequacy of this sum when 75 percent of this amount has been committed, or **three (3) months** before the expiry date of the Standing Offer, whichever comes first. However, if at any time, the Offeror considers that the said sum may be exceeded, the Offeror must promptly notify the Standing Offer Authority.

### 7.11 Priority of Documents

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

- a) the call up against the Standing Offer, including any annexes;
- b) the articles of the Standing Offer;
- c) the general conditions **2005** (2017-06-21), General Conditions - Standing Offers - Goods or Services
- d) the general conditions **2010B** (2018-06-21), General Conditions - Standing Offers – Professional Services (Medium – Complexity)
- e) Statement of Needs and Requirements
- f) Annex «A», Orientation checklist;
- g) Annex «B», Food Handler Orientation Briefing;
- h) Annex «C», Employment of persons under the age of 18;
- i) Annex «D», Approximate number of persons required;
- j) Annex «E», Submission of rates – Hourly rates;
- k) Annex «F», Notice of non-compliance;

- l) Annex «G», Qualifications, experience and knowledge of personnel;
- m) Annex «I», Security Requirements Check List;
- n) the Offeror's offer dated \_\_\_\_\_ (*insert date of offer*), (*if the offer was clarified or amended, insert at the time of issuance of the offer. "as clarified on \_\_\_\_\_" or "as amended on \_\_\_\_\_" and insert date(s) of clarification(s) or amendment(s) if applicable*).

## 7.12 Certifications and Additional Information

### 7.12.1 Compliance

Unless specified otherwise, the continuous compliance with the certifications provided by the Offeror with its offer or precedent to issuance of the Standing Offer (SO), and the ongoing cooperation in providing additional information are conditions of issuance of the SO and failure to comply will constitute the Offeror in default. Certifications are subject to verification by Canada during the entire period of the SO and of any resulting contract that would continue beyond the period of the SO.

### 7.12.2 SACC Manual Clauses

M3060C (2008-05-12) Canadian Content Certification

### 7.13 Applicable Laws

The Standing Offer and any contract resulting from the Standing Offer must be interpreted and governed, and the relations between the parties determined, by the laws in force in \_\_\_\_\_ (*insert the name of the province or territory as specified by the Offeror in its offer, if applicable*).

### 7.14 Transition to an e-Procurement Solution (EPS)

During the period of the Standing Offer, Canada may transition to an EPS for more efficient processing and management of individual call-ups for any or all of the SO's applicable goods and services. Canada reserves the right, at its sole discretion, to make the use of the new e-procurement solution mandatory.

Canada agrees to provide the Offeror with at least a three-month notice to allow for any measures necessary for the integration of the Offer into the EPS. The notice will include a detailed information package indicating the requirements, as well as any applicable guidance and support.

If the Offeror chooses not to offer their goods or services through the e-procurement solution, the Standing Offer may be set aside by Canada.

## B. RESULTING CONTRACT CLAUSES

The following clauses and conditions apply to and form part of any contract resulting from a call-up against the Standing Offer.

### 7.1 Statement of Work

The Contractor must perform the Work described in the call-up against the Standing Offer.

### 7.2 Standard Clauses and Conditions

#### 7.2.1 General Conditions

2010B (2018-06-21), General Conditions - Professional Services (Medium Complexity) apply to and form part of the Contract.

Section 15 Interest on Overdue Accounts, of [2010B](#) (2018-06-21), General Conditions - Professional Services (Medium Complexity)) will not apply to payments made by credit cards.

### **7.3 Term of Contract**

#### **7.3.1 Period of the Contract**

The Work must be completed in accordance with the call-up against the Standing Offer.

### **7.4 Proactive Disclosure of Contracts with Former Public Servants**

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

### **7.5 Payment**

For the Work described in the statement of work of annexes "A to H":

In consideration of the Contractor satisfactorily completing its obligations under the Contract, the Contractor will be paid a firm price in accordance with the Basis of payment in Annexes E-1 and E-2. Customs duties are included and Applicable Taxes are extra.

For the firm price portion of the Work only, Canada will not pay the Contractor for any design changes, modifications or interpretations of the Work unless they have been approved, in writing, by the Contracting Authority before their incorporation into the Work.

#### **7.5.1 Basis of Payment**

The Contractor will be paid for the Work performed, in accordance with the Basis of payment at annexes E-1 and E-2. Customs duties are included and Applicable Taxes are extra.

#### **7.5.2 Multiple Payments**

SACC Manual clause [H1001C](#) (2008-05-12), Multiple Payments

#### **7.5.3 SACC Manual Clauses**

[A2000C](#) (2006-06-16), Foreign Nationals (Canadian Contractor)

[A2001C](#) (2006-06-16), Foreign Nationals (Foreign Contractor)

[A9117C](#) (2007-11-30), T1204 - Direct Request by Customer Department

[C0711C](#) (2008-05-12), Time Verification

[C2000C](#) (2007-11-30), Taxes - Foreign-based Contractor

[A9062C](#) (2011-05-16), Canadian Forces Site Regulations

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#### 7.5.4 Electronic Payment of Invoices – Call-up

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)

#### 7.6 Invoicing Instructions

1. The Contractor must submit invoices in accordance with the section entitled "Invoice Submission" of the general conditions. Invoices cannot be submitted until all work identified in the invoice is completed.
2. Invoices must be distributed as follows:
  - a. The original and one (1) copy must be forwarded to the address shown in Part 4-Administration, article 4.23 of the Statement of Needs and Requirements for certification and payment.

#### 7.7 Insurance Requirements

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

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

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

#### 7.8 Assurance de responsabilité civile commerciale

1. L'entrepreneur doit souscrire et maintenir pendant toute la durée du contrat une police d'assurance responsabilité civile commerciale d'un montant équivalant à celui habituellement fixé pour un contrat de cette nature; toutefois, la limite de responsabilité ne doit pas être inférieure à 2 000 000 \$ par accident ou par incident et suivant le total annuel.
2. La police d'assurance responsabilité civile commerciale doit comprendre les éléments suivants :
  - a. Assuré additionnel : Le Canada est désigné comme assuré additionnel, mais seulement en ce qui concerne les responsabilités qui peuvent découler de l'exécution du contrat par l'entrepreneur. L'intérêt du Canada devrait se lire comme suit : Le Canada, représenté par Travaux publics et Services gouvernementaux Canada.

- b. Blessures corporelles et dommages matériels causés à des tiers découlant des activités de l'entrepreneur.
- c. Produits et activités complétées : Couverture pour les blessures corporelles et dommages matériels découlant de biens ou de produits fabriqués, vendus, manipulés ou distribués par l'entrepreneur, ou découlant des activités complétées par l'entrepreneur.
- d. Préjudice personnel : Sans s'y limiter, la couverture doit comprendre la violation de la vie privée, la diffamation verbale ou écrite, l'arrestation illégale, la détention ou l'incarcération et la diffamation.
- e. Responsabilité réciproque/Séparation des assurés : Sans augmenter la limite de responsabilité, la police doit couvrir toutes les parties assurées dans la pleine mesure de la couverture prévue. De plus, la police doit s'appliquer à chaque assuré de la même manière et dans la même mesure que si une police distincte avait été émise à chacun d'eux.
- f. Responsabilité contractuelle générale : La police doit, sur une base générale ou par renvoi explicite au contrat, couvrir les obligations assumées en ce qui concerne les dispositions contractuelles.
- g. Les employés et (s'il y a lieu) les bénévoles doivent être désignés comme assurés additionnels.
- h. Responsabilité de l'employeur (ou confirmation que tous les employés sont protégés par la Commission de la sécurité professionnelle et de l'assurance contre les accidents du travail (CSPAAT) ou par un programme semblable).
- i. Formule étendue d'assurance contre les dommages, comprenant les activités complétées : Couvre les dommages matériels de manière à inclure certains sinistres qui seraient autrement exclus en vertu de la clause d'exclusion usuelle de garde, de contrôle ou de responsabilité faisant partie d'une police d'assurance type.
- j. Avis d'annulation : L'entrepreneur fournira à l'autorité contractante un avis écrit de trente (30) jours avant l'annulation de la police ou tout autre changement à la police d'assurance.
- k. S'il s'agit d'une police sur la base des réclamations, la couverture doit être valide pour une période minimale de douze (12) mois suivant la fin ou la résiliation du contrat.
- l. Responsabilité civile indirecte du propriétaire ou de l'entrepreneur : Couvre les dommages découlant des activités d'un sous-traitant que l'entrepreneur est juridiquement responsable de payer.
- m. Assurance automobile des non-propriétaires : Couvre les poursuites contre l'entrepreneur du fait de l'utilisation de véhicules de location ou n'appartenant pas à l'entrepreneur.
- n. Droits de poursuite : Conformément à l'alinéa 5 d) de la [Loi sur le ministère de la Justice](#), L.R.C. 1993, ch. J-2, art. 1, si une poursuite est intentée par ou contre le Canada et que, indépendamment de la présente clause, l'assureur a le droit d'intervenir en poursuite ou en défense au nom du Canada à titre d'assuré additionnel désigné en vertu de la police d'assurance, l'assureur doit communiquer promptement avec le Procureur général du Canada, par lettre recommandée ou par service de messagerie, avec accusé de réception, pour s'entendre sur les stratégies juridiques.

**Pour la province de Québec, envoyer à l'adresse suivante :**

*Directeur  
Direction du droit des affaires  
Bureau régional du Québec (Ottawa)  
Ministère de la Justice  
284, rue Wellington, pièce SAT-6042  
Ottawa (Ontario) K1A 0H8*

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**Pour les autres provinces et territoires, envoyer à l'adresse suivante :**

*Avocat général principal  
Section du contentieux des affaires civiles  
Ministère de la Justice  
234, rue Wellington, Tour de l'Est  
Ottawa (Ontario) K1A 0H8*

Une copie de cette lettre doit être envoyée à l'autorité contractante à titre d'information. Le Canada se réserve le droit d'intervenir en codéfense dans toute poursuite intentée contre le Canada. Le Canada assumera tous les frais liés à cette codéfense. Si le Canada décide de participer à sa défense en cas de poursuite intentée contre lui et qu'il n'est pas d'accord avec un règlement proposé et accepté par l'assureur de l'entrepreneur et les plaignants qui aurait pour effet de donner lieu à un règlement ou au rejet de l'action intentée contre le Canada, ce dernier sera responsable envers l'assureur de l'entrepreneur pour toute différence entre le montant du règlement proposé et la somme adjugée ou payée en fin de compte (coûts et intérêts compris) au nom du Canada.

**7.9 Assurance de responsabilité civile commerciale** (applicable au véhicules de l'entrepreneur seulement)

1. L'entrepreneur doit souscrire et maintenir pendant toute la durée du contrat une police d'assurance automobile d'un montant équivalant à celui habituellement fixé pour un contrat de cette nature; toutefois, la limite de responsabilité ne doit pas être inférieure à 2 000 000 \$ par accident ou par incident.
2. La police d'assurance doit comprendre les éléments suivants :
  - a. Assurance de responsabilité civile - limite minimale de 2 000 000 \$ par accident ou par incident;
  - b. Assurance individuelle - lois de toutes les juridictions;
  - c. Garantie non-assurance des tiers;
  - d. Avis d'annulation : L'entrepreneur fournira à l'autorité contractante un avis écrit de trente (30) jours avant l'annulation de la police ou tout autre changement à la police d'assurance.

**ANNEXES "A to H"**

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**Statement of needs and requirements**

**FOOD SERVICES SUPPORT  
PERSONNEL**

**DEPARTMENT OF NATIONAL DEFENCE  
(DND)**

**Statement of needs and requirements  
Food Services support personnel**

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**Note:** Throughout this document, use of the masculine gender is intended to include the feminine.

## **PART 1 - GENERAL INSTRUCTIONS**

### **OBJECTIVE**

1.1 This section describes the general and particular requirements for providing food services, namely, the provision of qualified cooks, assistant cooks, general helpers, cashiers and warehouse attendant for the preparation and serving of meals, the handling of food and products that are received or are to be shipped, the registration and monitoring of revenues and of ration card holders, and the performance of other related duties identified below, solely as required and on request, with the goal of assisting Department of National Defence (DND) authorities and kitchen personnel of National Defense Department (DND) at the locations set out below.

### **BACKGROUND**

1.2 The services described herein will be performed jointly with DND personnel, including military members of the Canadian Forces (CF) and civilian employees of the department, of various ranks, statuses, and backgrounds.

1.3 Local, regional, or national directives outlined herein or posted at the work sites apply and must be followed by all personnel working in DND facilities, including contract employees and personnel supplied by the Bidder. The Bidder must adequately inform his personnel of these requirements before they report to the work site.

### **WORK SITE**

1.4 The services under this agreement shall be provided in kitchens located on the work sites specified below, as per each work site (kitchen) group.

1.5 Each work site group described below comprises one or more kitchens that are inseparable from that group. Therefore, each group of kitchens must be serviced by the same Bidder.

#### **Group 1**

##### **St-Jean Garrison (« Mega »)**

Jean-Victor Allard Building, Chemin Grand-Bernier South, St-Jean-sur-Richelieu, QC

#### **Group 2**

##### **Farnham Ranges and Training Areas (RTA)**

1111, Principale Street West - Building E10, Farnham, QC

#### **Group 3**

##### **a) Valcartier Garrison**

Valcartier Garrison - Building 505, Courcellette, QC

##### **b) The Citadel**

3, Côte de la Citadelle, Quebec, QC

(1) Other Ranks' Kitchen, C-14

(2) Officers' Kitchen, C-18

#### **Group 4**

##### **Naval Reserve, Pointe-à-Carcy**

144, Dalhousie Street, Quebec, QC

## **PART 2 - GENERAL REQUIREMENTS**

### **DND-SUPPLIED MATERIEL**

2.1 DND agrees to provide the Bidder with the following items free of charge:

- 2.1.1 One (1) closed office space for the coordinator required at each of the following sites: St-Jean, Valcartier - Building 505 and Camp Vimy, including the following:
  - a. One work table or standard desk;
  - b. One office chair;
  - c. One visitor's chair;
  - d. One metal filing cabinet with drawers;
  - e. A telephone linked to a network (free local calls only);
  - f. A complete, stand-alone computer; and
  - g. Internet access (user fees not included);
- 2.1.2 Access to a photocopier (Bidder will be charged for paper);
- 2.1.3 Lockers in which employees supplied by the Bidder may store their clothes or personal effects;
- 2.1.4 Outdoor parking in designated areas, subject to availability;
- 2.1.5 Personal protective equipment (PPE); and
- 2.1.6 Paring knives provided and upkeep by DND and inventoried by the Bidder. Any loss and damage to bidder responsibility.

### **WORK SCHEDULE**

2.2 The services covered under this agreement may be provided between 0:00 hours and 24:00 hours, every day, depending on the request and based on requirements.

2.3 The schedule for each work shift may vary depending on the location of work or on the season. The Bidder shall be notified at the appropriate time of any changes to the schedule.

### **IDENTIFICATION OF NEEDS**

#### **Number of persons and number of hours of work**

2.4 The approximate number of hours of work expected annually at each location are specified in the tables provided at Annex D of this document.

#### **Notice of request for services**

2.5 For routine personnel requirements, whenever possible, the designated DND representative shall notify the Bidder at least five (5) days in advance, with the understanding that changes can occur up to the date for which services are requested. Confirmation of routine requirements will be sent to the Bidder within the twenty-four (24) hours prior to the beginning of each request for service.

2.6 For weekend activities, whenever possible, the designated DND representative will notify the Bidder at least forty-eight (48) hours in advance.

2.7 Last minute Emergency services. A "Last minute emergency" is defined as a situation or event that is outside the ordinary that requires immediate support to operations, or that requires the Bidder to take immediate action. Emergency status shall be determined solely by the designated DND representative. The Bidder shall provide the personnel requested on site, on a last minute emergency, within two (2) hours of an oral or written request from the designated DND representative. Bidder will be notified as the situation progresses and as soon as possible before the date and time that the requested or required services must be provided.

### **Minimum guaranteed hours**

2.8 The Bidder may be called upon to provide the services of a person to work for only a few hours per day. DND guarantees payment to the Bidder for a minimum of four (4) hours of work for each person requested and provided on site. The minimum work period guaranteed by DND does not apply to the cashier's position.

## **AVAILABILITY OF THE OFFEROR AND HIS PERSONNEL**

### **Offeror contact information**

2.9 The Offeror shall provide the DND representative with all telephone, cell phone, pager, fax, and/or other relevant numbers, so that the representative can contact either the Offeror or his representative twenty-four (24) hours per day, every day, throughout the duration of the agreement.

2.10 The Offeror shall provide the personnel requested for an emergency on site within twenty-four (24) hours of an oral or written request from the designated DND representative.

2.11 Emergency requests may be submitted orally to the Offeror, but such requests shall be confirmed in writing within the following twenty-four (24) hours or on the next working day.

### **Availability of personnel on site**

2.12 The Offeror shall ensure that the personnel supplied are on site and ready to work on time, in accordance with the request sent by the designated DND representative and each planned work shift.

### **New employees**

2.13 Any new employee hired by the Offeror shall first be introduced to the designated on-site DND representative. The employee must first complete a training period (trial period), at the Offeror's expense, on a week day, during the employee's first full eight-hour shift.

2.14 Following the trial period, the designated DND representative will notify the Offeror as to whether or not the person in question meets the minimum standards and requirements set out in this statement of needs and requirements, including the annexes.

### **Assignment and replacement of personnel**

2.15 The Offeror must recruit, select and provide employees and decide which of them shall be assigned to each of the positions described in a request or call-up from the designated DND representative.

2.16 Kitchens at St-Jean & Farnham: the Offeror agrees to provide on site during regular working hours, Monday to Friday inclusively, 8 hours a day, and a Offeror's representative on weekends, 8 hours a day.

a) a "coordinator" at St-Jean Garrison to carry out tasks for St-Jean Garrison and Farnham (Group 1 and 2) from 8 am to 4 pm from Monday to Friday.

2.17 Valcartier and Camp Vimy: the Offeror agrees to provide on site during regular working hours, Monday to Friday inclusively, 8 hours a day, and a Offeror's representative on weekends, 8 hours a day in compliance with 2.21.

a) a "coordinator / Offeror's representative" at Valcartier Garrison – building 505 to carry out tasks for Valcartier Garrison – building 505 and Citadel of Quebec (Group 2), and

b) a "coordinator / Offeror's representative" at Camp Vimy, from May to August, to carry out tasks for Camp Vimy (Group 3). He should be in office 2 weeks before the opening so that he is involved in the recruitment of staff.

2.18 Pointe-à-Carcy Naval Reserve Kitchen: The offeror agrees to provide a "Coordinator" for at least ten (10) hours per week to carry out a variety of general administrative tasks related to operations.

2.19 The salary and other costs associated with the person who has been designated as the Offeror's coordinator are the Offeror's responsibility and will be included in the hourly rates of the personnel to be provided. Moreover, DND shall not consent to pay any salary bonus or other compensation for the time during which the person shall work as the Offeror's on-site coordinator or designated representative.

2.20 The individual designated as the Offeror's on-site coordinator shall be the point of contact for the DND "shift leader" to receive instructions and administrative directives, to summarize and retransmit that information to those concerned, or to take the required action depending on the stated requirements.

2.21 For each of the kitchens in question, during each of the shifts, the Offeror agrees to designate one person from among his personnel on site to act in his name as his designated representative and/or coordinator and/or kitchen supervisor and/or general-help supervisor for all personnel.

Note: The duties of the designated Offeror's representative or on-site coordinator may be performed by a cook or an assistant cook or a general helper, at the Offeror's discretion.

2.22 The individual designated as the Offeror's cook supervisor and/or general-help supervisor or coordinator shall be responsible for evaluating and assigning the right individuals to the tasks and activities, promoting teamwork, maximizing performance and customer service, ensuring discipline, ensuring that deadlines are met, and ensuring smooth operations in DND's kitchens, in accordance with the terms and conditions of this document and the directives of the DND representative on site.

2.23 Within two (2) hours of receiving a notice from the designated DND representative, the Offeror shall replace the personnel who cannot be on site as requested or who do not meet the requirements stated herein, or who disobeys any local directives and orders currently in effect.

### **PART 3 - PARTICULAR REQUIREMENTS**

#### **QUALIFICATIONS AND COMPLIANCE OF PERSONNEL SUPPLIED BY OFFEROR**

##### **Working language**

3.1 The Offeror must ensure beforehand that all employees assigned to a subsequent call-up are capable of expressing themselves fluently and correctly in French. All cashiers shall be bilingual (English and French).

##### **Training, general knowledge, and experience**

3.2 The Offeror must, at all times, provide personnel who meet the minimum requirements stated herein in terms of training, qualifications, and experience gained in an institutional work environment comparable to the one described herein. The qualifications, experience and knowledge required and specific to each position can be found in Annex G.

3.3 The Offeror shall provide proof on request and ensure beforehand that each employee assigned to a request or call-up satisfies the following minimum requirements, in particular:

3.3.1 has completed a general training course on cleanliness and hygiene in food service areas (kitchens) provided by the Offeror or one of his qualified employees, or subcontracted to an individual who is qualified by the Canadian Restaurant and Foodservices Association, or other provincial agency recognized by the association;

3.3.2 knows and applies the most recent provisions of the **Food Safety Code of Practice** published by the Canadian Restaurant and Foodservices Association;

3.3.3 has completed basic WHMIS (Workplace Hazardous Materials Information System) training, as prescribed under the *Hazardous Materials Information Review Act* before being employed, and the Offeror shall be able to provide proof of such;

- 3.3.4 has been informed of and is familiar with each of the elements comprising the “Orientation checklist” and Food Handler Orientation Briefing” (See Annex A and B) associated with the duties and responsibilities that he shall be assigned;
- 3.3.5 knows and complies with the provisions in Part II of the Canada Labour Code in order to ensure that work is performed safely at all times;
- 3.3.6 has been informed of the federal government and DND policy regarding harassment in the workplace and has read the following paragraph:
- “Harassment is defined as: Improper conduct by an individual, that is directed at and offensive to another individual in the workplace, including at any event or any location related to work, and that the individual knew or ought reasonably to have known to would cause offence or harm. It comprises objectionable act(s), comment(s) or display(s) that demean, belittle, or cause personal humiliation or embarrassment, and any act of intimidation or threat. It also includes harassment within the meaning of the *Canadian Human Rights Act* (i.e. based on race, national or ethnic origin, colour, religion, age, sex, sexual orientation, marital status, family status, disability, pardoned conviction and conviction for which a record suspension has been ordered). Harassment is normally a series of incidents but can be one severe incident which has a lasting impact on the individual. (Based on the *Policy on Harassment Prevention and Resolution*, Treasury Board)”
- 3.3.7 has read and understood all the steps in the new employee orientation guide;
- 3.3.8 has reviewed the Health and Safety Guide for Food Svcs;
- 3.3.9 has read, understood and agrees to abide by and implement the Pers Svcs policy on violence in the working environment;
- 3.3.10 has read and understands the SOPs (Standard Operating Procedure) of the Food Svcs and agrees to comply with them.

3.4 Before the beginning of each work shift, the Offeror's on-site coordinator or his representative must ensure that all the personnel supplied have the required qualifications, training and experience, and that they meet all the requirements listed in the call-up and herein.

### **Certification of compliance**

3.5 At the request of the designated DND representative, the Offeror agrees to keep on site, and to provide within twenty-four (24) hours, proof of qualifications and/or experience required of the personnel provided, in accordance with the call-up and the requirements listed herein.

3.6 The person designated by the Offeror to be assigned to one or another of the requested work stations will be responsible for completing the tasks specified in Annexes G-1 to G-8, depending on the intended position, without being strictly limited thereto.

3.7 The Offeror shall ensure that each employee supplied has no criminal record.

### **Physical abilities**

3.8 Before employment, the Offeror shall ensure that each employee supplied has the required physical abilities and is healthy enough to perform the tasks expected.

3.9 A duly completed medical certificate signed by a doctor and certifying that the individual is able to work in an institutional kitchen, particularly in a DND kitchen, could be required.

### **Dress code**

3.10 The Offeror must ensure that the personnel it supplies are properly dressed in a uniform bearing the Offeror's name, in accordance with the strictest requirements of the Food Safety Code of Practice and the Canada Labour Code, Part II, as well as the following local directives:

3.10.1 Undergarments must be discreet;

3.10.2 No T-shirts may be worn, except for plain white T-shirts worn under the uniform.

3.10.3 Personnel assigned to prepare and serve meals must

- a. wear a black cotton/polyester uniform with the Offeror's logo, as is normally used in institutional food services, namely white pants and shirts with no motifs or designs on them (other than the Offeror's logo, if applicable);
- b. wear a hairnet, beard net or hat; and
- c. wear a white apron.

3.10.4 Personnel assigned to work in the dining rooms must

- a. wear black pants or a black skirt (classic style and knee-length) and a white shirt; and
- b. wear socks or hosiery at all times.
- c. The wearing of jeans, of any colour, is forbidden.

3.11 The Offeror must ensure that every employee supplied is aware of, and meets, the requirements concerning workplace footwear, in accordance with the provisions of the Canada Labour Code, Part II, and the following local provisions:

3.11.1 Each employee shall wear a pair of closed-toe shoes equipped with a non-slip sole, sufficient eyelets for lacing, and a low, full-width heel. The shoes must be approved by the **Canadian Standards Association (CSA)** and meet the following requirements:

- a. Material: Leather or pleather (vinyl).
- b. Toe: Steel toe or equivalent.
- c. Clip: Laces or Velcro. Loafers shall only be accepted if there is an elastic band under the tongue that covers the top of the foot.
- d. Aeration holes: shoes may not be perforated (have holes) with the exception of aeration holes under the arch.
- e. Sole: A textured, anti-slip sole in good condition (not smooth). Crepe soles are not acceptable.
- f. Heel: The heel must be no higher than 3 cm (1.5 inches).
- g. Running shoes, sandals, and canvas shoes are not allowed.

3.12 The designated DND representative shall notify the Offeror at least twenty-four (24) hours in advance of the time periods and number of personnel requested to report on-site with the appropriate safety footwear for handling rations and other kitchen items.

3.13 With the exception of the disposable hat provided by DND, the Offeror is responsible for providing hairnets, white cotton aprons, shoes, boots, clothing and any other item or component of the work uniform, as well as for the compliance of such items and personnel with the standards and requirements.

## **PART 4 - ADMINISTRATION**

### **Call-ups (requests for service)**

4.1 Routine call-ups will be initiated in writing using form PSPC 942, "Call-up Against a Standing Offer," for a specific time period or date.

4.2 The designated DND representative, in cooperation with the Offeror's designated representative, will establish an appropriate call-up processing and monitoring system.

### **Management of operations**

4.3 The Offeror agrees to designate an individual who will be responsible for managing operations for all the locations covered by this agreement. In addition to other duties, the designated individual shall ensure that operations proceed smoothly and that services meet requirements, and thus will be called upon for overall management of the services provided by the Offeror; receipt of any notices of non-compliance from one, or another, designated DND representative; acting as the main point of contact; and periodically visiting each kitchen.

### **Record of attendance**

4.4 If requested, the Offeror agrees to provide at his cost an effective monitoring system to track the number of hours worked by the personnel he supplies. This system, whether or not it is computerized, at the Offeror's discretion, shall allow for the issuing of complete and detailed reports on the actual hours worked on a daily, weekly, and monthly basis for each staff member supplied by the Offeror.

4.5 At all times, the Offeror shall be able to supply the on-site DND representative with a report allowing him to check the hours of work performed by each of the Offeror's employees, at any of the locations described herein.

### **Supporting documentation**

4.6 A copy of the signed time sheets shall be provided along with the Offeror's request for payment (invoice) to DND and/or at the request of the designated representative, for the purposes of verifying and certifying the hours worked.

4.7 The Offeror shall take every available measure to maintain current registers that include the names of all employees hired, the duration of each work period, the location, the position, and the cumulative number of hours worked.

4.8 Only those hours that were actually worked and certified by the designated DND representative, or the guaranteed minimum specified herein, shall be paid to the Offeror.

### **Meals**

4.9 Subject to operational requirements, no employee will be required to work for more than five (5) hours without taking an unpaid meal break of at least thirty (30) minutes.

4.10 With the exception of employees assigned to Camp Vimy, the amount attached to each meal consumed by staff must be paid immediately by them as recovery rates in force established by DND Food Services Directorate; if employee does not wish to consume meals prepared on site, he may bring his own food as long as it is kept in the area(s) designated by the DND representative. The offeror's staff assigned to Camp Vimy do not have the opportunity to bring their own food; the employee assigned to Camp Vimy can only consume food prepared on site. The offerer will deduct the cost of meals consumed on his invoice for services, charged to each period.

### **Price of meals**

4.11 With the exception of employees assigned to Camp Vimy, prices of meals in the kitchen of DND will be at the same price for all employees, whether for staff provided by the offerer or for DND, the price of meal ticket or item sale of the kitchen. The cost for employees assigned to Camp Vimy shall be established according to the "food portion" of Basic Food Cost (BFC). For each meal consumed, employees staff assigned to Camp Vimy shall sign a check sheet, this check sheet shall determine the amount that offerer must deduct from the invoice.

### **Overtime**

4.12 Except under special or particular circumstances, no overtime shall be approved for the Offeror's personnel without prior approval from the on-site DND representative.

4.13 Should the Offeror have to be paid overtime, payment shall be made in compliance with the multiplication factor/rate specified by the Offeror in Annex E.



### **Disciplinary measures**

4.14 Depending on the seriousness of the situation, the DND representative may refuse that the individual at fault be included in any future call-ups.

Note: a) A Disciplinary Report completed by DND representative shall be sent to DN's contract responsible  
b) The application of an assignment refusal will be determined by the contracting authority (PSPC) and confirmed by that authority to the Offeror, if applicable.

4.15 Any employee supplied by the Offeror who receives three (3) reports of unsatisfactory conduct, combined for all groups and locations and positions, will no longer be eligible to work in DND kitchens without prior approval from the designated DND representative. On request, Offeror will supply all unsatisfactory reports to DND representative.

### **Damages**

4.16 Should the Offeror and/or personnel supplied by the Offeror not meet the requirements stated herein, the Food Services Officer or his designated DND representative on site shall issue a "Notice of non-compliance" (see Annex F).

4.17 A copy of each notice of non-compliance will be sent to the Offeror and the contracting authority (PSPC).

4.18 Depending on the circumstances and PSPC advice, the Offeror could face administrative measures in addition to being required to reimburse DND for damages incurred.

4.19 When the Offeror cannot provide or replace personnel required on time in accordance with a verbal or written call-up and the requirements specified herein, the Offeror shall be responsible for reimbursing all costs incurred by DND as may occur, including overtime hours required of other personnel; any resulting time and transport costs; and any other relevant costs incurred by DND, whether those costs are attributable to the services of military personnel or DND civilian employees or to the hiring of contract staff at rates higher than those of the Offeror.

### **Invoicing addresses**

4.20 The services provided shall be invoiced on a weekly or monthly basis, in accordance with the requesting authority's call-up instructions to the Offeror.

4.21 Submit an original and a copy of each invoice in accordance with the instructions for each call-up or the instructions of the designated on-site DND representative.

4.22 Any invoicing errors shall be immediately corrected by the Offeror. When required or when necessary, a new invoice shall be issued and forwarded to DND within seven (7) working days and the previous incorrect invoice shall be cancelled.

4.23 Send the original and a copy of each invoice to the attention of the appropriate DND representative, based on the location of work, namely:

#### **Group 1 & 2**

Department of National Defence  
Personnel Support Services – Food  
St-Jean Garrison, Jean-Victor Allard Building  
P.O. Box 100, Station Bureau-chef  
Richelain, QC J0J 1R0

#### **Group 3**

Department of National Defence  
Personnel Support Services – Food  
Valcartier Garrison, Building 505  
P.O. Box 1000, Station Forces  
Courcellette, QC G0A 4Z0

**Group 4**

Department of National Defence  
Naval Reserve Headquarters - Pointe-à-Carcy  
Food Services  
144 Dalhousie Street  
Quebec City, QC G1X 4C4

**Additional Needs - optional**

The Offeror agrees that, in the course of operations, whether outside of the control of DND or outside the scope of this Agreement, such as natural disaster, national emergency or other, PSPC reserves the right to make amendments to the standing offer in order to increase the value of the contract by projecting forecasts according to the nature of the operation in court using the same hourly rates submitted to each of the sites concerned by the additional requirement.

## ANNEX A

### New Employee Orientation Briefing

The Offeror's designated coordinator shall present and explain the activities described below to each new employee supplied by the Offeror. **Once completed, the duly signed list must be submitted to the DND representative before the new employee begins his first shift.**

ACTIVITY	✓
1. Explain the policy regarding parking, visits, and telephone use.	
2. Explain the background, organization and chain of command to follow (immediate supervisor, etc.).	
3. Visit and familiarize the employee with the area and introduce the employee to the representative and other DND personnel and/or fellow employees.	
4. Point out the location of the bulletin board where local safety directives are posted.	
5. Explain the basic safety rules and the procedure to follow to report a potential accident risk (see Canada Labour Code, Part II).	
6. Explain the procedure to follow in case of accident and the first-aid actions.	
7. Explain the procedures to follow in case of fire and point out the location of alarms, protective equipment and fire extinguishers.	
8. Explain the method used to monitor work time and scheduling.	
9. Provide a general explanation of the tasks to be completed and the employee's assignment.	
10. With the assistance of a qualified person, explain how the kitchen equipment works and the safety precautions to take when using and cleaning this equipment.	
11. Remind the employee of the importance of following hygiene rules and check the employee's knowledge in this area. <b>Training by the Offeror or a qualified individual.</b>	
12. In the presence of a qualified individual, explain the production sheet and how to follow established portion control measures. No changes to a recipe are authorized without prior approval of the Offeror's team leader or the designated DND representative.	
13. Explain the procedure to follow to handle heavy objects and have the employee demonstrate the proper technique.	
14. Explain the DND policy and principles regarding harassment in the workplace.	
15. Indicate where the Standard Operating Procedure of the Food Svcs is located and make a quick overview explaining the importance of knowing its contents.	

### **Employee signature**

I declare that I have read and understood the meaning of the items listed above. I formally agree to apply and follow the prescribed instructions and established directives.

\_\_\_\_\_  
Employee's Signature

**ANNEX B**  
**Food Handler Orientation Briefing**

Food Handler Orientation Briefing		
Provided to:	Provided by:	
Date:	Food Premise:	
Topic*	Food Handler and Supervisor are to initial applicable column to identify if topic was covered during briefing.  If no, provide rationale as to why not.	
	Yes	No
When and how to wash hands—to include demo		
Proper clothing		
Wearing of jewelry		
Hair coverings		
Use of gloves and oven mitts		
Prohibited practices		
Correct use of utensils and equipment		
Storage of personal effects		
Restricted access to areas of the facilities by specific employees		
Glass control and breakage procedures		
Procedures to follow when product falls on the floor		
<p><b>Required Signatures after Briefing</b></p> <p>I, _____, (<i>signature of person who received briefing</i>) received the above briefing from _____ (<i>briefing's signature</i>) on _____ (date).</p> <p>One copy is provided to the person who received briefing and the original must be kept on file.</p>		

## **ANNEX C**

### **Employment of persons under the age of 18**

1. The employment of individuals under the age of 18 is regulated by current federal and provincial acts and regulations, namely the Canada Labour Code, the *Canada Labour Standards Regulations*, and the *Quebec Act respecting labour standards*.
2. No one under sixteen (16) years of age is permitted to carry out any tasks connected to this statement of work.
3. Offeror who hires and employs individuals under the age of 18 shall abide by all federal and provincial legislation currently in effect, from which the following conditions have been drawn:
  - 3.1 The Offeror is forbidden to have persons under the age of 18 perform work that is disproportionate to that person's capacity or that is likely to be detrimental to that person's education, health or physical or moral development.
  - 3.2 The Offeror is forbidden to have work performed during school hours by a person under the age of 18 subject to compulsory school attendance.

Compulsory school attendance is defined under Section 14 of the *Education Act* as:

"Every child resident in Québec shall attend school from the first day of the school calendar in the school year following that in which he attains six years of age until the last day of the school calendar in the school year in which he attains 16 years of age or at the end of which he obtains a diploma awarded by the Minister, whichever occurs first."
  - 3.3 The Offeror is forbidden to have a person under the age of 18 work between 11 p.m. on any given day and 6 a.m. on the following day, unless the person is no longer subject to compulsory school attendance.
  - 3.4 Any misconduct committed by a person under the age of 18 years who is employed by the Offeror shall be subject to the same disciplinary rules that govern other employees of the Offeror.

**ANNEX D**  
Approximate annual forecasts  
(Personnel Requirements in hours by location)

**Group 1 - Kitchen at St-Jean Garrison (“Mega”)**

Position	PERIOD											
	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
1. Cook	500	500	550	300	300	550	550	550	500	650	500	100
2. Assistant Cook	1500	1200	1200	1000	1200	1200	1200	1200	1000	1200	1000	500
3. Cook Supervisor	-	-	-	-	-	-	-	-	-	-	-	-
4. General Helper	5000	5000	5000	4000	5000	5000	6500	6000	5000	6200	5000	2000
5. Supervisor – General Help	6500	6500	6500	6000	6500	6000	7500	7000	6000	7500	6000	2700
6. Cashier	-	-	-	-	-	-	-	-	-	-	-	-
7. Warehouse Attendant	-	-	-	-	-	-	-	-	-	-	-	-

**Group 2 - Kitchen for the Farnham Ranges and Training Area (RTA) – Building E10**

Position	PERIOD											
	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
1. Cook	-	-	-	-	-	-	-	-	-	-	-	-
2. Assistant Cook	250	250	250	300	350	300	300	300	300	300	200	75
3. Cook Supervisor	200	200	250	250	300	300	300	300	300	300	200	75
4. General Helper	1300	1200	1200	1400	1600	1600	1100	1300	1300	1300	1250	300
5. Supervisor – General Help	-	-	-	-	-	-	-	-	-	-	-	-
6. Cashier	200	200	200	200	200	200	200	200	200	200	150	75
7. Warehouse Attendant	-	-	-	-	-	-	-	-	-	-	-	-

**Group 3a - Kitchen at Valcartier Garrison – Building 505**

Position	PERIOD											
	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
1. Cook	560	560	560	560	560	560	560	560	560	560	560	250
2. Assistant Cook	1000	1000	1000	1000	1000	1000	1000	1000	1000	1000	1000	500
3. Cook Supervisor	-	-	-	-	-	-	-	-	-	-	-	-
4. General Helper	3100	3100	3100	3100	3100	3100	3100	3100	3100	3100	3100	1600
5. Supervisor – General Help	-	-	-	-	-	-	-	-	-	-	-	-
6. Cashier	-	-	-	-	-	-	-	-	-	-	-	-
7. Warehouse Attendant	120	120	120	120	120	120	120	120	120	120	120	120

**ANNEX D**  
Approximate annual forecasts  
(Personnel Requirements in hours by location)

**Group 3b - Kitchens C14 and C18 at the Citadel**

Position	PERIOD											
	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
1. Cook	-	-	-	-	-	-	-	-	-	-	-	-
2. Assistant Cook	-	-	-	-	50	50	50	50	50	-	-	-
3. Cook Supervisor	-	-	-	-	-	-	-	-	-	-	-	-
4. General Helper	-	-	-	-	250	250	250	250	250	-	-	-
5. Supervisor – General Help	-	-	-	-	-	-	-	-	-	-	-	-
6. Cashier	-	-	-	-	-	-	-	-	-	-	-	-
7. Warehouse Attendant	-	-	-	-	-	-	-	-	-	-	-	-

**Group 4 - Kitchen of the Naval Reserve at Pointe-à-Carcy in Quebec City**

Position	PERIOD											
	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
1. Cook	800	800	800	800	800	800	800	800	800	800	800	800
2. Assistant Cook	155	155	155	155	155	155	155	155	155	155	155	155
3. Cook Supervisor	600	600	600	600	600	600	600	600	600	600	600	600
4. General Helper	740	740	740	740	740	740	740	740	740	740	740	370
5. Supervisor – General Help	-	-	-	-	-	-	-	-	-	-	-	-
6. Cashier	455	455	455	455	455	455	455	455	455	455	455	455
7. Warehouse Attendant	-	-	-	-	-	-	-	-	-	-	-	-

**ANNEX E-1**  
**Submission of rates – Hourly Rates**

**FROM JANUARY 2020 TO DECEMBER 2020**

**For each of the positions listed in the table below, write the hourly rate, before taxes and by worksite, that applies during the period from January 1<sup>st</sup> to December 31<sup>st</sup> 2020 .**

**Offeror must identify an hourly rate for all positions of a Group.** We want to issue a maximum of four (4) Standing Offers, let be one (1) per group:

- Group 1**
- Group 2**
- Group 3 (3a and 3b)**
- Group 4**

**An offeror can obtain a standing offer for more than one group.**

**The Offeror's rates must take into account minimum-wage increases. No price adjustment will be made during the period in question.**

**A** = St-Jean Garrison; **B** = Farnham ranges and training areas; **C** = Valcartier Garrison; **D** = Quebec City Citadel; **E** = Naval Reserve.

<b>Location (Group)</b>	<b>POSITIONS</b>						
	<b>Cook</b>	<b>Assistant Cook</b>	<b>Cook Supervisor</b>	<b>General Helper</b>	<b>Supervisor General Help</b>	<b>Cashier</b>	<b>Warehouse Attendant</b>
<b>A</b> (Group 1)	_____ \$/hour	_____ \$/hour	_____ \$/hour	_____ \$/hour	_____ \$/hour	_____ \$/hour	_____ \$/hour
<b>B</b> (Group 2)	_____ \$/hour	_____ \$/hour	_____ \$/hour	_____ \$/hour	_____ \$/hour	_____ \$/hour	_____ \$/hour
<b>C</b> (Group 3a)	_____ \$/hour	_____ \$/hour	_____ \$/hour	_____ \$/hour	_____ \$/hour	_____ \$/hour	_____ \$/hour
<b>D</b> (Group 3b)	_____ \$/hour	_____ \$/hour	_____ \$/hour	_____ \$/hour	_____ \$/hour	_____ \$/hour	_____ \$/hour
<b>E</b> (Group 4)	_____ \$/hour	_____ \$/hour	_____ \$/hour	_____ \$/hour	_____ \$/hour	_____ \$/hour	_____ \$/hour

**Note:** DND agrees to pay the Offeror only for hours of productive work on site, all inclusive.

**MULTIPLICATION FACTOR FOR OVERTIME:** \_\_\_\_\_ multiplied by the hourly rate specified for each of the positions concerned.



**ANNEX E-2**  
**Submission of rates – Hourly Rates**  
**FROM JANUARY 2021 TO DECEMBER 2021**

For each of the positions listed in the table below, write the hourly rate, before taxes and by worksite, that applies during the period from January 1<sup>st</sup> to December 31<sup>st</sup> 2021.

**Offeror must identify an hourly rate for all positions of a Group.** We want to issue a maximum of four (4) Standing Offers, let be one (1) per group:

- Group 1**
- Group 2**
- Group 3 (3a and 3b)**
- Group 4**

**An offeror can obtain a standing offer for more than one group.**

**The Offeror's rates must take into account minimum-wage increases. No price adjustment will be made during the period in question.**

**A** = St-Jean Garrison; **B** = Farnham ranges and training areas; **C** = Valcartier Garrison; **D** = Quebec City Citadel; **E** = Naval Reserve.

Location (Group)	POSITIONS						
	Cook	Assistant Cook	Cook Supervisor	General Helper	Supervisor General Help	Cashier	Warehouse Attendant
<b>A</b> (Group 1)	_____ \$/hour	_____ \$/hour	_____ \$/hour	_____ \$/hour	_____ \$/hour	_____ \$/hour	_____ \$/hour
<b>B</b> (Group 2)	_____ \$/hour	_____ \$/hour	_____ \$/hour	_____ \$/hour	_____ \$/hour	_____ \$/hour	_____ \$/hour
<b>C</b> (Group 3a)	_____ \$/hour	_____ \$/hour	_____ \$/hour	_____ \$/hour	_____ \$/hour	_____ \$/hour	_____ \$/hour
<b>D</b> (Group 3b)	_____ \$/hour	_____ \$/hour	_____ \$/hour	_____ \$/hour	_____ \$/hour	_____ \$/hour	_____ \$/hour
<b>E</b> (Group 4)	_____ \$/hour	_____ \$/hour	_____ \$/hour	_____ \$/hour	_____ \$/hour	_____ \$/hour	_____ \$/hour

Note: DND agrees to pay the Offeror only for hours of productive work on site, all inclusive.

**MULTIPLICATION FACTOR FOR OVERTIME:** \_\_\_\_\_ multiplied by the hourly rate specified for each of the positions concerned.

## ANNEX F

### Notice of Non-Compliance

**Notice of non-compliance:** ☐ Compliance of Offeror personnel ☐ Compliance of Offeror

1. **Reason(s)/motive(s) for notice:** (Check the appropriate statement and provide details below)

- ☐ **The Offeror was unable to provide the personnel requested.**
- ☐ **The Offeror did not supply the required personnel on site on time.**
- ☐ **The Offeror was unable to replace personnel who did not meet the requirements of the agreement, the request, and/or the call-up.**
- ☐ The Offeror does not comply with certain requirements of the agreement or call-up.
- ☐ The invoices do not comply with the terms of the agreement or the call-up.
- ☐ The requested personnel were late.
- ☐ **The requested personnel do not have the requisite training.**
- ☐ The supplied personnel failed to follow the lines of conduct (hygiene rules, etc.).
- ☐ The supplied personnel do not meet the established criteria (dress, behaviour, etc.)
- ☐ **A call-up for service has gone unanswered.**
- ☐ Other (specify): \_\_\_\_\_

**Note:** The non-compliance issues in bold are serious and could lead to the Offeror being subject to administrative sanctions (see section 4.17 and following).

2. **Corrective action(s) taken**

- ☐ Replacement of the requested personnel by permanent staff
- ☐ Acknowledgment of receipt of a complaint sent to the Offeror's coordinator
- ☐ Other: \_\_\_\_\_

3. **Comments:** (Specify the details of the non-compliance and date)

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4. **Completed by:** \_\_\_\_\_ **Date:** \_\_\_\_\_  
(Name and Rank in print)

Signature: \_\_\_\_\_

**ANNEX G-1**  
**Qualifications, Experience and Knowledge required of a**  
**COOK**

**1.     *Cook***

- 1.1. Each cook supplied by the Offeror must hold a secondary-level professional certificate in cooking, requiring a minimum of one thousand, three hundred and fifty (1,350) hours of training, from a recognized institution and 1 to 2 years' experience as an institutional cook or a minimum of the equivalent of five (5) years' experience in an institutional kitchen and experience in the tasks listed below, without being strictly limited to these.
- 1.2. Knowledge of the proper operation of kitchen equipment, commercial steamer pots and fryers, steam-operated chafing dishes, conventional steaming pots, meat slicers, mixers, grilling ovens, rotisseries, ranges, etc.
- 1.3. Knowledge of the proper operation of meat cutters, vegetable choppers, and food processing equipment;
- 1.4. Knowledge of techniques, methods, and processes used in a kitchen to cook and prepare food;
- 1.5. Knowledge of meat-cutting techniques;
- 1.6. Knowledge of decorating techniques used in food preparation;
- 1.7. Knowledge of practices relating to hygiene and workplace safety;
- 1.8. Ability to read recipes and follow instructions for measuring, mixing or cooking.

***TASKS***

Each cook supplied by the Offeror shall be responsible for, without being strictly limited to, the following tasks:

- 1.9 Greet and serve customers
- 1.10 Cook, roast, grill, and fry various foods;
- 1.11 Prepare soups, sauces, gravies, and casseroles, etc;
- 1.12 Prepare oven-cooked desserts, puddings, jellies, etc;
- 1.13 Carve and slice meats;
- 1.14 Clean, cut, and prepare salads and vegetables;
- 1.15 Prepare boxed lunches, sandwiches, and fish;
- 1.16 Correctly use and clean cooking utensils and accessories, and the materials, equipment, and general work area;
- 1.17 Prepare meal portions and provide cafeteria-, food-court-, or buffet-style service;
- 1.18 Receive, transport, and store food and non-food products;
- 1.19 Use and clean kitchen utensils, commercial steamers and fryers, steam-operated chafing dishes, conventional steamers, meat cutters, mixers, grilling ovens, rotisseries, ranges, etc.;
- 1.20 Use, clean, and make minor adjustments to meat-cutter, vegetable-chopper, and food processor blades;

**ANNEX G-1**  
**Qualifications, Experience and Knowledge required of a**  
**COOK**

- 1.21 Use a lift to transport large quantities of food from refrigerators to ovens, etc.;
- 1.22 Modify recipes to adapt to changes in the number of customers;
- 1.23 Share information with other kitchen staff (personnel of Offeror and/or of DND);
- 1.24 Promote a dynamic work environment, team spirit, respect for others, and a positive attitude toward change and others;
- 1.25 Ask for further details regarding the food substitutes considered by the DND representative;
- 1.26 Listen to customer suggestions and complaints and forward that information to the Offeror's supervisor or the designated DND representative;
- 1.27 Immediately notify the Offeror's coordinator or the DND representative on site of any irregularities regarding hygiene or safety in order to prevent accidents, injuries, infestations and the spread of disease;
- 1.28 Ensure proper preparation of decorated food items for special occasions;
- 1.29 Use the correct cleaning products or soaps to clean kitchen equipment or accessories (steamers, ovens, microwave ovens, conventional stockpots, refrigerators, and others), and choose the right time to wipe, clean and rinse floor surfaces;
- 1.30 Complete any other related tasks assigned by the coordinator or supervisor of the Offeror on behalf of the DND representative.

**ANNEX G-2**  
**Qualifications, Experience and Knowledge required of an**  
**ASSISTANT COOK**

## **2. *Assistant Cook***

- 2.1. Each assistant cook may be currently attending food services training or have a minimum experience equivalent to two years of work experience in the food services industry as a cook or assistant cook.
- 2.2. Be able to quickly learn how to operate various equipment; and
- 2.3. Be able to properly use kitchen material, appliances, equipment, and utensils.

## ***TASKS***

Each assistant cook supplied by the Offeror shall be responsible for, without being strictly limited to, the following tasks:

- 2.4 Under the supervision of the coordinator or supervisor designated by the Offeror, help prepare and serve meals, specifically, simple cooked dishes, desserts, breakfasts, boxed lunches, and salads, in accordance with DND standards and according to established menus and recipes;
- 2.5 Clean the kitchen, service areas, receiving and storage areas, as well as equipment therein;
- 2.6 Peel and cut fruit and vegetables and prepare sandwiches and drinks;
- 2.7 Take the training and information sessions offered locally on various types of equipment in order to operate them in a correct, safe, and productive manner;
- 2.8 Set up food items needed to prepare a dish;
- 2.9 Under the supervision of the coordinator or supervisor designated by the Offeror, perform basic cooking of items such as potatoes, pasta, vegetables, pancakes, French toast. Sauté food items by cooking them quickly on the grill (e.g., meat, eggs) and fry processed food items (e.g., French fries, chicken wings, chicken fingers) by submerging them in a fryer before serving them to customers;
- 2.10 Carry food and accessories from the storage area to the work area;
- 2.11 Greet and serve customers politely and courteously at all times;
- 2.12 Listen to customer suggestions and complaints and forward those to the Offeror's coordinator or the designated DND representative;
- 2.13 Immediately notify the Offeror's coordinator or the DND representative on site of any irregularities regarding hygiene or safety in order to prevent accidents, injuries, infestations and the spread of disease.
- 2.14 React promptly and flexibly when encountering unforeseen or last-minute changes.
- 2.15 Promote a dynamic work environment, team spirit, respect for others, and a positive attitude to change and others;
- 2.16 Use food items in an effective and economic manner to minimize waste;
- 2.17 Comply with all of the instructions of the Offeror's coordinator or supervisor and with the routine and standing orders for the kitchen;

**ANNEX G-2**  
**Qualifications, Experience and Knowledge required of an**  
**ASSISTANT COOK**

- 2.18 Complete any other related tasks assigned by the coordinator or supervisor of the Offeror on behalf of the DND representative.

**ANNEX G-3**  
**Qualifications, Experience and Knowledge required of a**  
**COOK SUPERVISOR**

**3. *Cook Supervisor***

- 3.1. Each cook supervisor must be certified (see Annex F-1) and have a minimum of five (5) years' experience working in an institutional kitchen, including at least six (6) months as a team leader in a food services setting, and have performed the following tasks, without being strictly limited to these.
- 3.2. Each cook must be able to
  - a) prepare decorated dishes for special occasions;
  - b) use kitchen materials, equipment and instruments;
  - c) read recipes and measure, mix and cook;
  - d) choose liquids or soaps to clean various items (stockpots, ovens, microwave ovens, conventional steamers, refrigerators, and others) and choose the right time to wipe, clean and rinse floors;
- 3.3. Have knowledge of the techniques, methods and processes used in cooking, baking and preparing food;
- 3.4. Have knowledge of meat-cutting techniques;
- 3.5. Have knowledge of techniques used to decorate food;
- 3.6. Have knowledge of practices relating to hygiene and safety.

***TASKS***

Each cook supervisor hired shall be responsible for, without being strictly limited to, the following tasks:

- 3.7 Cook, roast, grill and fry meat and meat substitutes, prepared foods, vegetables, pasta and substitutes, carve and slice meat, prepare soups and sauces, and prepare desserts, all in compliance with established recipes and standards.
- 3.8 For the cooks hired by the Offeror, coordinate, supervise and direct the work, including the preparation and serving of meals, preparation of work schedules, and training, and act as liaison between the coordinator and the subordinate personnel supplied by the Offeror;
- 3.9 Prepare transportable meals, such as boxed lunches and hot meals;
- 3.10 Prepare meals for official functions;
- 3.11 Supervise and prepare portions and ensure buffet service, cafeteria-style service, and table service;
- 3.12 Clean kitchen utensils and carving tools, fryers and steamers, grinders, mixers, grilling ovens, rotisseries, ranges, and other work equipment;
- 3.13 Receive, store, transport, weigh, label, and pack food and non-food items;

**ANNEX G-3**  
**Qualifications, Experience and Knowledge required of a**  
**COOK SUPERVISOR**

- 3.14 Check the quality and quantity of products received and acknowledge receipt by signing relevant documents when the stores person is absent;
- 3.15 Supervise and help train new employees supplied by the Offeror;
- 3.16 Receive customer comments and forward these to the designated DND representative;
- 3.17 Provide the designated DND representative with information on production, menus, leftovers, food consumption and shortages, changes to recipes, and faulty equipment;
- 3.18 Inform colleagues working the upcoming shift of any preparations or modifications that affect production of the upcoming meal;
- 3.19 Inform subordinate employees supplied by the Offeror of menus and schedules to ensure that food is prepared in sufficient quantities for meal service;
- 3.20 Provide the designated DND representative with information on the inventory so that it can be forwarded to DND and purchases can be made as a result;
- 3.21 Gather and compile requests for food service support to produce transportable meals, boxed lunches and dining room meals, and ensure that the production level is adjusted to meet these requirements;
- 3.22 Identify and forward to the designated DND representative any human resource requirements based on the production level and absenteeism of personnel supplied by the Offeror;
- 3.23 Report to the Offeror's coordinator any behaviour by personnel supplied by the Offeror that fails to meet standards and any incident, and ask the shift supervisor and/or coordinator for help if a situation exceeds his abilities/skills;
- 3.24 Immediately notify the Offeror's coordinator or the DND representative on site of any irregularities regarding hygiene or safety in order to prevent accidents, injuries, infestations and the spread of disease;
- 3.25 Adapt recipes to adjust to changes in the number of customers;
- 3.26 Promote a dynamic work environment, team spirit, respect for others, and a positive attitude to change and others;
- 3.27 Based on the Canada Labour Code, Part II, ensure that personnel supplied by the Offeror comply with the code and work in a safe way, and notify the designated DND representative of any problems;
- 3.28 Ensure that the activities of personnel supplied by the Offeror and that the workplace meet the standards set out in the Food Safety Code of Practice to avoid any injury or the proliferation of bacteria or disease;
- 3.29 Use the Offeror's resources effectively;
- 3.30 Use and maintain all the kitchen and service area equipment to prepare and serve food to customers and supervise this aspect of the work;



**ANNEX G-3**  
**Qualifications, Experience and Knowledge required of a**  
**COOK SUPERVISOR**

- 3.31 When on duty, the incumbent is responsible for safety in the dining room and for the furniture, accessories and equipment found there as the person authorized to sign for the keys. That means that the individual is responsible for opening and closing the premises, performing safety inspections at the beginning and end of activities, and notifying the proper authorities of any maintenance required;
- 3.32 On request, evaluate products, conduct tastings, and ensure that products are of high quality and that recipes are followed;
- 3.33 Ensure that the production control board is used correctly;
- 3.34 Follow the directives and operational orders issued by the designated DND representative, ensuring that those are followed by personnel supplied by the Offeror, and notify the designated DND representative and/or coordinator of any problem situation;
- 3.35 Ensure that subordinate personnel supplied by the Offeror comply with routine and standing orders for the DND kitchen and the unit, and exercise judgment in ensuring policies are followed and corrective measures are taken. If the cashier is absent, the supervisor is authorized to validate meal coupons and cards;
- 3.36 Complete any other related tasks assigned by the coordinator or supervisor of the Offeror on behalf of the DND representative.

**ANNEX G-4**  
**Qualifications, Experience and Knowledge required of a**  
**General Helper**

**4.     *General Helper***

- 4.1.     Be able to quickly learn how to operate various types of equipment;
- 4.2.     Be able to properly use kitchen utensils, equipment, and material;
- 4.3.     Have experience working in the food services industry or in an institutional kitchen (asset).

***TASKS***

Each general helper supplied by the Offeror shall be responsible for, without being strictly limited to, the following tasks:

- 4.4.     Receive and put away food items;
- 4.5.     Serve food items to customers in a dining room, providing table service, cafeteria service, or counter service;
- 4.6.     Clean the kitchen, dining rooms, receiving and storage areas, as well as the food service equipment, utensils, tableware and glassware, and the floor surfaces;
- 4.7.     Peel and cut vegetables and fruits and prepare sandwiches, salads, boxed lunches and drinks;
- 4.8.     Take the training and the information sessions given locally on various types of equipment in order to correctly, safely and productively operate them;
- 4.9.     Transport food and accessories from the storage areas to the work areas;
- 4.10.    Account for, exchange, and put away items to be taken to, or from, the laundry;
- 4.11.    Occasionally perform tasks associated with the meal monitoring position (cashier);
- 4.12.    Courteously and politely greet and serve customers;
- 4.13.    Listen to customer suggestions and complaints in order to forward these to the Offeror's coordinator or the designated DND representative;
- 4.14.    Take down orders, forward them, or fill them;
- 4.15.    Monitor and record customer orders; and
- 4.16.    Immediately notify the Offeror's coordinator or the DND representative on site of any irregularities regarding hygiene or safety in order to prevent accidents, injuries, infestations and the spread of disease.
- 4.17.    Promote a dynamic work environment, team spirit, respect for others, and a positive attitude to change and others;
- 4.18.    React promptly and flexibly when faced with unforeseen or last-minute changes.
- 4.19.    Check laundry items and products when receiving orders;
- 4.20.    Use food items in an effective and economic manner in order to minimize waste;

**ANNEX G-4**  
**Qualifications, Experience and Knowledge required of a**  
**General Helper**

- 4.21 Check the quantity and quality of products received and acknowledge receipt by signing the relevant documents when the stores person is absent;
- 4.22 Use and maintain kitchen and dining room apparatus and equipment to prepare and serve food to customers, and supervise this aspect of the work;
- 4.23 Comply with all of the instructions of the Offeror's coordinator or supervisor and with the routine and standing orders for the kitchen;
- 4.24 Complete any other related tasks assigned by the coordinator or supervisor of the Offeror on behalf of the DND representative.

**ANNEX G-5**  
**Qualifications, Experience and Knowledge required of a**  
**SUPERVISOR, GENERAL HELP**

**5. *Supervisor, General Help***

- 5.1. Each supervisor, general help, must have at least one (1) year experience as a general helper in a food services setting. Experience supervising personnel is an asset.

***TASKS***

Each supervisor, general help, hired by the Offeror shall be responsible for performing, without being strictly limited to, the following tasks:

- 5.2 Prepare, remove, and serve food products to customers in the dining room by providing table service, cafeteria service, or counter service;
- 5.3 For personnel supplied by the Offeror, coordinate, supervise, and direct work performed by general helpers, including serving meals, cleaning, preparing work schedules, training, and acting as a liaison between the coordinator and subordinate personnel supplied by the Offeror;
- 5.4 Peel and cut vegetables and fruits, and prepare and serve boxed lunches, transportable meals, meals to go, and various salads;
- 5.5 Clean the kitchen, dining rooms, receiving and storage areas, and the food services equipment, utensils, tableware and glassware, and clean and polish floor surfaces;
- 5.6 Receive, store, transport, weigh, label and pack various food and non-food items;
- 5.7 Check the quality and quantity of products received and acknowledge receipt by signing relevant documents when the stores person is absent;
- 5.8 Based on the Canada Labour Code, Part II, ensure that personnel supplied by the Offeror comply with this legislation and work in a safe manner, and report any problems to the designated DND representative;
- 5.9 Ensure that the activities of personnel supplied by the Offeror and that the workplace comply with the Food Safety Code of Practice, and Food Service Defence Program (FSDP) to prevent any injuries or proliferation of bacteria or disease;
- 5.10 Ensure that the attendance register accurately reflects the actual number of hours worked by the employees;
- 5.11 Ensure that personnel supplied by the Offeror comply with the meal times and break periods.
- 5.12 Receive customer comments and forward them to the designated DND representative;
- 5.13 Provide the shift supervisor with information on the inventory so that purchases can be made accordingly;
- 5.14 Based on production levels and absenteeism of personnel supplied by the Offeror, identify and forward human resource requirements to the shift supervisor and to the coordinator;
- 5.15 Notify the designated DND representative and the Offeror's coordinator of any misconduct on the part of any personnel supplied by the Offeror as well as incidents, and request help from the coordinator if the situation is beyond his abilities/skills;

**ANNEX G-5**  
**Qualifications, Experience and Knowledge required of a**  
**SUPERVISOR, GENERAL HELP**

- 5.16 Immediately notify the Offeror's coordinator or the DND representative on site of any irregularities regarding hygiene or safety in order to prevent accidents, injuries, infestations and the spread of disease;
- 5.17 Supervise and contribute to the training of new general-help personnel supplied by the Offeror;
- 5.18 Comply with the directives and operations orders issued by the designated DND representative, and ensure that those are followed by personnel supplied by the Offeror, notifying the shift supervisor and coordinator of any problem situation.
- 5.19 Remain flexible in the face of unforeseen or last-minute changes;
- 5.20 Promote a dynamic work environment, team spirit, respect for others, and a positive attitude to change and others;
- 5.21 Contribute to motivating subordinate personnel and work colleagues, and maintain morale by fostering a constructive and productive work atmosphere, especially given demanding schedules and intense production and service requirements during peak meal hours;
- 5.22 Provide and supervise training of new personnel supplied by the Offeror, and ensure that they fit in and are supported;
- 5.23 Use the Offeror's resources economically and effectively;
- 5.24 Use and maintain the kitchen and dining room equipment to prepare and serve food to customers and supervise this aspect of the work; and
- 5.25 When on duty, the incumbent is responsible for safety in the dining room and is responsible for the furniture, supplies and equipment therein as the person authorized to sign for the keys. This means that this person must open and close the premises, perform safety inspections at the beginning and end of activities, and report any maintenance required.
- 5.26 Comply with the directives and operations issued by the designated DND representative, and make sure they are followed by personnel supplied by the Offeror, notifying the shift supervisor and coordinator if any problem situations arise;
- 5.27 Ensure that subordinate personnel supplied by the Offeror comply with the routine and standing orders for the DND kitchen and unit, and exercise judgment to ensure that policies are followed or take corrective actions.
- 5.28 Complete any other related tasks assigned by the coordinator or supervisor of the Offeror on behalf of the DND representative.

**ANNEX G-6**  
**Qualifications, Experience and Knowledge required of a**  
**Cashier**

**6. *Cashier***

- 6.1. Each cashier must have a basic knowledge of how to operate a computerized cash register and must be bilingual. All cashiers must be courteous and honest, and have integrity; they must also be good with people and be capable of performing the tasks listed below:
- 6.2. Know how to calculate, credit, and debit sales;
- 6.3. Be able to communicate orally with customers in both English and French in a clear and respectful manner;
- 6.4. Be capable of quickly learning how to operate various cash register systems;
- 6.5. Be able to properly use material and equipment;
- 6.6. Follow and apply the existing or relevant procedures in the following situations:
  - a) procedure to follow in case of customer complaint;
  - b) procedure to follow in case of power outage;
  - c) application of internal safety standards relating to computer systems;
  - d) procedure to follow in case of computer system malfunction or breakdown;
  - e) procedure to follow in case of insufficient change.

***TASKS***

Each cashier supplied by the Offeror shall be responsible for, although not strictly limited to, the following tasks:

- 6.7. Correctly operate a computerized cash register;
- 6.8. Calculate, credit, and debit using the cash register;
- 6.9. Charge the correct price;
- 6.10. Adapt to changes in price and menus;
- 6.11. Explain the various menus and meal plans to customers;
- 6.12. Get to know the customers;
- 6.13. Adapt to changes in the number of customers;
- 6.14. Handle money;
- 6.15. Compile the sales from the cash registers;
- 6.16. Write up the sales report and list errors;
- 6.17. Clean and secure his work area;
- 6.18. Communicate with the Offeror's coordinator or supervisor or his replacement;

**ANNEX G-6**  
**Qualifications, Experience and Knowledge required of a**  
**Cashier**

- 6.19 Promote a dynamic work environment, team spirit, respect for others, and a positive attitude to change and others;
- 6.20 Adapt and control his reactions and actions when dealing with customers by constantly displaying a positive and respectful attitude and behaviour;
- 6.21 Follow the directives given and operational orders issued by the Offeror's coordinator or supervisor or his representative;
- 6.22 Comply with all of the instructions of the Offeror's coordinator or supervisor and with the routine and standing orders for the kitchen;
- 6.23 Complete any other related tasks assigned by the coordinator or supervisor of the Offeror on behalf of the DND representative.
- 6.24 Off peak times may be asked to complete General Helper duties.

**ANNEX G-7**  
**Qualifications, Experience and Knowledge required of a**  
**WAREHOUSE ATTENDANT**

**7.     *Warehouse Attendant***

- 7.1.    Have the ability to maintain good communication with the Offeror's designated supervisor;
- 7.2.    Be able to quickly learn how to operate various types of material handling equipment, such as hydraulic forklifts and rolling ladders;
- 7.3.    Exercise good judgment in using equipment;
- 7.4.    Have the ability to perform physical labour all day to lift and put away merchandise. The loads to be lifted may weigh 50 pounds or more. It is important to know how to lift and move heavy loads.

***TASKS***

Each warehouse attendant supplied by the Offeror shall be responsible for, without being strictly limited to, the following tasks:

- 7.5     Receive and put away food and non-food products;
- 7.6     Check rations and all other products against their delivery slips as soon as they are received to ensure that they meet the required specifications. Also make sure that food is fresh and that the quantities received correspond to the quantities ordered;
- 7.7     Quickly store perishable goods in order to avoid any losses;
- 7.8     Notify and refer to the Offeror's designated supervisor when encountering problems with deliveries and food storage, or for all other questions regarding work or information received from shippers, or other irregularities related to receipt of products;
- 7.9     Clean the receiving and storage areas;
- 7.10    Rotate products according to the "first in, first out" principle;
- 7.11    Participate on a monthly basis in stocktaking;
- 7.12    Transport the food and equipment from the storage areas to the work areas;
- 7.13    Account for, exchange, and put away items headed to and from the laundromat;
- 7.14    Use a forklift to transport large quantities of merchandise from the loading dock to various storage areas;
- 7.15    Notify the designated DND representative and the Offeror's coordinator of any hygiene or safety problems encountered in performing these tasks in order to prevent accidents, injuries, infestations or the spread of disease;
- 7.16    Comply with the kitchen directives and operational orders issued by the designated DND representative;
- 7.17    Comply with routine and standing orders for the kitchen.
- 7.18    React effectively during unforeseen or last-minute changes;



**ANNEX G-7**  
**Qualifications, Experience and Knowledge required of a**  
**WAREHOUSE ATTENDANT**

- 7.19 Promote a dynamic work environment, team spirit, respect for others, and a positive attitude to change and others;
- 7.20 Check the laundry items and products when orders are received;
- 7.21 Do not store cleaning products near or with food; use the storage area designated for that purpose.

**ANNEX G-8**  
**Qualifications, Experience and Knowledge required of a**  
**Coordinator**

**8. *Coordinator***

- 8.1 The Offeror is responsible for ensuring that the coordinator has the qualifications, experience and knowledge required to do the work.

***TASKS***

The person designated as the coordinator shall be responsible for, without being strictly limited to, the following tasks:

- 8.2 Represent the Offeror's food services support personnel in the kitchen where the required services are provided;
- 8.3 Receive, understand and apply instructions and directives issued by the DND representative in order to transmit them to the Offeror's personnel;
- 8.4 Apply and forward to whom it may concern the instructions and directives issued by the person in charge of the kitchen or the designated DND representative;
- 8.5 Ensure that the required personnel are hired in time and that those who do not meet requirements are replaced, in accordance with the instructions and directives issued by the person in charge of the kitchen, the Food Services Officer or the designated DND representative;
- 8.6 Update and fill out the attendance register for personnel hired by the Offeror whom he is representing and maintain any other relevant administrative documents that may be required;
- 8.7 Perform any other related necessary tasks determined by the Offeror, including supervision, discipline, coordination, management, administration, and monitoring of personnel;
- 8.8 Submit to the DND representative written proof attesting that the personnel supplied by the Offeror has the training, general knowledge and experience required, as set out in the Statement of Work and Requirements, in Annexes A, B and F, and PSPC documents;
- 8.9 Ensure that the personnel supplied is suitably dressed, in accordance with the requirements prescribed in the Statement of Work and Requirements;
- 8.10 Receive personnel requests from the shift leader or the designated DND representative, and follow up on these requests;
- 8.11 Maintain good communications with local representatives and the DND Food Services Officer;
- 8.12 Promote a dynamic working environment, team spirit, respect for others, and a positive attitude to change and others;
- 8.13 Represent the Offeror and ensure that information (directives and operational orders) are passed on to the personnel on site and to the Offeror's administrative offices;

**ANNEX G-8**  
**Qualifications, Experience and Knowledge required of a**  
**Coordinator**

8.14 Preferably have experience in institutional food services.

**ANNEX H**  
**Offeror's Letter of Reference**

This is to confirm that the company \_\_\_\_\_  
Provided, on behalf of our organisation and to our satisfaction, according to the terms and conditions of contract, schedule and budget agreed, temporary food help services, as described below:

1. from \_\_\_\_\_ to \_\_\_\_\_; Average no hrs/week \_\_\_\_ Value \_\_\_\_\_ (taxes incl.)

---

(describe the temporary food help service or category and location of service delivery)

2. from \_\_\_\_\_ to \_\_\_\_\_; Average no hrs/week \_\_\_\_ Value \_\_\_\_\_ (taxes incl.)

---

(describe the temporary food help service or category and location of service delivery)

3. from \_\_\_\_\_ to \_\_\_\_\_; Average no hrs/week \_\_\_\_ Value \_\_\_\_\_ (taxes incl.)

---

(describe the temporary food help service or category and location of service delivery)

4. from \_\_\_\_\_ to \_\_\_\_\_; Average no hrs/week \_\_\_\_ Value \_\_\_\_\_ (taxes incl.)

---

(describe the temporary food help service or category and location of service delivery)

5. from \_\_\_\_\_ to \_\_\_\_\_; Average no hrs/week \_\_\_\_ Value \_\_\_\_\_ (taxes incl.)

---

(describe the temporary food help service or category and location of service delivery)

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Name of Organisation

---

Title of Responsible Authority

---

Telephone No of responsible Authority

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Signature of Responsible Authority

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Date of Signature

1. This form must be completed by a client of the offeror that has ordered from the offeror temporary food help services and must be submitted with the proposal for Standing Offer.
2. The reference letters must be original copies, signed and dated.

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## **ANNEX "I"**

### **SECURITY REQUIREMENTS CHECK LIST**

**(see following page)**



Government of Canada  
Gouvernement du Canada

Contract Number / Numéro du contrat

W0130-19-4003

Security Classification / Classification de sécurité

SECURITY REQUIREMENTS CHECK LIST (SRCL)

LISTE DE VÉRIFICATION DES EXIGENCES RELATIVES À LA SÉCURITÉ (LVER8)

PART A - CONTRACT INFORMATION / PARTIE A - INFORMATION CONTRACTUELLE		
1. Originating Government Department or Organization / Ministère ou organisme gouvernemental d'origine	2. Branch or Directorate / Direction générale ou Direction	
Ministère des Défense	2 <sup>e</sup> Div du Canada	
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		
Demande d'offre à SPAC. Personnel de Sautiau en alimentation (voir annonce des besoins et des exigences et annexes pour les détails)		
5. a) Will the supplier require access to Controlled Goods? Le fournisseur aura-t-il accès à des marchandises contrôlées?		
<input checked="" type="checkbox"/> No / Non <input type="checkbox"/> Yes / Oui		
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?		
<input checked="" type="checkbox"/> No / Non <input type="checkbox"/> Yes / Oui		
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.)		
<input checked="" type="checkbox"/> No / Non <input type="checkbox"/> Yes / Oui		
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 type="checkbox"/> No / Non <input checked="" type="checkbox"/> Yes / Oui		
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 / Non <input type="checkbox"/> Yes / Oui		
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 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 type="checkbox"/>	All NATO countries Tous les pays de l'OTAN <input type="checkbox"/>	No release restrictions Aucune restriction relative à la diffusion <input type="checkbox"/>
Not releasable À ne pas diffuser <input 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:	Specify country(ies): / Préciser le(s) pays:
7. c) Level of information / Niveau d'information		
PROTECTED A PROTÉGÉ A <input type="checkbox"/>	NATO UNCLASSIFIED NATO NON CLASSIFIÉ <input type="checkbox"/>	PROTECTED A PROTÉGÉ A <input type="checkbox"/>
PROTECTED B PROTÉGÉ B <input 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 type="checkbox"/>	NATO SECRET NATO SECRET <input type="checkbox"/>	CONFIDENTIAL CONFIDENTIEL <input type="checkbox"/>
SECRET <input type="checkbox"/>	COSMIC TOP SECRET COSMIC TRÈS SECRET <input type="checkbox"/>	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

Canada



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?

If Yes, indicate the level of sensitivity:

Dans l'affirmative, indiquer le niveau de sensibilité :

☒ No  
Non

☐ Yes  
Oui

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



RELIABILITY STATUS  
COTE DE FIABILITÉ



CONFIDENTIAL  
CONFIDENTIEL



SECRET  
SECRET



TOP SECRET  
TRÈS SECRET



TOP SECRET - SIGINT  
TRÈS SECRET - SIGINT



NATO CONFIDENTIAL  
NATO CONFIDENTIEL



NATO SECRET  
NATO SECRET



COSMIC TOP SECRET  
COSMIC TRÈS SECRET



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?

If Yes, will unscreened personnel be escorted?

Dans l'affirmative, le personnel en question sera-t-il escorté?

☒ No  
Non

☒ Yes  
Oui

☒ No  
Non

☐ Yes  
Oui

Unscreened persons may only access  
Public / Reception areas

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





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  CONFIDENTIEL	SECRET	TOP SECRET  TRÈS SECRET	NATO RESTRICTED  NATO DIFFUSION RESTREINTE	NATO CONFIDENTIAL  NATO CONFIDENTIEL	NATO SECRET	COSMIC TOP SECRET COSMIC TRÈS SECRET	PROTECTED PROTÉGÉ			CONFIDENTIAL	SECRET	TOP SECRET  TRÈS SECRET
											A	B	C			
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 indiquer qu'il y a des pièces jointes (p. ex. SECRET avec des pièces jointes).

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**ANNEX “J” to PART 3 OF THE REQUEST FOR STANDING OFFERS**  
**ELECTRONIC PAYMENT INSTRUMENTS**

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

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

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**ANNEX “ K ”**

**COMPLETE LIST OF COMPANY BOARD OF DIRECTORS**

***NOTE TO BIDDERS***

***WRITE ALL DIRECTOR’S SURNAMES AND GIVEN NAMES IN BLOCK LETTERS***

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**PBN (PROCUREMENT BUSINESS NUMBER):** \_\_\_\_\_