

**RETURN BIDS TO:**  
**RETOURNER LES SOUMISSIONS À:**

**Bid Receiving - PWGSC / Réception des  
soumissions → TPSGC  
10th Floor, 4900 Yonge Street /  
10e étage, 4900 rue Yonge  
Toronto  
Ontario  
M2N 6A6**

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

National Master Standing Offer (NMSO)  
Offre à commandes principale et nationale (OCPN)

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**  
Public Works and Government Services Canada  
Ontario Region  
10th Floor, 4900 Yonge Street  
Toronto  
Ontario  
M2N 6A6

<b>Title - Sujet</b> Dispersed Meals	
<b>Solicitation No. - N° de l'invitation</b> W3536-190002/C	<b>Date</b> 2019-11-08
<b>Client Reference No. - N° de référence du client</b> W3536-190002	<b>GETS Ref. No. - N° de réf. de SEAG</b> PW-\$TOR-009-7847
<b>File No. - N° de dossier</b> TOR-8-41030 (009)	<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 2019-12-23</b>	<b>Time Zone</b> <b>Fuseau horaire</b> Eastern Standard Time EST
<b>Delivery Required - Livraison exigée</b> See Herein	
<b>Address Enquiries to: - Adresser toutes questions à:</b> Holvec, Monique	<b>Buyer Id - Id de l'acheteur</b> tor009
<b>Telephone No. - N° de téléphone</b> (647)616-3991 ( )	<b>FAX No. - N° de FAX</b> ( ) -
<b>Destination - of Goods, Services, and Construction:</b> <b>Destination - des biens, services et construction:</b> DEPARTMENT OF NATIONAL DEFENCE Area Support Unit Toronto As outlined in SOW Toronto Ontario M3K3J5 Canada	
<b>Security - Sécurité</b> This request for a Standing Offer does not include provisions for security. Cette Demande d'offre à commandes ne comprend pas 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>

**This bid solicitation cancels and supersedes previous bid solicitation number W3536-190002/B dated November 21, 2018 with a closing of January 15, 2019 at 14:00 Eastern Standard Time (EST). A debriefing or feedback session will be provided upon request to bidders/offerors/suppliers who bid on the previous solicitation.**

## TABLE OF CONTENTS

<b>PART 1 - GENERAL INFORMATION .....</b>	<b>3</b>
1.1 INTRODUCTION .....	3
1.2 SUMMARY .....	3
1.3 DEBRIEFINGS .....	4
1.4 ANTICIPATED MIGRATION TO AN E-PROCUREMENT SOLUTION (EPS).....	4
<b>PART 2 - OFFEROR INSTRUCTIONS .....</b>	<b>4</b>
2.1 STANDARD INSTRUCTIONS, CLAUSES AND CONDITIONS.....	4
2.2 SUBMISSION OF OFFERS .....	4
2.3 FORMER PUBLIC SERVANT .....	5
2.4 ENQUIRIES - REQUEST FOR STANDING OFFERS.....	6
2.5 APPLICABLE LAWS .....	6
<b>PART 3 - OFFER PREPARATION INSTRUCTIONS.....</b>	<b>7</b>
3.1 OFFER PREPARATION INSTRUCTIONS.....	7
<b>PART 4 - EVALUATION PROCEDURES AND BASIS OF SELECTION .....</b>	<b>8</b>
4.1 EVALUATION PROCEDURES .....	8
4.2 BASIS OF SELECTION.....	9
<b>PART 5 – CERTIFICATIONS AND ADDITIONAL INFORMATION .....</b>	<b>9</b>
5.1 CERTIFICATIONS REQUIRED WITH THE OFFER.....	9
5.2 CERTIFICATIONS PRECEDENT TO THE ISSUANCE OF A STANDING OFFER AND ADDITIONAL INFORMATION.....	9
<b>PART 6 - SECURITY, FINANCIAL AND INSURANCE REQUIREMENTS .....</b>	<b>10</b>
6.1 SECURITY REQUIREMENTS .....	10
6.2 INSURANCE REQUIREMENTS - PROOF OF AVAILABILITY - PRIOR TO ISSUANCE OF A STANDING OFFER .....	10
<b>PART 7 - STANDING OFFER AND RESULTING CONTRACT CLAUSES .....</b>	<b>11</b>
<b>A. STANDING OFFER .....</b>	<b>11</b>
7.1 OFFER .....	11
7.2 SECURITY REQUIREMENTS .....	11
7.3 STANDARD CLAUSES AND CONDITIONS.....	11
7.4 TERM OF STANDING OFFER.....	11
7.5 AUTHORITIES .....	12
7.6 PROACTIVE DISCLOSURE OF CONTRACTS WITH FORMER PUBLIC SERVANTS.....	13
7.7 IDENTIFIED USERS.....	13
7.8 CALL-UP INSTRUMENT .....	13
7.9 LIMITATION OF CALL-UPS.....	13
7.10 PRIORITY OF DOCUMENTS .....	14
7.11 CERTIFICATIONS AND ADDITIONAL INFORMATION .....	14
7.12 APPLICABLE LAWS .....	14
7.13 TRANSITION TO AN E-PROCUREMENT SOLUTION (EPS).....	14
<b>B. RESULTING CONTRACT CLAUSES .....</b>	<b>15</b>
7.1 STATEMENT OF WORK.....	15

Solicitation No. - N° de l'invitation  
W3536-190002/C  
Client Ref. No. - N° de réf. du client  
W3536-190002

Amd. No. - N° de la modif.  
File No. - N° du dossier  
TOR-8-41030

Buyer ID - Id de l'acheteur  
tor009  
CCC No./N° CCC - FMS No./N° VME

---

7.2	STANDARD CLAUSES AND CONDITIONS .....	15
7.3	TERM OF CONTRACT .....	15
7.4	PROACTIVE DISCLOSURE OF CONTRACTS WITH FORMER PUBLIC SERVANTS .....	15
7.5	PAYMENT .....	15
7.6	INVOICING INSTRUCTIONS .....	16
7.8	SACC <i>MANUAL</i> CLAUSES .....	17
<b>ANNEX "A" .....</b>		<b>18</b>
	STATEMENT OF WORK .....	18
<b>ANNEX "B" .....</b>		<b>19</b>
	BASIS OF PAYMENT .....	19
<b>ANNEX "C" .....</b>		<b>26</b>
	INSURANCE REQUIREMENTS .....	26
<b>ANNEX "D" .....</b>		<b>28</b>
	REPORTING FORM SAMPLE .....	28
<b>ANNEX "1" TO PART 3 OF THE REQUEST FOR STANDING OFFERS .....</b>		<b>29</b>
	ELECTRONIC PAYMENT INSTRUMENTS .....	29
<b>ANNEX "1" TO PART 4 OF THE REQUEST FOR STANDING OFFERS .....</b>		<b>30</b>
	TECHNICAL EVALUATION CRITERIA .....	30

---

## **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 Statement of Work, the Basis of Payment, the Insurance Requirements, the Standing Offer Reporting Form, the Electronic Payment Instruments and the Technical Evaluation Criteria.

### **1.2 Summary**

- 1.2.1 The Department of National Defence has a requirement for the provision of Dispersed Meals, hot, cold and Box Meals, on an "as needed basis" for military exercises, which are held at various locations within and around the Greater Toronto Area as identified in Appendix 3 of Annex "A" - Delivery Locations/Call-up Authorities and Invoice Address. It is anticipated that for each exercise, the number of participants can vary from thirty (30) to four hundred (400) personnel and run up to five (5) days consecutively. The hours of the exercises can range from 05:30 to 21:00 hours. It is also anticipated that the delivery of meals will be to multiple locations at one time. The minimum quantity per call-up will be thirty (30) meals.
- 1.2.2 The Standing Offer period is from date of issuance to March 31<sup>st</sup>, 2023 with the right to extend for two (2) additional one (1) year periods.

1.2.3 The requirement is subject to the provisions of the World Trade Organization Agreement on Government Procurement (WTO-AGP), the North American Free Trade Agreement (NAFTA) and the Canadian Free Trade Agreement (CFTA).

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 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.

### 1.4 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](#) (2019-03-04) 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: 120 days

### 2.2 Submission of Offers

Offers must be submitted only to the Public Works and Government Services Canada (PWGSC) Bid Receiving Unit specified below by the date and time indicated on page 1 of the RFSO:

Courier/Post: Ontario Region – Tendering Office  
10th Floor, 4900 Yonge Street

Toronto, Ontario  
M2N 6A6

epost: [TPSGC.orreceptiondessoumissions-orbidreceiving.PWGSC@tpsgc-pwgsc.gc.ca](mailto:TPSGC.orreceptiondessoumissions-orbidreceiving.PWGSC@tpsgc-pwgsc.gc.ca)

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

Due to the nature of the Request for Standing Offers, transmission of offers by facsimile to PWGSC will not be accepted.

### 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 FPSs, bidders must provide the information required below before contract award. If the answer to the questions and, as applicable the information required have not been received by the time the evaluation of bids is completed, Canada will inform the Bidder of a time frame within which to provide the information. Failure to comply with Canada's request and meet the requirement within the prescribed time frame will render the bid non-responsive.

#### 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 Bidder a FPS in receipt of a pension? **Yes ( ) No ( )**

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

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

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

### **Work Force Adjustment Directive**

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

If so, the Bidder must provide the following information:

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

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

### **2.4 Enquiries - 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 the Province of Ontario.

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  
Section IV: Additional Information

- 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 - Two (2) hard copies  
Section II: Financial Offer - One (1) hard copy  
Section III: Certifications - Two (2) hard copies

If there is a discrepancy between the wording of the soft copy on electronic media and the hard copy, the wording of the hard copy will have priority over the wording of the soft copy.

- If the 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.

Due to the nature of the RFSO, offers transmitted by facsimile will not be accepted.

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:

- use 8.5 x 11 inch (216 mm x 279 mm) paper;
- 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:

- 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
- 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.

## **Section II: Financial Offer**

Offerors must submit their financial offer in accordance with the Annex "B", *Basis of Payment*.

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

If you are willing to accept payment of invoices by Electronic Payment Instruments, complete Annex "1" to Part 3 - Electronic Payment Instruments, to identify which ones are accepted.

If Annex "1" to Part 3 - 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.

## **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.

#### **4.1.1 Technical Evaluation**

Mandatory and point rated technical evaluation criteria are included in Annex "1" to Part 4 - *Technical Evaluation Criteria*.

#### **4.1.2 Financial Evaluation**

##### **4.1.2.1 Evaluation of Price - Bid**

The Bidder must submit with its bid, pricing details in accordance with Annex "B" - *Basis of Payment*, in Canadian funds. Pricing must be provided for the initial Standing Offer period and optional years.

Bids will be evaluated based on the prices detailed in Annex "B" – *Basis of Payment*.

The price used in the evaluation will be the Total Evaluated Cost which is calculated as follows:  
Total Evaluated Price is the sum of the Firm Year 1, 2 & 3 and Option Year 4 & 5.

SACC Manual Clause [A0220T](#) (2014-06-26), Evaluation of Price

## **4.2 Basis of Selection**

### **4.2.1 Basis of Selection - Minimum Point Rating**

1. To be declared responsive, an offer must:
  - a. comply with all the requirements of the Request for Standing Offers (RFSO); and
  - b. meet all mandatory technical evaluation criteria; and
  - c. obtain the required minimum of 315 (70%) points overall for the technical evaluation criteria which are subject to point rating. The rating is performed on a scale of 450 points.
2. Offers not meeting (a) or (b) or (c) above will be declared non-responsive. The responsive offer with the lowest evaluated price will be recommended for issuance of a standing offer.

## **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.

### **5.2 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

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) (<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/programs/employment-equity/federal-contractor-program.html#s4) 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), Status of Availability of Resources – Offer

#### 5.2.3.2 Education and Experience

SACC Manual Clause [M3021T](#) (2012-07-16), Education and Experience

## PART 6 - SECURITY, FINANCIAL AND INSURANCE REQUIREMENTS

### 6.1 Security Requirements

There are no security requirements associated with this requirement.

### 6.2 Insurance Requirements - Proof of Availability - Prior to issuance of a Standing Offer

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 Annex "C" – *Insurance Requirements*.

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.

## **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 Work at Annex "A".

#### **7.2 Security Requirements**

**7.2.1** There is no security requirement applicable to the Standing Offer.

#### **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.

##### **7.3.2 Standing Offers Reporting**

The Offeror must compile and maintain records on its provision of goods and services to Canada under contracts resulting from the Standing Offer. This data must include all purchases done by Canada, including those acquired and paid for by Canada acquisition cards.

The Offeror must provide this data in accordance with the reporting requirements detailed in Annex "D" - *Reporting Form Sample*. If some data is not available, the reason must be indicated in the report. If no goods or services is provided during a given period, the Offeror must provide a "nil" report.

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

(If an alternate reporting period is used, delete the quarterly periods stated below and define the alternate reporting period.)

The quarterly reporting periods are defined as follows:

first quarter: April 1 to June 30  
second quarter: July 1 to September 30  
third quarter: October 1 to December 31  
fourth quarter: January 1 to March 31

The data must be submitted to the Standing Offer Authority no later than five (5) calendar days after the end of the reporting period.

#### **7.4 Term of Standing Offer**

#### 7.4.1 Period of the Standing Offer

The Standing Offer period is from the date of Standing Offer issuance to March 31, 2023.

#### 7.4.2 Extension of Standing Offer

If the Standing Offer is authorized for use beyond the initial period, the Offeror offers to extend its offer for two (2) additional one (1) year periods under the same conditions and at the rates or prices specified in the Standing Offer, or at the rates or prices calculated in accordance with the formula specified in the Standing Offer.

The Offeror will be advised of the decision to authorize the use of the Standing Offer for an extended period by the Standing Offer Authority before the expiry date of the Standing Offer. A revision to the Standing Offer will be issued by the Standing Offer Authority.

#### 7.4.3 Delivery Points

Delivery of the requirement will be made to delivery point(s) specified at Annex "A", *Statement of Work* of the Standing Offer.

### 7.5 Authorities

#### 7.5.1 Standing Offer Authority

The Standing Offer Authority is:

Name: Monique Holvec  
Title: Supply Specialist  
Public Works and Government Services Canada  
Organization: Acquisitions Branch  
Address: 10th Floor, 4900 Yonge Street  
Toronto, ON M2N 6A6  
Telephone: 647-616-3991  
E-mail address: [monique.holvec@pwgsc-tpsgc.gc.ca](mailto:monique.holvec@pwgsc-tpsgc.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

The Project Authority for the Standing Offer is:

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

The Project Authority is the representative of the department or agency for whom the Work 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

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

For Identified User(s) authorized to make call-ups against the Standing Offer please refer to Appendix 3 of Annex "A" - *Statement of Work*.

### 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 \$100,000.00 (Applicable Taxes included).

## 7.10 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 2035 (2018-06-21), General Conditions - Higher Complexity - Services;
- e) Annex A, Statement of Work;
- f) Annex B, Basis of Payment;
- g) Annex C, Insurance Requirements;
- h) Annex D, Reporting Form Sample; and
- i) the Offeror's offer dated \_\_\_\_\_ (*insert date of offer*).

## 7.11 Certifications and Additional Information

### 7.11.1 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.

### 7.11.2 SACC Manual Clauses

SACC Manual clause M3020C (2016-01-28) Status of Availability of Resources - Standing Offer

## 7.12 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 \_\_\_\_\_.

## 7.13 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**

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

Section 17 Interest on Overdue Accounts of [2035](#) (2018-06-21), General Conditions - Higher Complexity - Services will not apply to payments made by credit cards.

### **7.3 Term of Contract**

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

The work is to be performed during the period as stipulated in the call-up.

#### **7.3.2 Delivery Date**

Delivery 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**

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

The Contractor will be paid for the Work performed, in accordance with the Basis of payment at Annex "B" and as stipulated in the call-up document. Customs duties are included and Applicable Taxes are extra.

#### **7.5.2 Limitation of Expenditure**

1. Canada's total liability to the Contractor under the Contract must not exceed the dollar value stipulated in the call-up. Customs duties are included and Applicable Taxes are extra.
2. No increase in the total liability of Canada or in the price of the Work resulting from any design changes, modifications or interpretations of the Work, will be authorized or paid to the Contractor unless these design changes, modifications or interpretations have been approved, in writing, by



the Contracting Authority before their incorporation into the Work. The Contractor must not perform any work or provide any service that would result in Canada's total liability being exceeded before obtaining the written approval of the Contracting Authority. The Contractor must notify the Contracting Authority in writing as to the adequacy of this sum:

- a. when it is 75% committed, or
- b. four months before the contract expiry date, or
- c. as soon as the Contractor considers that the contract funds provided are inadequate for the completion of the Work, whichever comes first.

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

### **7.5.3 Single Payment**

H1000C (2008-05-12) – Single Payment

### **7.5.4 SACC Manual Clauses**

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

### **7.5.5 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 on page 1 of the Contract for certification and payment.
  - b. One (1) copy must be forwarded to the Contracting Authority identified under the section entitled "Authorities" of the Contract.

### **7.7 Insurance Requirements**

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

Solicitation No. - N° de l'invitation  
W3536-190002/C  
Client Ref. No. - N° de réf. du client  
W3536-190002

Amd. No. - N° de la modif.  
File No. - N° du dossier  
TOR-8-41030

Buyer ID - Id de l'acheteur  
tor009  
CCC No./N° CCC - FMS No./N° VME

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 SACC Manual Clauses**

SACC Manual clause [B7500C](#) (2006-06-16), Excess Goods  
SACC Manual clause [A9006C](#) (2012-07-16), Defence Contract  
SACC Manual clause [A9062C](#) (2011-05-16) Canadian Forces Site Regulations  
SACC Manual clause [A9068C](#) (2010-01-11) Government Site Regulations

Solicitation No. - N° de l'invitation  
W3536-190002/C  
Client Ref. No. - N° de réf. du client  
W3536-190002

Amd. No. - N° de la modif.  
File No. - N° du dossier  
TOR-8-41030

Buyer ID - Id de l'acheteur  
tor009  
CCC No./N° CCC - FMS No./N° VME

---

## **ANNEX "A"**

### **STATEMENT OF WORK**

(See Attachment – Annex “A” – 34 Pages)

Solicitation No. - N° de l'invitation  
W3536-190002/C  
Client Ref. No. - N° de réf. du client  
W3536-190002

Amd. No. - N° de la modif.  
File No. - N° du dossier  
TOR-8-41030

Buyer ID - Id de l'acheteur  
tor009  
CCC No./N° CCC - FMS No./N° VME

---

## **ANNEX "B"**

### **BASIS OF PAYMENT**

Meal prices herein are all inclusive firm unit prices, in accordance with Annex "A" - *Statement of Work*, Tables and Appendices, including all delivery charges, FOB Destination, applicable taxes extra. Minimum Quantity per call-up is thirty (30) meals. The firm unit prices include provision of chafing dishes; clean-up costs; cups, dinnerware, cutlery utensils, napkins (all being of disposable nature) as per Annex "A" – *Statement of Work*.

Note: *Upon issuance of the Standing Offer, wording that is italicized will be deleted from Annex "B".*

**Greater Toronto (See Appendix 3 of Annex "A" for locations)**

#### **1. Firm Period**

Solicitation No. - N° de l'invitation  
W3536-190002/C  
Client Ref. No. - N° de réf. du client  
W3536-190002

Amd. No. - N° de la modif.  
File No. - N° du dossier  
TOR-8-41030

Buyer ID - Id de l'acheteur  
tor009  
CCC No./N° CCC - FMS No./N° VME

### 1.1 Firm Year 1 – Date of Standing Offer to March 31, 2021

#	Meals	Est. Qty.	Firm Unit Price	Extended Price
1	Breakfast	7,067	\$ ea.	\$
2	Lunch	11,202	\$ ea.	\$
3	Supper	4,586	\$ ea.	\$
4	Box Breakfast	660	\$ ea.	\$
5	Box Lunch	4,177	\$ ea.	\$
6	Box Supper	418	\$ ea.	\$
7	Workplace Refreshment Entitlement (price per 1 issue)	120	\$ ea.	\$
8	Between Meal Food Entitlement (price per 1 issue)	80	\$ ea.	\$
9	Night Snack Food Entitlement (price per 1 issue)	160	\$ ea.	\$
10	Halal Breakfast	400	\$ ea.	\$
11	Halal Lunch	442	\$ ea.	\$
12	Halal Supper	221	\$ ea.	\$
13	Halal Box Breakfast	4	\$ ea.	\$
14	Halal Box Lunch	146	\$ ea.	\$
15	Halal Box Supper	12	\$ ea.	\$
16	Kosher Breakfast	15	\$ ea.	\$
17	Kosher Lunch	23	\$ ea.	\$
18	Kosher Supper	8	\$ ea.	\$
19	Kosher Box Breakfast	8	\$ ea.	\$
20	Kosher Box Lunch	14	\$ ea.	\$
21	Kosher Box Supper	8	\$ ea.	\$
22	Vegetarian Breakfast	402	\$ ea.	\$
23	Vegetarian Lunch	798	\$ ea.	\$
24	Vegetarian Supper	261	\$ ea.	\$
25	Vegetarian Box Breakfast	60	\$ ea.	\$
26	Vegetarian Box Lunch	334	\$ ea.	\$
27	Vegetarian Box Supper	12	\$ ea.	\$
28	Gluten free Breakfast	5	\$ ea.	\$
29	Gluten free Lunch	2	\$ ea.	\$
30	Gluten free Supper	2	\$ ea.	\$
31	Gluten free Box Breakfast	2	\$ ea.	\$
32	Gluten free Box Lunch	2	\$ ea.	\$
33	Gluten free Box Supper	2	\$ ea.	\$
34	Vegan Breakfast	1	\$ ea.	\$
35	Vegan Lunch	1	\$ ea.	\$
36	Vegan Supper	1	\$ ea.	\$
37	Vegan Box Breakfast	1	\$ ea.	\$
38	Vegan Box Lunch	1	\$ ea.	\$
39	Vegan Box Supper	1	\$ ea.	\$
40	Between Meal Food Entitlement	160	\$ ea.	\$
41	Night Snack	100	\$ ea.	\$
42	Refreshments	120	\$ ea.	\$
<b>TOTAL FOR FIRM YEAR 1</b>				<b>\$</b>

Solicitation No. - N° de l'invitation  
W3536-190002/C  
Client Ref. No. - N° de réf. du client  
W3536-190002

Amd. No. - N° de la modif.  
File No. - N° du dossier  
TOR-8-41030

Buyer ID - Id de l'acheteur  
tor009  
CCC No./N° CCC - FMS No./N° VME

## 1.2 Firm Year 2 – April 1, 2021 to March 31, 2022

#	Meals	Est. Qty.	Firm Unit Price	Extended Price
1	Breakfast	7,067	\$ ea.	\$
2	Lunch	11,202	\$ ea.	\$
3	Supper	4,586	\$ ea.	\$
4	Box Breakfast	660	\$ ea.	\$
5	Box Lunch	4,177	\$ ea.	\$
6	Box Supper	418	\$ ea.	\$
7	Workplace Refreshment Entitlement (price per 1 issue)	120	\$ ea.	\$
8	Between Meal Food Entitlement (price per 1 issue)	80	\$ ea.	\$
9	Night Snack Food Entitlement (price per 1 issue)	160	\$ ea.	\$
10	Halal Breakfast	400	\$ ea.	\$
11	Halal Lunch	442	\$ ea.	\$
12	Halal Supper	221	\$ ea.	\$
13	Halal Box Breakfast	4	\$ ea.	\$
14	Halal Box Lunch	146	\$ ea.	\$
15	Halal Box Supper	12	\$ ea.	\$
16	Kosher Breakfast	15	\$ ea.	\$
17	Kosher Lunch	23	\$ ea.	\$
18	Kosher Supper	8	\$ ea.	\$
19	Kosher Box Breakfast	8	\$ ea.	\$
20	Kosher Box Lunch	14	\$ ea.	\$
21	Kosher Box Supper	8	\$ ea.	\$
22	Vegetarian Breakfast	402	\$ ea.	\$
23	Vegetarian Lunch	798	\$ ea.	\$
24	Vegetarian Supper	261	\$ ea.	\$
25	Vegetarian Box Breakfast	60	\$ ea.	\$
26	Vegetarian Box Lunch	334	\$ ea.	\$
27	Vegetarian Box Supper	12	\$ ea.	\$
28	Gluten free Breakfast	5	\$ ea.	\$
29	Gluten free Lunch	2	\$ ea.	\$
30	Gluten free Supper	2	\$ ea.	\$
31	Gluten free Box Breakfast	2	\$ ea.	\$
32	Gluten free Box Lunch	2	\$ ea.	\$
33	Gluten free Box Supper	2	\$ ea.	\$
34	Vegan Breakfast	1	\$ ea.	\$
35	Vegan Lunch	1	\$ ea.	\$
36	Vegan Supper	1	\$ ea.	\$
37	Vegan Box Breakfast	1	\$ ea.	\$
38	Vegan Box Lunch	1	\$ ea.	\$
39	Vegan Box Supper	1	\$ ea.	\$
40	Between Meal Food Entitlement	160	\$ ea.	\$
41	Night Snack	100	\$ ea.	\$
42	Refreshments	120	\$ ea.	\$
<b>TOTAL FOR FIRM YEAR 2</b>				<b>\$</b>

Solicitation No. - N° de l'invitation  
W3536-190002/C  
Client Ref. No. - N° de réf. du client  
W3536-190002

Amd. No. - N° de la modif.  
File No. - N° du dossier  
TOR-8-41030

Buyer ID - Id de l'acheteur  
tor009  
CCC No./N° CCC - FMS No./N° VME

### 1.3 Firm Year 3 – April 1, 2022 to March 31, 2023

#	Meals	Est. Qty.	Firm Unit Price	Extended Price
1	Breakfast	7,067	\$ ea.	\$
2	Lunch	11,202	\$ ea.	\$
3	Supper	4,586	\$ ea.	\$
4	Box Breakfast	660	\$ ea.	\$
5	Box Lunch	4,177	\$ ea.	\$
6	Box Supper	418	\$ ea.	\$
7	Workplace Refreshment Entitlement (price per 1 issue)	120	\$ ea.	\$
8	Between Meal Food Entitlement (price per 1 issue)	80	\$ ea.	\$
9	Night Snack Food Entitlement (price per 1 issue)	160	\$ ea.	\$
10	Halal Breakfast	400	\$ ea.	\$
11	Halal Lunch	442	\$ ea.	\$
12	Halal Supper	221	\$ ea.	\$
13	Halal Box Breakfast	4	\$ ea.	\$
14	Halal Box Lunch	146	\$ ea.	\$
15	Halal Box Supper	12	\$ ea.	\$
16	Kosher Breakfast	15	\$ ea.	\$
17	Kosher Lunch	23	\$ ea.	\$
18	Kosher Supper	8	\$ ea.	\$
19	Kosher Box Breakfast	8	\$ ea.	\$
20	Kosher Box Lunch	14	\$ ea.	\$
21	Kosher Box Supper	8	\$ ea.	\$
22	Vegetarian Breakfast	402	\$ ea.	\$
23	Vegetarian Lunch	798	\$ ea.	\$
24	Vegetarian Supper	261	\$ ea.	\$
25	Vegetarian Box Breakfast	60	\$ ea.	\$
26	Vegetarian Box Lunch	334	\$ ea.	\$
27	Vegetarian Box Supper	12	\$ ea.	\$
28	Gluten free Breakfast	5	\$ ea.	\$
29	Gluten free Lunch	2	\$ ea.	\$
30	Gluten free Supper	2	\$ ea.	\$
31	Gluten free Box Breakfast	2	\$ ea.	\$
32	Gluten free Box Lunch	2	\$ ea.	\$
33	Gluten free Box Supper	2	\$ ea.	\$
34	Vegan Breakfast	1	\$ ea.	\$
35	Vegan Lunch	1	\$ ea.	\$
36	Vegan Supper	1	\$ ea.	\$
37	Vegan Box Breakfast	1	\$ ea.	\$
38	Vegan Box Lunch	1	\$ ea.	\$
39	Vegan Box Supper	1	\$ ea.	\$
40	Between Meal Food Entitlement	160	\$ ea.	\$
41	Night Snack	100	\$ ea.	\$
42	Refreshments	120	\$ ea.	\$
<b>TOTAL FOR FIRM YEAR 3</b>				<b>\$</b>

Solicitation No. - N° de l'invitation  
W3536-190002/C  
Client Ref. No. - N° de réf. du client  
W3536-190002

Amd. No. - N° de la modif.  
File No. - N° du dossier  
TOR-8-41030

Buyer ID - Id de l'acheteur  
tor009  
CCC No./N° CCC - FMS No./N° VME

## 2. Optional Periods

### 2.1 Option 1, Year 4 – April 1, 2023 to March 31, 2024

#	Meals	Est. Qty.	Firm Unit Price	Extended Price
1	Breakfast	7,067	\$ ea.	\$
2	Lunch	11,202	\$ ea.	\$
3	Supper	4,586	\$ ea.	\$
4	Box Breakfast	660	\$ ea.	\$
5	Box Lunch	4,177	\$ ea.	\$
6	Box Supper	418	\$ ea.	\$
7	Workplace Refreshment Entitlement (price per 1 issue)	120	\$ ea.	\$
8	Between Meal Food Entitlement (price per 1 issue)	80	\$ ea.	\$
9	Night Snack Food Entitlement (price per 1 issue)	160	\$ ea.	\$
10	Halal Breakfast	400	\$ ea.	\$
11	Halal Lunch	442	\$ ea.	\$
12	Halal Supper	221	\$ ea.	\$
13	Halal Box Breakfast	4	\$ ea.	\$
14	Halal Box Lunch	146	\$ ea.	\$
15	Halal Box Supper	12	\$ ea.	\$
16	Kosher Breakfast	15	\$ ea.	\$
17	Kosher Lunch	23	\$ ea.	\$
18	Kosher Supper	8	\$ ea.	\$
19	Kosher Box Breakfast	8	\$ ea.	\$
20	Kosher Box Lunch	14	\$ ea.	\$
21	Kosher Box Supper	8	\$ ea.	\$
22	Vegetarian Breakfast	402	\$ ea.	\$
23	Vegetarian Lunch	798	\$ ea.	\$
24	Vegetarian Supper	261	\$ ea.	\$
25	Vegetarian Box Breakfast	60	\$ ea.	\$
26	Vegetarian Box Lunch	334	\$ ea.	\$
27	Vegetarian Box Supper	12	\$ ea.	\$
28	Gluten free Breakfast	5	\$ ea.	\$
29	Gluten free Lunch	2	\$ ea.	\$
30	Gluten free Supper	2	\$ ea.	\$
31	Gluten free Box Breakfast	2	\$ ea.	\$
32	Gluten free Box Lunch	2	\$ ea.	\$
33	Gluten free Box Supper	2	\$ ea.	\$
34	Vegan Breakfast	1	\$ ea.	\$
35	Vegan Lunch	1	\$ ea.	\$
36	Vegan Supper	1	\$ ea.	\$
37	Vegan Box Breakfast	1	\$ ea.	\$
38	Vegan Box Lunch	1	\$ ea.	\$
39	Vegan Box Supper	1	\$ ea.	\$
40	Between Meal Food Entitlement	160	\$ ea.	\$
41	Night Snack	100	\$ ea.	\$
42	Refreshments	120	\$ ea.	\$
<b>TOTAL FOR OPTION 1, YEAR 4</b>				<b>\$</b>



Solicitation No. - N° de l'invitation  
W3536-190002/C  
Client Ref. No. - N° de réf. du client  
W3536-190002

Amd. No. - N° de la modif.  
File No. - N° du dossier  
TOR-8-41030

Buyer ID - Id de l'acheteur  
tor009  
CCC No./N° CCC - FMS No./N° VME

## 2.2 Option 2, Year 5 – April 1, 2024 to March 31, 2025

#	Meals	Est. Qty.	Firm Unit Price	Extended Price
1	Breakfast	7,067	\$ ea.	\$
2	Lunch	11,202	\$ ea.	\$
3	Supper	4,586	\$ ea.	\$
4	Box Breakfast	660	\$ ea.	\$
5	Box Lunch	4,177	\$ ea.	\$
6	Box Supper	418	\$ ea.	\$
7	Workplace Refreshment Entitlement (price per 1 issue)	120	\$ ea.	\$
8	Between Meal Food Entitlement (price per 1 issue)	80	\$ ea.	\$
9	Night Snack Food Entitlement (price per 1 issue)	160	\$ ea.	\$
10	Halal Breakfast	400	\$ ea.	\$
11	Halal Lunch	442	\$ ea.	\$
12	Halal Supper	221	\$ ea.	\$
13	Halal Box Breakfast	4	\$ ea.	\$
14	Halal Box Lunch	146	\$ ea.	\$
15	Halal Box Supper	12	\$ ea.	\$
16	Kosher Breakfast	15	\$ ea.	\$
17	Kosher Lunch	23	\$ ea.	\$
18	Kosher Supper	8	\$ ea.	\$
19	Kosher Box Breakfast	8	\$ ea.	\$
20	Kosher Box Lunch	14	\$ ea.	\$
21	Kosher Box Supper	8	\$ ea.	\$
22	Vegetarian Breakfast	402	\$ ea.	\$
23	Vegetarian Lunch	798	\$ ea.	\$
24	Vegetarian Supper	261	\$ ea.	\$
25	Vegetarian Box Breakfast	60	\$ ea.	\$
26	Vegetarian Box Lunch	334	\$ ea.	\$
27	Vegetarian Box Supper	12	\$ ea.	\$
28	Gluten free Breakfast	5	\$ ea.	\$
29	Gluten free Lunch	2	\$ ea.	\$
30	Gluten free Supper	2	\$ ea.	\$
31	Gluten free Box Breakfast	2	\$ ea.	\$
32	Gluten free Box Lunch	2	\$ ea.	\$
33	Gluten free Box Supper	2	\$ ea.	\$
34	Vegan Breakfast	1	\$ ea.	\$
35	Vegan Lunch	1	\$ ea.	\$
36	Vegan Supper	1	\$ ea.	\$
37	Vegan Box Breakfast	1	\$ ea.	\$
38	Vegan Box Lunch	1	\$ ea.	\$
39	Vegan Box Supper	1	\$ ea.	\$
40	Between Meal Food Entitlement	160	\$ ea.	\$
41	Night Snack	100	\$ ea.	\$
42	Refreshments	120	\$ ea.	\$
<b>TOTAL FOR OPTION 2, YEAR 5</b>				<b>\$</b>

Solicitation No. - N° de l'invitation  
W3536-190002/C  
Client Ref. No. - N° de réf. du client  
W3536-190002

Amd. No. - N° de la modif.  
File No. - N° du dossier  
TOR-8-41030

Buyer ID - Id de l'acheteur  
tor009  
CCC No./N° CCC - FMS No./N° VME

**3. Total Evaluated Price:**

<b>Periods</b>	<b>Total Estimated Prices</b>
<i>1: Firm Year 1: Date of Standing Offer to March 31<sup>st</sup>, 2021</i>	\$
<i>2: Firm Year 2: April 1st, 2021 to March 31<sup>st</sup>, 2022</i>	\$
<i>3: Firm Year 3: April 1st, 2022 to March 31<sup>st</sup>, 2023</i>	\$
<i>4: Option Year 4: April 1st, 2023 to March 31<sup>st</sup>, 2024</i>	\$
<i>5: Option Year 5: April 1st, 2024 to March 31<sup>st</sup>, 2025</i>	\$
<b>Total Evaluated Price (sum of Total Price 1 to 5)</b>	<b>\$</b>

---

## **ANNEX "C"**

### **INSURANCE REQUIREMENTS**

#### **1. Commercial General Liability Insurance**

1.1 The Contractor must obtain Commercial General Liability Insurance, and maintain it in force throughout the duration of the Contract, in an amount usual for a contract of this nature, but for not less than \$2,000,000 per accident or occurrence and in the annual aggregate.

2.2 The Commercial General Liability policy must include the following:

- a. Additional Insured: Canada is added as an additional insured, but only with respect to liability arising out of the Contractor's performance of the Contract. The interest of Canada should read as follows: Canada, as represented by Public Works and Government Services Canada.
- b. Bodily Injury and Property Damage to third parties arising out of the operations of the Contractor.
- c. Products and Completed Operations: Coverage for bodily injury or property damage arising out of goods or products manufactured, sold, handled, or distributed by the Contractor and/or arising out of operations that have been completed by the Contractor.
- d. Personal Injury: While not limited to, the coverage must include Violation of Privacy, Libel and Slander, False Arrest, Detention or Imprisonment and Defamation of Character.
- e. Cross Liability/Separation of Insureds: Without increasing the limit of liability, the policy must protect all insured parties to the full extent of coverage provided. Further, the policy must apply to each Insured in the same manner and to the same extent as if a separate policy had been issued to each.
- f. Blanket Contractual Liability: The policy must, on a blanket basis or by specific reference to the Contract, extend to assumed liabilities with respect to contractual provisions.
- g. Employees and, if applicable, Volunteers must be included as Additional Insured.
- h. Employers' Liability (or confirmation that all employees are covered by Worker's compensation (WSIB) or similar program).
- i. Broad Form Property Damage including Completed Operations: Expands the Property Damage coverage to include certain losses that would otherwise be excluded by the standard care, custody or control exclusion found in a standard policy.
- j. Notice of Cancellation: The Insurer will endeavour to provide the Contracting Authority thirty (30) days written notice of policy cancellation.
- k. If the policy is written on a claims-made basis, coverage must be in place for a period of at least 12 months after the completion or termination of the Contract.

- l. Owners' or Contractors' Protective Liability: Covers the damages that the Contractor becomes legally obligated to pay arising out of the operations of a subcontractor.
- m. Non-Owned Automobile Liability - Coverage for suits against the Contractor resulting from the use of hired or non-owned vehicles.
- n. Litigation Rights: Pursuant to subsection 5(d) of the Department of Justice Act, S.C. 1993, c. J-2, s.1, if a suit is instituted for or against Canada which the Insurer would, but for this clause, have the right to pursue or defend on behalf of Canada as an Additional Named Insured under the insurance policy, the Insurer must promptly contact the Attorney General of Canada to agree on the legal strategies by sending a letter, by registered mail or by courier, with an acknowledgement of receipt.

For the province of Quebec, send to:

Director Business Law Directorate,  
Quebec Regional Office (Ottawa),  
Department of Justice,  
284 Wellington Street, Room SAT-6042,  
Ottawa, Ontario, K1A 0H8

For other provinces and territories, send to:

Senior General Counsel,  
Civil Litigation Section,  
Department of Justice  
234 Wellington Street, East Tower  
Ottawa, Ontario K1A 0H8

A copy of the letter must be sent to the Contracting Authority. Canada reserves the right to co-defend any action brought against Canada. All expenses incurred by Canada to co-defend such actions will be at Canada's expense. If Canada decides to co-defend any action brought against it, and Canada does not agree to a proposed settlement agreed to by the Contractor's insurer and the plaintiff(s) that would result in the settlement or dismissal of the action against Canada, then Canada will be responsible to the Contractor's insurer for any difference between the proposed settlement amount and the amount finally awarded or paid to the plaintiffs (inclusive of costs and interest) on behalf of Canada.

## **2. Automobile Liability Insurance**

- 2.1 The Contractor must obtain Automobile Liability Insurance, and maintain it in force throughout the duration of the Contract, in an amount usual for a contract of this nature, but for not less than \$2,000,000 per accident or occurrence.
- 2.2 The policy must include the following:
  - a. Third Party Liability - \$2,000,000 Minimum Limit per Accident or Occurrence
  - b. Accident Benefits - all jurisdictional statutes
  - c. Uninsured Motorist Protection
  - d. Notice of Cancellation: The Insurer will endeavour to provide the Contracting Authority thirty (30) days written notice of cancellation.

## ANNEX "D"

### REPORTING FORM SAMPLE

Please use the Standing Offer number in the Subject line. The report may be provided in a format created by the Contractor using system generated reports and must include the following information:

- The Standing Offer number for which the data is submitted;
- The period for which the data has been accumulated (start date to end date);
- The Department with whom the standing offer was arranged;
- The Call-Up number;
- The meal description;
- The number of meals;
- The start date and end date for the standing offer; and
- The total spend to date, by government department.

Standing Offer		(Insert Standing Offer #)		Start Date of SO (DD/MM/YYYY)	End Date of SO (DD/MM/YYYY)	
Total Value to Date (\$)		Total Value for Reporting Period (\$)		Start Reporting Period (DD/MM/YYYY)	End Reporting Period (DD/MM/YYYY)	
Destination Requesting	Order Number	Item Description	Qty.	Date of Order (DD/MM/YYYY)	Date of Delivery (DD/MM/YYYY)	Value of Order (Not Including taxes)

Solicitation No. - N° de l'invitation  
W3536-190002/C  
Client Ref. No. - N° de réf. du client  
W3536-190002

Amd. No. - N° de la modif.  
File No. - N° du dossier  
TOR-8-41030

Buyer ID - Id de l'acheteur  
tor009  
CCC No./N° CCC - FMS No./N° VME

---

## **ANNEX “1” 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)

Solicitation No. - N° de l'invitation  
W3536-190002/C  
Client Ref. No. - N° de réf. du client  
W3536-190002

Amd. No. - N° de la modif.  
File No. - N° du dossier  
TOR-8-41030

Buyer ID - Id de l'acheteur  
tor009  
CCC No./N° CCC - FMS No./N° VME

---

## **ANNEX “1” to PART 4 OF THE REQUEST FOR STANDING OFFERS**

### **TECHNICAL EVALUATION CRITERIA**

(See Attachment – Annex “1” to Part 4  
of the Request for Standing Offers – 5 Pages)

---

## ANNEX "A"

### STATEMENT OF WORK (SOW)

#### 1. TERMINOLOGY

**BMA** means Between Meals Allowance.

**BOX MEAL** means a take-out form of meal prepared in lieu of a meal normally served in the dining room and which contains the same ration value.

**CAFETERIA STYLE** means a method of providing food wherein:

The diner dishes his own meal from the chafing dishes at the serving table, along with the necessary condiments, accessories (including dishes and cutlery of a disposable nature) and napkins.

**CALL-UP AUTHORITY** means the officer in charge of the administration of the establishment or another member responsible for liaising with the caterer about day to day contract implementation aspects.

**CATERER/FOOD SERVICE PROVIDER** means the Offeror with whom a contract has been entered into.

**CF H Svcs Gp** means Canadian Forces Health Group.

**CFAO** means Canadian Forces Administrative Orders.

**CLEAN-UP** means pick-up the items that were dropped off by the offerer i.e. chaffing dishes, coffee urns, warming boxes.

**COMMANDING OFFICER** means the senior officer appointed to command the establishment.

**PROJECT AUTHORITY** means the Base Supply Officer (or representative) of the supporting unit who administers the contract on behalf of the commanding officer. The Project Authority can request a DND Food Services Officer or a cook of the rank of Sgt. or above to make periodic unannounced visits to conduct inspections and the Offeror must not unreasonably deny him access for this purpose.

**DISPERSED MEAL** means hot and cold food transported in insulated containers or the necessary container to maintain proper temperatures in accordance with the specifications referenced herein. Once the DISPERSED MEAL has been delivered on-site, the food must be transferred to chafing dishes in order to maintain proper temperatures. Serving utensils must be provided with the chafing dishes.

**DND** means Department of National Defence.

**ESTABLISHMENT** means base, camp, unit or other organization where the Offeror will deliver the meals.

**FACILITY** means permanent, commercial or industrial property such as a building, plant or structure built, established or installed for the performance of one or more specific activities or functions used by DND.

**FOOD AND FOOD SERVICE IN THE CATERER'S FACILITIES** means the provision of meals where the caterer provides all food service resources and uses his facilities.

**FQS** means Food Quality Specifications.



**GTA** means Greater Toronto Area.

**IAW** means in accordance with.

**INCIDENT DEFICIENCY REPORT** means a register kept by the Call-up Authority and Project Authority to record the caterer's performance, deficiencies as well as corrective measures taken by the Offeror or administrative procedures initiated by the Commanding Officer.

**PWGSC** means Public Works and Government Services Canada.

**RATION ENTITLEMENT STRENGTH** means the total number of personnel at the establishment entitled to receive meals at public expense.

**SUPPORTING UNIT** means the base which manages the contract and which may be providing some logistic support to the establishment.

## 2. OVERVIEW

The Department of National Defence has a requirement for the provision of Dispersed Meals, hot, cold and Box Meals, on an "as needed basis" for military exercises, which are held at various locations within and around the Greater Toronto Area as identified in Appendix 3 of Annex "A" - *Delivery Locations/Call-up Authorities and Invoice Address*. It is anticipated that for each exercise, the number of participants can vary from thirty (30) to four hundred (400) personnel and run up to five (5) days consecutively. The hours of the exercises can range from 05:30 to 21:00 hours. It is also anticipated that the delivery of meals will be to multiple locations at one time. The minimum quantity per call-up will be thirty (30) meals.

There will be occasions where service must be provided within four (4) hours of the call-up notice. Usually users will place orders with a minimum of forty eight (48) hours' notice for dispersed meals during the weekdays and no later than Wednesday afternoon before 13:30 hours for the weekend exercise. Amendments/Changes to orders will be placed up to Thursdays by 16:00 for weekend exercises. A minimum of forty eight (48) hours' notice will be given to cancel an order. A cycle menu must be provided to the call-up Authority.

The meals are to be provided in accordance with the following Tables, which are included herein:

<b>Table 1</b>	Dispersed Meal Pattern
<b>Table 2</b>	Portion Size Standard
<b>Table 3 (*)</b>	Workplace Refreshment (WR) Entitlement Table
<b>Table 4 (*)</b>	Between Meal Food Entitlement Table
<b>Table 5 (*)</b>	Night Snack Food Entitlement Table
<b>Table 6</b>	Typical Consumption Pattern Statistics
<b>Table 7</b>	Standards for Food Quality
<b>(*):</b>	Please note that items from Tables 3, 4 and 5 will only be ordered in conjunction with meals from the Offeror's menu and are only meant as supplements.

The Offeror must provide the following with each meals:

- a. Serving dishes including chafing dishes;
- b. Sufficient serving utensils that are appropriate for the meals being served;
- c. All plates, cutlery, and napkins that are to be used by diners and which must be of a disposable nature; and

- d. Clean-up of the Facilities by returning to the delivery location to pick up all equipment previously delivered.

DND will be responsible for the removal of the garbage resulting from the meals.

Food must be transported in designated food service vehicles, which can never be in contact with any garbage, fuel or non-food service items.

### 3. QUALITY OF FOOD SERVICE

The Offeror must prepare the Dispersed Meals, transport them to the applicable Establishment(s), as well as must organize and supervise his staff to complete each of the following tasks:

- a. Provide attractive, palatable, nicely seasoned and nutritious Dispersed Meals in accordance with the rotating menu cycle provided by the Offeror and agreed to by the Project Authority. These menus may not be altered without prior consent from the Call-up Authority. The Offeror must provide the menu to the Call-up Authority for each call-up. No substitutions will be allowed without prior approval from Call-Up Authority.
- b. Prepare Box Meals as per the standards outlined in Table 1 – *Dispersed Meal Pattern*.
- c. Ensure the timely and safe service of food observing the following maximum holding items and procedures:
  - (1) Hot foods that have been prepared, cooked, and are to be served hot, must be held at a temperature of at least 140 degrees F (60 degrees C) to the time of delivery. Hot food must be served within two (2) hours of preparation. Frozen vegetables must be cooked directly from the frozen state.
  - (2) Salads containing mayonnaise, salad dressing, poultry, eggs, fish, meat, cheese or whipped cream must be served no more than twelve (12) hours after preparation and must be refrigerated at all times after preparation. Once removed from refrigeration, these items must be served within one (1) hour after which time they must be discarded.
  - (3) Other salads must be served no later than twenty four (24) hours after preparation and must be refrigerated at all times after preparation. Once removed from refrigeration, these items must be served within one and one-half (1.5) hours after which time they must be discarded.
  - (4) Desserts containing custard, milk, eggs, cream, whipped egg, edible oil simulated filler, etc. must be served no later than twenty four (24) hours after preparation and must be refrigerated at all times after preparation. Once removed from refrigeration, these items must be served within one (1) hour after which time they must be discarded. These items must be chilled prior to service.
  - (5) Other bakery items must be served no later than twelve (12) hours after preparation and must be covered during storage.
  - (6) Fresh milk must be dispensed from the original container and must not be held longer than one (1) hour at room temperature.

- 
- d. Ensure that all food preparation and cooking takes place as close as possible to the actual consumption time and that Meals and Box Meals are prepared from ingredients as per the minimum standards set out at in Table 1 – *Dispersed Meal Pattern*, Table 3 – *Workplace Refreshment Entitlement Table* and Table 6 – *Typical Consumption Pattern Statistics*.
- (1) During meal preparation and delivery, cold foods must be kept below 7 degrees C, (45 degrees F) while hot foods must be maintained at a minimum of 60 degrees C, (140 degrees F).
- e. IAW Table 2 (page 7), a sufficient quantity of each menu item to provide for a well-balanced food intake, generally pleasing to the clientele. IAW Table 2 plus 10% as indicated (page 7) an adequate quantity of each selection on the menu must be prepared to ensure that last diners have the same choices as the first ones. Also, the Offeror must provide a description card with each chafing dish, detailing the portion of food to be allocated to each individual (i.e. specify how many ladles of scrambled eggs equate to (1) one serving).
- f. Maintain control, receive and store food supplies, properly ensuring storage on a first-in, first-out basis with minimum wastage.
- g. The Offeror is responsible for providing the Call-Up Authority or designated representative user, with a Food & Equipment Checklist form. This form, which is to be supplied by the Offeror, must detail the equipment and food delivered to each site and must be signed upon delivery of the goods by the officer in command or his representative. It must be signed again by both the DND representative and the Offeror when equipment has been retrieved. The Offeror is responsible for the pickup of his equipment no later than two (2) hours after consumption.
- h. The Offeror is responsible for providing the Call-Up Authority or designated representative user with an Unsatisfactory Meal Form, attached herein under Appendix 2 – *Unsatisfactory Meal Form*. The form is to be filled out by the commanding officer or his authorized representative when the meal was unsatisfactory overall. A copy of the form is to be sent to the Contracting Authority and to the Project Authority and to the Offeror's representatives within forty eight (48) hours.
- i. Upon receipt of five (5) Unsatisfactory Meal Forms, attached herein under Appendix 2 – *Unsatisfactory Meal Form*, Canada reserves the right to withdraw the Standing Offer.
- j. The Offeror must hold a kick-Off meeting (in person or by teleconference) at a time and location designated by the Project Authority and within two (2) weeks of issuance of the Standing Offer. This meeting will be used to discuss how the Standing Offer will operate and review the expectations of the DND team.
- k. The Project Authority or representative will conduct periodic assessments of the food served by the Offeror to ensure that the established menu patterns, menus and food quality standards are met. The Offeror must, at the request of the Project Authority or representative, provide an on-site visit of the Offeror's meal production and storage areas to verify that the standards of Hygiene and Sanitation are being met in accordance with Appendix 1 – *Hygiene and Sanitation – Food Handling and Food Services*.
- l. Offeror must provide delivery of meals to multiple locations at one time. The Offeror must have sufficient transportation available to make multiple deliveries to different locations at the same time or for the meal time specified. Box meals are to be transported in a refrigerated containers and transported in designated food service vehicle.
-

- m. The Offeror must provide a rotating three-week menu cycle (including Halal, Kosher, Vegetarian, and Gluten Free meals) for Dispersed Meal service.
- n. The Offeror must provide a nine-day menu cycle for Box Meals, consisting of the Box Breakfast, Lunch and Dinner. The nine-day menu cycle must include the flexibility of offering specialty meals when requested by the end user, (i.e. vegetarian, Halal and Kosher meals).
- o. The Offeror must provide meals on weekends and statutory holidays as required.
- p. The Offeror must provide contact information for an individual who can be reached on weekends and statutory holidays as needed.
- q. Offeror must provide on an as-needed basis and throughout the period of the standing offer, the latest Food Service Inspection Report when requested by DND.

#### 4. DELIVERY LOCATIONS AND CALL-UP AUTHORITIES

The current list of delivery locations, call-up authorities and invoicing address are provided on Appendix 3 – *Delivery Locations, Call-Up Authorities and Invoice addresses*. This list may be amended to add or delete locations during the period of the Standing Offer. Each location is to be invoiced separately.

#### TABLE 1 - DISPERSED MEAL PATTERN

##### Hot Meals

Dispersed hot meals must be produced using foods that travel well and can withhold being held at the required temperatures for reasonable periods of time in food services approved containers.

A card indicating the amount per serving (for example, pork chop - 1; boiled potato - 2 pieces; cookies - 2) must accompany each meal. Food and equipment must be prepared in accordance with the direction within this Statement of Work.

Breakfast	Lunch / Supper
Same as Regular meal pattern	Soup Main protein dish Starch item Vegetable Tossed salad, coleslaw or assorted raw vegetables Fresh fruit

	<p>One prepared or baked dessert</p> <p>Bread or rolls and butter or margarine</p> <p>Two beverages (*) Appropriate condiments</p>
--	--

**NOTES:** The quantity for main protein dish and starch choice must be **10% greater** for dispersed hot meals than for regular meals served in the dining room.

(\*) Canned pop and bottled water are not permitted.

### Cold Meals (including Box Meals)

Box Breakfast	Box Lunch / Supper
<ul style="list-style-type: none"> <li>- One (1) fruit (1 piece fresh or 175 ml canned fruit)</li> <li>- One (1) juice (250 ml)</li> <li>- Individual cereal with 250 ml milk</li> <li>- Two (2) Eggs</li> <li>- Breakfast meat (45 grams), cheese (30 grams) or yogurt (175 ml)</li> <li>- Two (2) breakfast bread products. (Note: at least one (1) bread product must be whole wheat or multi-grain)</li> <li>- Condiments</li> </ul> <p><b>Note:</b> a breakfast wrap (115 grams) may be used in place of egg, breakfast meat and bread product.</p>	<p>Two (2) sandwiches: one (1) of sliced solid meat (90 g meat with less than 5 grams of fat and less than 1,000 mg of sodium per serving) and one (1) with a mixed filling (110 grams filling).</p> <p><b>Or</b> One (1) sandwich with a mixed filling like tuna, salmon, egg, etc. (110 grams filling)</p> <ul style="list-style-type: none"> <li>- One (1) solid meat item with a roll (90 grams meat with less than 5 grams of fat and less than 1,000 mg of sodium per serving)</li> </ul> <p><b>Or</b> One (1) cold plate with sliced meats/solid meat item with 2 rolls (90 grams meat)</p> <p><b>Note:</b> at least one (1) bread product must be whole wheat or multi-grain.</p> <ul style="list-style-type: none"> <li>- Vegetable salad or assorted raw vegetables (125 ml)</li> </ul> <p><b>Note:</b> if salad is made from rice, pasta or potato, a serving of vegetables must also be provided.</p> <ul style="list-style-type: none"> <li>- Condiments including at least one (1) low-calorie/reduced fat condiment (i.e. mustard)</li> <li>- Fresh or canned fruit (one (1) piece fresh or 175 ml canned)</li> <li>- One (1) dessert IAW Portion Size Standard</li> <li>- One (1) milk and one (1) juice (250 ml each). Milk may be substituted with another juice of a different variety.</li> </ul> <p><b>Note: canned pop and bottled water are not permitted.</b></p> <ul style="list-style-type: none"> <li>- One (1) pocket supplement (i.e. granola bar, nuts, or cheese &amp; crackers pack)</li> </ul>

Solicitation No. - N° de l'invitation  
W3536-190002/C  
Client Ref. No. - N° de réf. du client  
W3536-190002

Amd. No. - N° de la modif.  
File No. - N° du dossier  
TOR-8-41030

Buyer ID - Id de l'acheteur  
tor009  
CCC No./N° CCC - FMS No./N° VME

	<b>Note:</b> Potato chips are not permitted
--	---

## TABLE 2 – PORTION SIZE STANDARD

### Regular Meal Pattern (Hay Boxes / Hot Meals)

<b>BREAKFAST</b>
Juice
Fruit
Breakfast entrée:
Breakfast meat or alternative
Cheese or Yogurt
Breakfast starch
Breakfast vegetable
Bread product
Two beverages
<b>Note:</b> Canned pop and bottled water are not permitted
Condiments/Preserves
<b>LUNCH</b>
Soup
Main Entrée:
Choice of freshly prepared protein dish, pasta, à la carte, or sandwich
Starch
Cooked vegetable
Salad Bar
Fruit
Dessert
Bread product
Two beverages

**Note:** Canned pop and bottled water are not permitted.

Condiments

**SUPPER**

Soup

Main Entrée dish:

Choice of freshly prepared protein dish, pasta, or à la carte item

Starch

Cooked vegetable

Salad Bar

Fruit

Dessert

Bread product

Two beverages

**Note:** Canned pop and bottled water are not permitted

Condiments

**PORTION SIZE STANDARD**

**NOTE:** 10% must be added to the quantity below for main protein dishes and starch choices

PORTION SIZE STANDARD	
BREAKFAST	
Eggs, large	2 each
Ham/Back Bacon	45 g (raw)
Bacon	3 slices (40 to 48 slices per kg raw)
Sausages	2 each (12 per 500 g raw)
Hot cakes	2 X 90 ml ladles of batter
French Toast	2 slices
Cereal w/milk:	

PORTION SIZE STANDARD	
hot	175 ml (cooked) plus 125 ml of milk
cold	Individual package or 250 ml plus 125 ml of milk
Cheese	30 g
Muffin	1 each (130 g)
Bagel	1 each (110 g)
Croissants	1 each (60 g)
Toast	2 slices (35 g each)
<b>Lunch and Supper</b>	
Soup	250 ml
Steaks and chops (bone in)	250 g (raw)
Chicken pieces (bone in)	275 g (raw)
Steak (boneless)	225 g (raw)
Boneless meat/poultry	150 g cooked (180 g raw)
Fish (steaks, fillet)	150 g (raw)
Fish (battered)	150 g (cooked)
Stews	300 g (cooked) (250 ml ladle)
Casserole dishes	300g (cooked) (250 ml ladle)
Pasta w/ sauce (main entrée)	150 g of pasta, 175 ml of sauce
Three decker sandwich	1 each (90 g of meat total)
Hamburger	1 each (167 g raw)
Hot dog	80 g (2 ea. @ 40 g or 1 ea. @ 80 g)
Pizza	1 each (1/6 of a 40 cm diameter pizza) 240 g
Tacos	2 each
Burritos	1 each (150g)



<b>PORTION SIZE STANDARD</b>	
Submarine (15 cm long)	1 each (90 g sliced meat or 110 g mixed filling)
Sandwich	1 each
Sandwich filling - salad	110 g
Sandwich filling - sliced meat	90 g
Sliced meat - for cold plate	90 g
Starch Item - potatoes, rice, pasta	125 g (cooked) (2 ea. 125 ml spoon, 2 ea. #16 scoop)
Vegetables	90 g (125 ml spoon)
Salad Items	6" bowl or 8" plate
Canned fruit	175 ml
Fresh fruit (individual)	1 each
Fresh grapes/berries/sliced fruits	125 ml or 90 g
Pudding	125 ml
Jell-O	125 ml
Ice cream	125 ml
Fruit yogurt	175 ml
Cake	1 piece (5 cm X 5 cm X 7 cm)
Pie	1 piece (1/8 of a 22 cm diameter pie)
Squares	1 piece (5 cm X 5 cm X 2.5 cm)
Cookies (7.5 cm diam.)	2 each
Cookies (12.5 cm diam.)	1 each
Doughnuts / Sweet Buns	1 each
Bread	1 slice
Dinner Roll	1 each
Beverages	

Solicitation No. - N° de l'invitation  
W3536-190002/C  
Client Ref. No. - N° de réf. du client  
W3536-190002

Amd. No. - N° de la modif.  
File No. - N° du dossier  
TOR-8-41030

Buyer ID - Id de l'acheteur  
tor009  
CCC No./N° CCC - FMS No./N° VME

---

PORTION SIZE STANDARD	
Juice	250 ml
Milk (2%, 1%, skim, choc, non-dairy)	250 ml
Fruit Drinks	250 ml
Pop	355 ml
Hot Beverages	250 ml

Solicitation No. - N° de l'invitation  
W3536-190002/C  
Client Ref. No. - N° de réf. du client  
W3536-190002

Amd. No. - N° de la modif.  
File No. - N° du dossier  
TOR-8-41030

Buyer ID - Id de l'acheteur  
tor009  
CCC No./N° CCC - FMS No./N° VME

---

### TABLE 3 - WORKPLACE REFRESHMENT ENTITLEMENT TABLE

Refreshments available up to a maximum of four (4) issues per person. The standard portion size is 250 ml per issue (reconstituted).

Any of the following beverage items can be provided as a refreshment:
Coffee or tea, plus cream and milk, plus sugar
Hot chocolate beverage mix
Iced tea mix
Fruit beverage powder drink mix

**TABLE 4 - BETWEEN MEAL FOOD ENTITLEMENT TABLE**

To a maximum of four (4) issues per person, and as per the standard portion size.
Coffee or tea, plus cream and milk, plus sugar, plus Individual plain cookie pkg (oatmeal, social tea, digestive, or other plain biscuit)
Hot chocolate beverage mix plus Individual plain cookie pkg (oatmeal, social tea, digestive, or other plain biscuit)
Fruit beverage powder plus Individual plain cookie pkg (oatmeal, social tea, digestive, or other plain biscuit)
Iced tea mix plus Individual plain cookie pkg (oatmeal, social tea, digestive, or other plain biscuit)
Soup, individual canned or instant package plus Individual soda cracker pkg
Individual cheese pkg plus Individual soda cracker pkg
Fruit juice
Fresh fruit (orange, apple, pear, peach, banana, etc.)
Cereal or granola bar
Individual higher calorie cookie pkg (shortcake, chocolate chip, oatmeal chocolate chip, cream filled, fruit and nut cookies, or fig newton)

Note: High-energy bars, sports drinks or other meal replacement beverages are not included as a standard Between Meals Allowance BMA. These items are not nutritionally differentiated by the body, and therefore, cannot be endorsed as nutritional beverages and supplements because of their higher cost. The items listed in the above table are nutritionally adequate and are metabolized in the same way as "specialized" commercial products.

Solicitation No. - N° de l'invitation  
W3536-190002/C  
Client Ref. No. - N° de réf. du client  
W3536-190002

Amd. No. - N° de la modif.  
File No. - N° du dossier  
TOR-8-41030

Buyer ID - Id de l'acheteur  
tor009  
CCC No./N° CCC - FMS No./N° VME

---

## TABLE 5 - NIGHT SNACK FOOD ENTITLEMENT TABLE

The night snack must be available in IAW table 2 - *Portion Size Standard*

All of the following food and/or beverage items must be available as a night snack. To a maximum of four (4) issues per person, and as per the standard portion size.
Coffee or tea, plus cream and milk, plus sugar
Hot chocolate beverage mix
Iced tea mix
Milk
Fruit juice
Soup, and soda crackers
Bread, spreads (peanut butter, cheese spread, jam, etc.)
Fresh fruit (orange, apple, pear, banana, etc.)
Pastries

## TABLE 6 – TYPICAL CONSUMPTION PATTERN STATISTICS

The following data is based on historical averages and must only be used as an indicator of potential consumption.

<b>Breakfast</b>	
<b>Meal Component</b>	<b>% Used</b>
Bacon	80
Ham	10
Sausage	28
Bagels	35
English Muffins	13
Croissant	15
Cereal	38
Toast	72
French Toast, Pancakes	15
Eggs	94
Fruit	45
Juice	70
Milk	65
Yogurt	16
Tea, Coffee	74
Grilled Potato	16
Condiments	145
<b>Note:</b> Over 100 means more than one (1) portion was taken	

<b>Lunch</b>	
<b>Meal Component</b>	<b>% Used</b>
Bread	25
Cheese	49
Coffee, Tea	31
Cold Meat	18
Desserts	49
Fresh Vegetables	91
Fruit	32
Jell-O Pudding	05
Juice	55
Milk	76
Potato Choice	67
Prepared Salad	22
Salad	27
Sandwich	36
Soup	18
Vegetable Choices	47
Yoghurt, Ice Cream	22
Hot Choice	72
Condiments	89

<b>Dinner</b>	
<b>Meal Component</b>	<b>% Used</b>

Solicitation No. - N° de l'invitation  
W3536-190002/C  
Client Ref. No. - N° de réf. du client  
W3536-190002

Amd. No. - N° de la modif.  
File No. - N° du dossier  
TOR-8-41030

Buyer ID - Id de l'acheteur  
tor009  
CCC No./N° CCC - FMS No./N° VME

---

Bread	34
Cheese	66
Coffee, Tea	31
Cold Meat	20
Dessert	60
Fresh Vegetables	80
Fruit	33
Hot Choice	102
Juice	53
Milk	72
Potato Choice	89
Prepared Salad	22
Salad	35
Soup	17
Vegetable Choice	70
Yoghurt, Ice Cream	30
Condiments	112
Jell-O Pudding	06
<b>Note:</b> Over 100 means more than one (1) portion was taken	

## TABLE 7 – STANDARDS FOR FOOD QUALITY

The food specifications listed below are the minimum quality acceptable. Substitutions will be acceptable only if the products offered are of an equal or higher quality and to be agreed upon and approved by the Project Authority Manager, Project Authority Supervisor or Call-Up Authority.

FQS may be obtained from [CAF Food Quality Specifications \(A-85-269-002/FP-Z01\)](#) Developed by Strat J4 Food Services, Ottawa.

### Milk

Commodity	Grade Variety Standard	FQS Number
Milk, Fresh, 2% B.F./1% B.F., homogenized	A minimum of 1 must be skim milk or 1% M.F. Pasteurized cow's milk with vitamin D and A added IAW <a href="#">Canada's Food and Drug Regulations</a>	FQS - 18
Milk chocolate flavoured, 2% B.F./1% B.F.		FQS - 18
Ice Cream and Sherbet		FQS - 29

### Breads and Cereals

Commodity	Grade Variety Standard	FQS Number
Bread, (enriched white, rye, raisin, whole wheat, French, cracked wheat)	Minimum of 50% must be 100% whole wheat or multi-grain with a minimum of 2.5 grams of fibre per slice.  e.g. bagels, pita bread etc. If 2 are provided, 1 must be low fat/high fibre (less than 30% of calories from fat and a minimum of 3 grams of fibre per serving).	FQS - 34
Rolls, bread, enriched (white or whole wheat)		FQS - 34
Pancake Mix (buckwheat, buttermilk,		FQS - 37



plain)		
Cereal, ready-to-eat, assorted		FQS - 36
Rolled Oats, Regular or Quick cooking		FQS - 36
Cream of Wheat, enriched quick cooking or bran, natural		FQS - 36

### **Fruits and Vegetables**

<b>Commodity</b>	<b>Grade Variety Standard</b>	<b>FQS Number</b>
Fruit Juice, unsweetened, (apple, grapefruit, orange, grape, tomato, vegetable)	Pasteurized 100% juice with no sugar added, IAW <a href="#">Canada's Food and Drug Regulations</a> and the <a href="#">Canadian Food Inspection Agency</a> (CFIA). 1 fruit juice may have sugar added, such as cranberry cocktail	FQS - 35
Fruit Juice, pure concentrate, frozen unsweetened	Orange: Brix content not less than 11.8 when reconstituted. Brix/acid ratio minimum of 12.5 to 1	FQS - 35
Fruit fresh, assorted (except apples)	Canadian or US No. 1	FQS - 10
Apples, fresh	Canada Fancy	FQS - 10
Fruit, canned light syrup (apricot halves, grapefruit sections, pineapple slices, pineapple tidbits, crushed pineapple)	Canada Fancy or equivalent	FQS - 14
Apple slices, canned, solid pack pie fruit, unsweetened	Canada Choice	FQS - 14
Fruit Frozen, blueberries, strawberries (whole & sliced unsweetened dry pack)	Canada Choice	FQS - 12
Fruit frozen, raspberries & rhubarb	Canada Fancy	FQS - 12
Vegetables, frozen, all (except asparagus spears and peas)	Canada Choice	FQS - 13

Solicitation No. - N° de l'invitation  
W3536-190002/C  
Client Ref. No. - N° de réf. du client  
W3536-190002

Amd. No. - N° de la modif.  
File No. - N° du dossier  
TOR-8-41030

Buyer ID - Id de l'acheteur  
tor009  
CCC No./N° CCC - FMS No./N° VME

Vegetables, frozen, (asparagus spears, peas)	Canada Fancy	FQS - 13
--	--------------	----------

### **Potatoes, Rice and Lentils**

Commodity	Grade Variety Standard	FQS Number
Potatoes, fresh	Canada No. 1	FQS - 11
Potatoes, frozen, French Fry straight cut, 3/8 in. x 3/8 in. or 1/4 in. x 1/4 in.	Canada Fancy	FQS - 13
Rice, white, parboiled (long or short grain)		FQS - 22
Rice, brown		FQS - 22
Peas, dried (split or whole)	Grade A	FQS - 23
Beans, dried (black eye, kidney, lima, white navy)	Grade A	FQS - 23
Lentils	Grade A	FQS - 23
Potatoes, sweet	Canada Choice	FQS - 11
Potatoes, canned	Canada Choice	FQS - 15
Beans, baked, canned		FQS - 23
Beans, kidney, chick, canned		FQS - 23
Barley		FQS - 24

### **Meat, Fish, and Poultry**

Commodity	Grade Variety Standard	FQS Number
Bacon, smoked, side rindless, sliced		FQS - 08
Sausages, pure pork		FQS - 08
Sausages, pure beef		FQS - 08
Wieners, skinless, all beef		FQS - 08

Beef, ground, medium		FQS - 02
Beef, patty, ground, medium	19%-23% fat content, not to include head, heart, tongue, giblets, glands or organ meats	FQS -02
Veal, Cutlets, fabricated/ Portion cuts, fresh or frozen	Choice Veal that is light in colour, cut 1300, Canada A2	FQS - 03
Lamb, fabricated/portion cuts, fresh or frozen	Canada A1 or A2 New Zealand Spring Lamb	FQS - 05
Pork, fabricated/portion cuts, fresh or frozen		FQS - 04
Chicken, eviscerated fresh or frozen, whole	Utility	FQS - 06
Turkey, eviscerated fresh or frozen whole	Utility	FQS - 06
Ham, whole, smoked skin on shank on		FQS - 08
Ham, smoked, boneless, full muscle ham, skinless, fully cooked, tinned		FQS - 08
Ham, canned, or vacuum packaged, Pasteurized Pullman	Minimum protein content 12%	FQS - 08
Fish, whole natural fillet, or steak		FQS - 09
Fish, natural fillet raw, breaded, frozen		FQS - 09
Fish, fillet, deep fried in batter, frozen		FQS - 09
Fish portions, lightly breaded, frozen		FQS - 09
Fish, canned, solid pack		FQS - 09
Eggs, fresh, shell, medium	Grade A. Large	FQS - 01
Beef, ground lean	15%-17% fat content	FQS - 02
Beef, Liver, skinned, de-veined		FQS - 07
Beef, brisket, boneless (deckle off)	Canada Grade AA, surface fat	FQS - 08

corned (mild sweet, pickled)	4-122mm max	
Beef, inside round (top round)	Canada Grade AA, surface fat 4-122mm max	FQS - 08
Veal, inside round, cap on. Boneless	Grade A2, Grain fed	FQS - 03
Lamb, leg, boneless tied and netted	Canadian or New Zealand Spring Lamb	FQS - 04
Chicken, raw quarter fryer	Utility	FQS - 06
Chicken, wings, raw all muscle & skin intact IQF split wing, tip off	Utility	FQS - 06
Chicken breasts, boneless, natural (not massaged) full muscle skinless	Utility	FQS - 06
Pork (Sow products only) Pork, side spareribs, whole		FQS - 04
Pork, side ribs		FQS - 04
Cold cuts	less than 5 grams of fat and less than 1,000 mg of sodium per serving)	FQS - 08
Salmon, IQF, glazed		FQS - 09
Trout, head on, dressed, IQF, glazed		FQS - 09
Arctic Char, head on, dressed, IQF, glazes		FQS - 09
Herring (Kippers) smoked, frozen	Top Grade	FQS - 09
Sea Scallops, domestic raw, frozen		FQS - 09
Shrimp, un-breaded, raw, peeled and de-veined, IQF, glazed, saltwater only		FQS - 09
Shrimp, lightly breaded raw, peeled and de-veined, frozen IQF		FQS - 09

### **Cheese**

Solicitation No. - N° de l'invitation  
W3536-190002/C  
Client Ref. No. - N° de réf. du client  
W3536-190002

Amd. No. - N° de la modif.  
File No. - N° du dossier  
TOR-8-41030

Buyer ID - Id de l'acheteur  
tor009  
CCC No./N° CCC - FMS No./N° VME

Commodity	Grade Variety Standard	FQS Number
Cheese, cheddar	Canada Grade A	FQS - 19
Cheese, process cheddar cheese food		FQS - 19
Cheese, cottage cream, Ricotta, Feta		FQS - 19
Cheese, Gruyere blue veined (bulk), Mozzarella (partially skimmed), Edam, Havarti brick, Brie, Gouda Swiss, Emmenthal		FQS - 19
Parmesan (Pure grated)		FQS - 19
Processed skim milk or cheddar cheese spread		FQS - 19

#### **Fats and Oils**

Commodity	Grade Variety Standard	FQS Number
Margarine, soft, maximum 25% total fat saturated	Canada Grade A	FQS - 26
Salad Oil, all vegetable made from the following oils: corn, cottonseed, soybean, sunflower, canola)		FQS - 25
Butter		FQS - 26

#### **Jams, etc.**

Commodity	Grade Variety Standard	FQS Number
Jam, pure or Jelly, pure or Marmalade	Canada Grade A	FQS - 27
Honey, pasteurized	Canada No. 1	FQS - 27
Peanut butter		FQS - 20
Pure Maple syrup	Canada No. 1, Medium colour	FQS - 27

Solicitation No. - N° de l'invitation  
W3536-190002/C  
Client Ref. No. - N° de réf. du client  
W3536-190002

Amd. No. - N° de la modif.  
File No. - N° du dossier  
TOR-8-41030

Buyer ID - Id de l'acheteur  
tor009  
CCC No./N° CCC - FMS No./N° VME

Maple flavoured syrup		FQS - 27
-----------------------	--	----------

### **Beverages**

Commodity	Grade Variety Standard	FQS Number
Fruit beverage powder, bulk package	Made of natural fruit flavor extract and/or artificial fruit flavors. Must contain 24 - 48 mg of vitamin C per 100 ml of ready to serve portion IAW <a href="#">Canada's Food and Drug Regulations</a>	
Coffee, ground regular or decaffeinated		FQS - 28
Coffee, instant regular or decaffeinated		FQS - 28
Tea, black, bags, regular or decaffeinated	3 Star (Tea Council of Canada Grading Standard)	FQS - 28

### **Miscellaneous**

Commodity	Grade Variety Standard	FQS Number
Ketchup, tomato		FQS - 33
Olives, (stuffed green or black)		FQS - 33

---

## **APPENDIX 1 – HYGIENE AND SANITATION - FOOD HANDLING AND FOOD SERVICES**

Ref [CFAO 34-13 – Hygiene and Sanitation- Food Handling and Food Services](#)

### **General**

1. The spread of certain infectious diseases may be attributed to inadequate hygiene practices or conditions in food service areas. The measures contained in this order are designed to prevent the spread of these diseases and must be observed by military personnel, civilian caterers and civilian employees who are employed as food services personnel in DND establishments.

### **Definitions**

2. In this order "food services personnel" means those persons who are employed in:
  - a. The handling, processing, serving or storage of food; or
  - b. The cleaning of food services areas or food dispensing equipment.

### **Construction**

3. A satisfactory standard of sanitation in food services must begin with a building that is properly designed and constructed to be free of conditions that are hazardous to food and service. This includes the planning of space to provide adequate room for each operation and adequate separation of operations to reduce the possibility of food contamination.
4. Floors must be constructed of a smooth, slip-resistant, non-absorptive and non-flaking or peeling material. The flooring surface material must be carried up the wall for at least six inches. Any floor that is cleaned by water flushing or receives water discharges must be suitably sloped to a drain.
5. Wall and surfaces must be of hard, smooth, non-absorbent and easily cleaned material that is capable of withstanding high humidity conditions. Joints must be tight and sealed to eliminate harbouring of insects.
6. An adequate supply of potable hot and cold water must be provided. Steam supplies, where used directly on food or food-contact surfaces, must be clean and non-toxic. The use of live steam produced by the central heating plant is not recommended for this purpose since this steam cannot be guaranteed clean or non-toxic. Potable water line must be separate from, and installed so as to prevent any cross connection with sewage or non-potable water lines.
7. Floor drains must be trapped, vented and sealed into the floor surface and must be provided with grilles which can be easily removed to allow cleaning.
8. Adequate lighting must be provided for all food service areas. The recommended levels of illumination for these areas are contained at CF H Svcs Gp Instruction [4440-19, Recommended Levels of Illumination](#)
9. Ventilation systems must conform to fire regulations and be designed so as to prevent a back flow of contaminating material on to food or food preparation surfaces from vents or hoods.

Air intakes must be designed to prevent the entrance of dirt, dust and insects. Filters must be removed and cleaned at regular intervals and systems must be kept free of grease and dust accumulation.

10. Washrooms and personnel locker or changing rooms must be structurally separated from food storage, handling, preparation and serving areas. Separate facilities must be provided for male and female personnel.
11. Staff washrooms hall have an adequate supply of hot and cold water, soap, nail brushes, and single service disposable towels or an approved hand drying device.

### **Garbage Disposal**

12. Food wastes and garbage are a source of food contamination and odours and attract insects and rodents. Since these wastes must be handled, stored or removed in such a way as to prevent food contamination or nuisances, the following measures must be taken by the Offeror:
  - a. Food services establishments must have refrigerated garbage storage rooms, otherwise adequately ventilated and screened garbage rooms must be made available;
  - b. Garbage must be held in leak-proof, non-absorptive, easily cleaned containers with tight fitting lids. Garbage cans must be lined with plastic garbage bags to facilitate cleaning; and
  - c. Adequate facilities must be provided for washing and sanitizing garbage containers after each use. Whenever possible a can washer-sterilizer unit, must be installed.

### **Pest Control**

13. The prime consideration in the prevention of insect or rodent infestation in food service areas is cleanliness. Infestation will occur in food service areas unless particular attention is paid to building maintenance, garbage disposal, cleaning and sanitizing, and storage of food.
14. The following measures, in addition to those prescribed at paras 5, 9,12,16,17, and 26, must be taken by the Offeror to prevent insect or rodent infestation:
  - a. Cleanliness in all areas, including corners and behind the equipment is mandatory;
  - b. All food must be properly covered and stored; and
  - c. Tight fitting window screens and self-closing screen doors must be provided for all food service areas during the fly season.
15. If insect or rodent infestation occurs, the following measures must apply and taken by the Offeror:
  - a. Cleanliness must be emphasized. Chemical control by the use of pesticides will not be effective unless the infested premises are kept scrupulously clean;
  - b. The Offeror must have in place pest control measures that are carried out IAW [CFAO 34-46 – Pest Control](#) and at CF H Svcs Gp Instruction [4400-50 Pest Control](#).

### **Equipment and Utensils**

16. All equipment and utensils must be of a design that is easily cleaned and be constructed of an approved material that is durable and resistant to corrosion.
17. The following measures must be or have been observed by the Offeror in the installation and maintenance of their equipment:



- a. Non-mobile equipment must be either sealed into the floor or mounted on legs with a minimum six inch clearance between the floor and the base of the equipment. the sides and back of this equipment must also be either sealed into adjacent walls or installed with an eight inch clearance to enable cleaning; and
  - b. Wooden topped preparation tables, meat blocks and cutting boards must be kept clean and in good repair. Items with splits or open cracks must be repaired or replaced. Locally made plywood cutting boards must not be used.
18. All chipped or cracked plastic ware or crockery, and other utensils or heavy equipment items which have surface damage rendering them difficult to sanitize must be replaced. Plastic ware which has lost the glaze finish must be replaced.
19. Personnel must not carry their field utensils into static dining rooms; they must use the plates and cutlery normally provided in these facilities.

### **Cleaning and Sanitizing**

20. Since food is easily contaminated it is imperative that the Offeror completes each of the following tasks:
- a. All equipment and utensils be cleaned and sanitized at regular intervals;
  - b. All food contact surfaces be cleaned and sanitize after each use;
  - c. Cooking surfaces be kept free of waste food material and be scraped and cleaned daily on completion of use;
  - d. Infrequently used or stored equipment be cleaned and sanitized before use; and
  - e. Utensils and equipment once sanitized must be air dried and stored in a clean place to prevent recontamination.
21. The Offeror must complete one of the following methods of washing and sanitizing must be used for all food and beverage dishes and other equipment:
- a. Mechanical Dishwashing Method
    - (1) Remove all food debris by pre-washing or scraping;
    - (2) The wash water must contain a suitable detergent and be maintained at a temperature between 120 deg. F (49 deg. C) and 14 deg. F (60 deg. C); and
    - (3) Rinse water must be maintained at a minimum temperature of 180 deg. F or 82 degrees C.
  - b. Manual Dishwashing Method
    - (1) Normally, three compartment sinks or sanitary containers will be provided. Where space limitations prohibit the installation of three compartment sinks, two compartment sinks may be used with the prior approval of NDHQ/Surgeon General;
    - (2) Remove all food debris by pre-washing or scraping;

- 
- (3) Wash the utensils in the first sink or container, using a suitable detergent. The water must be maintained at a minimum temperature of 110 degrees F or 44 degrees C;
  - (4) In a three compartment unit rinse the utensils in clean water in the second sink or container. The water must be maintained at a minimum of 110 degrees F or 44 degrees C. In a two compartment unit the second sink must be used both for the clean water rinse and as a sterilization compartment and the sterilization procedure must be the same as prescribed in subpara (5);
  - (5) Sterilize in the third sink or container by;
    - (a) Immersing the utensils for at least two minutes in a solution of not less than 100 PPM available chlorine (see subpara c(1)) or for at least 30 seconds in a quaternary ammonium solution (see subpara c(2)), and in either case the solution must be maintained at a minimum temperature of 180 degrees F or 44 degrees C.
    - (b) Immersing the utensils for at least two minutes, using a wire basket, in clean water maintained at a minimum temperature of 180 degrees F or 82 degrees C.
    - (c) Oversized and Electrical Equipment. Equipment that cannot be processed in accordance with subpara a and/or b, e.g. oversized equipment or electrical appliances, must be cleaned with a warm detergent solution, sanitized and rinsed with clear water. The following are recommended as sanitizing agents:
      - (1) Chlorine Solution. A 100 PPM (parts per million) available chlorine solution is produced by adding one-half ounce of ten percent sodium hypo chlorite (NSN 6810-21-572-1850) to a gallon of cool water; or
      - (2) Quaternary Ammonium Solution. A satisfactory sanitizing agent may be produced by adding two ounces of quaternary ammonium compound (NSN 6505-21-5702100) to a gallon of cool water.
22. Regardless of the dishwashing method used, the sanitizing of dishes and other utensils must meet recognized public health standards. The plate count must not exceed 100 bacteria per article when tested in accordance with the Standard Plate Test Utilizing the "swab" technique.
  23. Normally, after sanitizing the equipment and utensils must be air dried. However, where air drying is not possible, dish towels may be used, but it is essential that the towels be clean and used for this purpose only.

#### **Food Handlers**

24. As food services personnel can be carriers of disease organisms which contaminate food the following precautions must be taken:
    - a. Civilians who are to be employed to prepare or handle food must be examined IAW ref CFAO 34-13;
    - b. Food services personnel who incur a common cold, sore throat, gastro-intestinal upset, skin rash or an infected cut or sore must:
      - (1) Report to the person in charge of Food Services; and
-

- (2) Be removed from food handling duties until approval has been obtained from a medical authority for their return to duty.
25. A high standard of personal hygiene is essential to prevent the transmission of infectious diseases through food. In order to maintain this standard, the Offeror's food services personnel must adhere to the following:
- a. While on duty they must wear clean outer garments provided for food service activities; however, this working dress must not be worn outside the food service establishment;
  - b. They must avoid handling food with their hands; ladles, lifters, tongs or scoops must be used;
  - c. Smoking, combing hair, applying cosmetics, and changing clothing in food service areas are prohibited;
  - d. Female personnel must wear a hair net. Male personnel who have hair longer than one inch or that reaches or extends below the collar must wear a hair net; other male personnel must wear a cap. Beards worn by civilian food handlers must be kept short, neatly trimmed and clean; and
  - e. Personnel must thoroughly wash their hands prior to starting work, and also after using the toilet facilities, handling raw foods, using a handkerchief, coughing or sneezing.

#### **Storage and Refrigeration**

26. Food that does not require refrigeration or frozen storage must be stored by the Offeror in the following manner:
- a. In clean, well ventilated, rodent proof areas;
  - b. On racks or pallets with a minimum of six inches clearance from the floor to facilitate cleaning and pest control; and
  - c. In unbroken packages or in closed containers to prevent insect contamination.
27. All refrigeration units such as domestic and walk-in refrigerators, deep freezers, cold to tables and sandwich displays must be maintained as follows by the Offeror:
- a. The interior surfaces, racks and trays must be kept clean. Racks, shelves and trays must be of corrosion resistant metal;
  - b. Cooling coils must be defrosted regularly on units that are not equipped with automatic defrosting devices;
  - c. Proper temperatures must be maintained; and
  - d. An indicating thermometer, readily accessible for reading, must be located in each refrigerator, deep freeze and refrigerated food display counter.
28. Perishable foods, both cooked and uncooked, when not actually being used in the preparation of meals or being served, must be stored according to the following temperatures (degrees).

- |    |                       | Fahrenheit | Centigrade   |
|----|-----------------------|------------|--------------|
| a. | Vegetables and fruits | 39 to 50   | 4 to 10      |
| b. | Meats                 | 33 to 39   | 0.4 to 5     |
| c. | Dairy products        | 35 to 38   | 1.5 to 3.5   |
| d. | Frozen foods          | 0 or lower | -18 or lower |
| e. | Garbage               | 35 to 38   | 1.5 to 3.5   |
29. During meal preparation and service, the Offeror must ensure that cold foods must be kept below 45 degrees F (7 degrees C) while hot foods must be maintained at a minimum of 140 degrees F (60 degrees C). Leftover foods must be cooled rapidly to 45 degrees F. (7 degrees C), loosely covered to prevent contamination, and stored in the refrigerator. Maximum storage period for leftover foods must conform to recommended food service industry standards.
30. The Offeror must consult to ensure they are in compliance with further information relating to hygiene and conditions in food service areas is contained in:
- a. CFP 213, Chapter 6;
  - b. The Sanitation Code for Canada's Food Service Industry, published by the Canadian Restaurant Association; and
  - c. 1605-34-13 (DPM) Issued 7 Jun 74.

### **Packaging**

31. The Offeror must provide box lunch boxes with all other items specified on the menu, including condiments, a Type A dining packet and wet towelette. The lunch boxes are then to be packed in a cardboard box. The shipping box is to be stored open under refrigeration until pick-up. Packaging must protect against intentional or unintentional contamination and deterioration prior to leaving a Food Services operation. The Offeror must only use packaging material (food grade) that is fit for in a food service facility:
- a. Packing specifications
    - (1) The box will be made of cardboard.
  - b. Approximate dimensions
    - (1) Length: 25 cm;
    - (2) Width: 18 cm; and
    - (3) Height: 9 cm.
  - c. Identification
    - (1) Each box meal is to be time dated stamped when completely assembled. Each box is to be stamped in French and English with "Consumption must be within four hours unless refrigerated" and "Doit être consommé dans les quatre heures, sauf si réfrigéré".

### **Transportation**

32. Food that is being transported must be kept out of the temperature danger zone (4°C (40°F) to 60°C

Solicitation No. - N° de l'invitation  
W3536-190002/C  
Client Ref. No. - N° de réf. du client  
W3536-190002

Amd. No. - N° de la modif.  
File No. - N° du dossier  
TOR-8-41030

Buyer ID - Id de l'acheteur  
tor009  
CCC No./N° CCC - FMS No./N° VME

---

[140°F]) by the Offeror. Cold food that is being transported must be kept at 4°C (40°F) or lower, and hot food must be kept at 60°C (140°F) higher. Food that is being transported must be consumed within two hours from time of departure from the Food Services operation to time of service. The two exceptions to this rule are: boxed lunches – may be held under refrigeration for up to four hours; and hay boxes (Hot Dispersed meals) – may be held for up to four hours if charged (pre-heated). Transport hot food containers must be enclosed and free from external contaminants and be able to maintain the Insulation Specification for heat loss of no more than 20 degrees Fahrenheit (11C) over two hours with a starting food temperature of 180 degrees Fahrenheit (82C) and external temperature of -13 degrees Fahrenheit (-25C). With a max holding time of 4 hrs.

Solicitation No. - N° de l'invitation  
W3536-190002/C  
Client Ref. No. - N° de réf. du client  
W3536-190002

Amd. No. - N° de la modif.  
File No. - N° du dossier  
TOR-8-41030

Buyer ID - Id de l'acheteur  
tor009  
CCC No./N° CCC - FMS No./N° VME

## APPENDIX 2 - UNSATISFACTORY MEAL FORM

UNSATISFACTORY MEAL FORM					
DATE:	_____				
NAME:	_____				
RANK:	_____	POSITION: _____			
UNIT:	_____				
CALL-UP REFERENCE #:	_____				
TIME MEAL REQUESTED:	_____	TIME MEAL SERVED: _____			
BREAKFAST		LUNCH		SUPPER	
ITEM		POOR	Comments		
1. MAIN DISH					
2. SIDE DISH					
3. SALAD					
4. DESSERT					
5. BEVERAGE					
ADDITIONAL COMMENTS:					
Note: Please include a picture if possible					
OFFEROR SIGNATURE			UNIT AUTHORITY SIGNATURE		
OFFEROR PRINT NAME			UNIT AUTHORITY PRINT NAME		

Once completed the form must be sent to TechS@services (LPO) at the following address:  
+Local Procurement | acquisition sur place@4 CDSB Petawawa Tech Svcs-Svc Tech BS 4 Div C  
Petawawa@Petawawa

### APPENDIX 3 - Delivery Locations/Call-up Authorities, and Invoice Address

Each Call-Up Authority is to be invoiced separately as indicated herein and as per "Call-up against the standing offer" form (PWGSC – TPSGC 942).

Delivery Location/Call-up Authorities		Invoice Address
1	4 <sup>th</sup> Canadian Division Headquarters Denison Armoury 1 Yukon Lane Toronto ON, M3K 0A1	Same as Delivery Location
2	4 CDSB Technical Services Denison Armoury 1 Yukon Lane Toronto ON, M3K 0A1	Same as Delivery Location
3	4 CDSB Operations Services Denison Armoury 1 Yukon Lane Toronto ON, M3K 0A1	Same as Delivery Location
4	4 CDSB Personnel Services Denison Armoury 1 Yukon Lane Toronto ON, M3K 0A1	Same as Delivery Location
5	4 CDSB Corporate Services Denison Armoury 1 Yukon Lane Toronto ON, M3K 0A1	Same as Delivery Location
6	2 Military Police Regiment Denison Armoury 1 Yukon Lane Toronto ON, M3K 0A1	Same as Delivery Location
7	2 Intelligence Regiment Denison Armoury 1 Yukon Lane Toronto ON, M3K 0A1	Same as Delivery Location
8	32 Canadian Brigade Group Headquarters Denison Armoury 1 Yukon Lane Toronto ON, M3K 0A1	Same as Delivery Location
9	32 Combat Engineer Regiment Denison Armoury 1 Yukon Lane Toronto ON, M3K 0A1	Same as Delivery Location
10	Governor General Horse Guard Denison Armoury 1 Yukon Lane Toronto ON, M3K 0A1	Same as Delivery Location
11	32 Service Battalion Denison Armoury 1 Yukon Lane Toronto ON, M3K 0A1	Same as Delivery Location

Solicitation No. - N° de l'invitation  
W3536-190002/C  
Client Ref. No. - N° de réf. du client  
W3536-190002

Amd. No. - N° de la modif.  
File No. - N° du dossier  
TOR-8-41030

Buyer ID - Id de l'acheteur  
tor009  
CCC No./N° CCC - FMS No./N° VME

12	Queen York Rangers Fort York Armoury 660 Fleet Street West Toronto ON, M5V 1A9	Same as Delivery Location
13	Queen York Rangers John Grave Simcoe Armoury 215 Industrial Parkway South Aurora ON, L4G 3T9	Same as Delivery Location
14	Royal Regiment of Canada Fort York Armoury 660 Fleet Street West Toronto ON, M5V 1A9	Same as Delivery Location
15	32 Signal Regiment Fort York Armoury 660 Fleet Street West Toronto ON, M5V 1A9	Same as Delivery Location
16	Queen Own Rifles of Canada Moss Park Armoury 130 Queen Street East Toronto ON, M5A 1R9	Same as Delivery Location
17	48 <sup>th</sup> Highlanders of Canada Moss Park Armoury 130 Queen Street East Toronto ON, M5A 1R9	Same as Delivery Location
18	7 Toronto Regiment Moss Park Armoury 130 Queen Street East Toronto ON, M5A 1R9	Same as Delivery Location
19	25 Toronto Medical Company Moss Park Armoury 130 Queen Street East Toronto ON, M5A 1R9	Same as Delivery Location
20	The Lone Scottish Regiment (Peel/Halton) 2 Chapel Street Brampton ON, L6W 2H1	Same as Delivery Location
21	Lorne Scottish Regiment (Georgetown) 90 Todd Road Georgetown ON, L4G 1V7	Same as Delivery Location
22	Lorne Scottish Regiment (Oakville) 90 Thomas Street Oakville ON, L6J 3A6	Same as Delivery Location
23	Toronto Scottish Regiment Capt Hutcheson Armoury 70 Birmingham Street Toronto ON, M8V 3W6	Same as Delivery Location
24	Toronto Scottish Regiment 7535 9 <sup>th</sup> Line Mississauga ON, L5N 7C3	Same as Delivery Location
25	32 Canadian Brigade Group Battleschool Dalton Armoury 20 Scarsdale Road Toronto ON, M3B 2R2	Same as Delivery Location



Solicitation No. - N° de l'invitation  
W3536-190002/C  
Client Ref. No. - N° de réf. du client  
W3536-190002

Amd. No. - N° de la modif.  
File No. - N° du dossier  
TOR-8-41030

Buyer ID - Id de l'acheteur  
tor009  
CCC No./N° CCC - FMS No./N° VME

---

26	Canadian Forces College 215 Yonge Boulevard Toronto ON, M5M 3H9	Same as Delivery Location
27	HMCS York 659 Lakeshore Boulevard West Toronto ON, M5V 1A7	Same as Delivery Location
28	Lincoln & Welland Lake Street Armoury 81 Lake Street St. Catharines ON, L2R 5X3	Same as Delivery Location

## ANNEX "1" to Part 4

### TECHNICAL EVALUATION CRITERIA

#### 1. Mandatory Technical Criteria

- 1.1 Offerors must clearly demonstrate compliance with each mandatory technical criteria. Failure to demonstrate compliance will result in the offer being deemed non-responsive, and be given no further consideration.
- 1.2 Each mandatory technical criterion is to be addressed separately.
- 1.3 For any particular time period, (i.e. two (2) years of work experience), the offeror must provide relevant dates for the experience claimed (i.e. the start and end dates) to determine cumulative years or period length.

**M1** Chef: Offeror must propose at least one (1) Primary Chef and a minimum of one (1) Back-Up Chef with the following qualifications:

- The Primary Chef must have a Red-Seal Chef certificate from a culinary program. In addition, the Primary Chef must have a minimum of two (2) cumulative years of experience, working as a chef in an institutional environment (\*) with food services operations; and

- The Back-Up Chef must have a Red-Seal Chef certificate from a culinary program. In addition, the Back-Up Chef must have a minimum of two (2) cumulative years of experience, working as a chef in an institutional environment (\*) with food services operations.

To demonstrate this experience, the Offeror must submit a resume for each proposed Primary Chef and Back-Up Chef.

If the information is not provided with the offer, the Offeror must submit the information to the Contracting Authority's attention within two (2) days of request from PWGSC.

The above resumes will also be used for the Point Rated Technical Criteria at 2.2 Personnel Qualification.

(\*) Institutional environment is defined as entities that provide meals at institutions including schools, colleges, universities, hospitals, correctional facilities, public and private cafeterias, nursing homes, hotel, restaurants, and senior centers.

**M2** The offeror must have a minimum of five (5) years of experience in the food services industry. Offerors must provide a list of past experience to demonstrate this experience.

If the information is not provided with the offer, the Offeror must submit the information to the Contracting Authority's attention within two (2) days of request from PWGSC.

<b>M3</b>	<p>The offeror must propose a Food Service Manager who must have a diploma or degree in food services management or equivalent (**) from a recognized University or College and five (5) years recent experience (within the last ten (10) years) in the management of food services operations.</p> <p>The food Service Manager must also have basic computer skills (i.e. word-processing and e-mail).</p> <p>To demonstrate this experience, the Offeror must submit the resume of the proposed Food Services Manager along with a copy of their degree or diploma in Food Services Management.</p> <p>If the information is not provided with the offer, the Offeror must submit the information to the Contracting Authority's attention within two (2) days of request from PWGSC.</p> <p>(**) Equivalent Program is defined as having a post-secondary degree or diploma from a University or College. Hospitality and Culinary Arts is preferred.</p>
<b>M4</b>	<p>The offeror must propose a Kitchen or Production Supervisor(s) who must have undergone each of the following:</p> <p>M4.1 Apprenticeship cook training, hold recognized journeymen cook papers</p> <p>M4.2 Have at least five (5) years recent (within the last ten (10) years) supervisory experience in managing food service operations.</p> <p>To demonstrate this experience, the Offeror must provide a resume and supporting documents demonstrating the experience and qualifications of the Kitchen/Production Supervisor.</p> <p>If the information is not provided with the offer, the Offeror must submit the information to the Contracting Authority's attention within two (2) days of request from PWGSC.</p>
<b>M5</b>	<p>Offerors must provide their most recent Food Services Inspection Report or Certificate, issued within the last two (2) years by the regional health authority, municipality or provincial government.</p> <p>If the information is not provided with the offer, the Offeror must submit the information to the Contracting Authority's attention within two (2) days of request from PWGSC.</p>

## 2. Point Rated Technical Criteria

### Rating Scale – Total Maximum points available is: 450 points.

Bids deemed responsive against all mandatory technical criteria will be evaluated against the point rated technical criteria specified in the five (5) sections below. Proposals must achieve at least 315 points (70%) overall.

Bids which fail to obtain the required minimum number of points specified will be declared non-responsive.

Each point rated technical criterion should be addressed separately.

## 2.1 Operations Plan

Offeror's Operational Plan within the scope noted in Annex "A" -*Statement of Work*.

**Maximum points available: 180 points**

OPERATIONS PLAN	AVAILABLE POINTS
The Offeror should submit an Operations Plan encompassing the following:	
a) An outline as to how the specific hours of operation and locations, as set out in Annex A - SOW, will be met.	a) 5
b) A detailed description of the proposed plan for procurement and storage including each of the following:	
(b1) Purchasing policy with respect to food quality and other materiel to ensure food safety (max 10 pts);	b) 50
(b2) Food procurement plan (max 10 pts);	
(b3) Inventory control plan ensuring inventory turnaround, thus quality (max 10 pts);	
(b4) Supply and safety of food while controlling costs, so as to ensure that quality(max 10 pts); and	
(b5) Wholesome food services are consistently delivered according to the contents of the mandatory references contained in the Annex "A" - SOW (max 10 pts).	
c) Food and meals production, and service (distribution) plan to ensure a consistent standard for each of the following, while controlling costs:	c) 40
(c1) quality (max 10 pts);	
(c2) quantity (max 10 pts);	
(c3) safety (max 10 pts); and	
(c4) service (max 10 pts).	
d) Provide a plan for meeting the hygiene and sanitation standards (as per SOW CFAO 34-13) related to each of the following and identifying at least one resource that has completed the food Handling certificate course:	d) 35
(d1) facilities (max 10pts);	
(d2)equipment (max 10pts); and	
(d3) personal hygiene (max15 pts).	
e) A description by the Offeror of their	
(e1) quality control and	e) 50
(e2) quality assurance plan, and	
(e3) a continuous improvement program used to monitor food safety, sanitation, enhance productivity, and customer satisfaction.	



ACTION PLAN FOR COMPLAINTS	AVAILABLE POINTS
identified in above section (a) is not made again	
<b>TOTAL MAXIMUM POINTS AVAILABLE FOR SECTION 2.3</b>	<b>90 POINTS</b>

#### 2.4 Personnel Plan

Offeror's Personnel Plan within the scope noted in Annex "A" - *Statement of Work*.

**Maximum points available: 80 points**

PERSONNEL PLAN	AVAILABLE POINTS
<p>The Offeror should demonstrate how they will provide sufficiently qualified cooks and trained staff on an on-going basis, to meet all food services support requirements promptly and responsively in accordance with Annex "A" - <i>Statement of Work</i>. To do so, the Offeror should provide:</p> <p>(a) A personnel plan detailing all phases of human resource management, This should include a description of each position and weekly scheduling as well as the following:</p> <p>(a1) Staffing (a2) scheduling plan</p> <p>(b) A proposed staff replacement system to ensure an adequate pool of trained staff exists to address staff absenteeism.</p> <p>(c) A detailed list of methods the offeror intends to use to retain employees and deter staff turnover.</p> <p>(d) An orientation and training plan that ensures that staff is adequately trained to assume their tasks efficiently and safely and with due diligence in food safety and completed food Handlers course.</p>	<p>a) 50</p> <p>b) 10</p> <p>c) 10</p> <p>d) 10</p>
<b>TOTAL MAXIMUM POINTS AVAILABLE FOR SECTION 2.4</b>	<b>80 POINTS</b>