



CANADA'S REPRESENTATIVE
SAFAA AL-KHUWAITER
MISSION PROCUREMENT – AAO
125 SUSSEX DRIVE
OTTAWA, ONTARIO
CANADA, K1A 0G2

REQUEST FOR PROPOSALS (RFP)

**PERFORMANCE OF THE WORK DESCRIBED IN THE
STATEMENT OF WORK AS PER THE TERMS AND
CONDITIONS OF THE DRAFT CONTRACT/ARTICLES
OF AGREEMENT.**

TITLE Food Catering Services at the High Commission of Canada to the United Kingdom, in London	
SOLICITATION NO. 20-159640-LDN-SA	DATE November 07, 2019
PROPOSAL DELIVERY In order for the proposal to be valid, it must be received no later than 14:00 EST (Eastern Standard Time) on December 18, 2019 referred as the "Closing Date". Only electronic copies will be accepted and received at the following email address: internationalproposals@international.gc.ca Attention: SAFAA AL-KHUWAITER Solicitation #: 20-159640-LDN-SA Bidders should ensure that their name, address, Closing Date, and solicitation number are clearly marked in the email subject/title.	
VENDOR/FIRM NAME AND ADDRESS Telephone No. - No de téléphone :	
OFFER TO: FOREIGN AFFAIRS, TRADE AND DEVELOPMENT CANADA WE HEREBY OFFER TO SELL TO HER MAJESTY THE QUEEN IN RIGHT OF CANADA, IN ACCORDANCE WITH THE TERMS AND CONDITIONS SET OUT HEREIN, REFERRED TO HEREIN OR ATTACHED HERETO, THE GOODS AND SERVICES LISTED HEREIN AND ON ANY ATTACHED SHEETS AT THE PRICE(S) SET OUT THEREFOR. NAME AND TITLE OF PERSON AUTHORIZED TO SIGN ON BEHALF OF THE SUPPLIER.	Corporate Seal
_____ Signature	
_____ Date	



TABLE OF CONTENTS

PART 1 - GENERAL INFORMATION

- 1.1. INTRODUCTION**
- 1.2. SUMMARY**
- 1.3. CONTRACT DOCUMENTS**
- 1.4. MANDATORY SITE VISIT**
- 1.5. TRADE AGREEMENTS**

PART 2 - BIDDER INSTRUCTIONS

- 2.1. LANGUAGE OF PROPOSAL**
- 2.2. REFERENCE CLAUSES**
- 2.3. STANDARD INSTRUCTIONS**
- 2.4. SUBMISSION OF PROPOSALS**
- 2.5. COMMUNICATIONS, ENQUIRIES, SUGGESTED IMPROVEMENTS**
- 2.6. APPLICABLE LAWS**
- 2.7. DEBRIEFINGS**
- 2.8. CHALLENGES**
- 2.9. NO PROMOTION OF BIDDERS INTEREST**

PART 3 - BID PREPARATION INSTRUCTIONS

- 3.1. PROPOSAL PREPARATION INSTRUCTIONS**
- 3.2. TECHNICAL PROPOSAL INSTRUCTIONS**
- 3.3. FINANCIAL PROPOSAL INSTRUCTIONS**
- 3.4. CERTIFICATION PROPOSAL INSTRUCTIONS**

PART 4 - EVALUATION PROCEDURES AND BASIS OF SELECTION

- 4.1. EVALUATION AND SELECTION**
- 4.2. BASIS OF SELECTION**
- 4.3. TECHNICAL EVALUATION**

PART 5 – DRAFT CONTRACT/ ARTICLES OF AGREEMENT

- 1. DEFINITIONS**
- 2. TASK AUTHORIZATION**
- 3. PRIORITY OF DOCUMENTS**
- 4. STANDARD CLAUSES AND CONDITIONS**
- 5. PERIOD OF THE CONTRACT**
- 6. LIMITATION OF EXPENDITURE**
- 7. AUTHORITIES**
- 8. PERFORMANCE OF THE WORK**
- 9. RESOURCES**
- 10. APPLICABLE LAWS**
- 11. COMPLIANCE WITH LOCAL LAW**
- 12. GREEN PROCUREMENT**
- 13. CERTIFICATIONS**
- 14. PAYMENT TERMS**
- 15. INSURANCE AT DISCRETION OF CONTRACTOR**
- 16. FOOD STANDARD AGENCY SANCTIONS**
- 17. SANCTIONS**
- 18. ANTI-TERRORISM**
- 19. DISPUTE RESOLUTION**
- 20. SECURITY REQUIREMENTS**



ANNEXES

ANNEX "A" – STATEMENT OF WORK

ANNEX "B" – BASIS OF PAYMENT

ANNEX "C" – CERTIFICATIONS

ANNEX "D" – SECURITY REQUIREMENTS CHECK LIST

ATTACHMENTS

PART 4 – ATTACHMENT 1: LIST OF CATERING EXPERIENCES

PART 4 – ATTACHMENT 2: FOOD AND SERVICE EVALUATION QUESTIONNAIRE

ANNEX A – ATTACHMENT 1: HIGH COMMISSION OF CANADA HOLIDAYS

ANNEX A – ATTACHMENT 2: GOVERNMENT FACILITIES FOR CATERED EVENTS

ANNEX B – ATTACHMENT 1: TASK AUTHORIZATION FORM



PART 1 - GENERAL INFORMATION

1. INTRODUCTION

1.1. The bid solicitation is divided into five (5) parts and Annexes, as follows:

Part 1 GENERAL INFORMATION: provides a general description of the requirement;

Part 2 BIDDER INSTRUCTIONS: provides the instructions, clauses and conditions applicable to the bid solicitation;

Part 3 BID PREPARATION INSTRUCTIONS: provides Bidders with instructions on how to prepare their bid;

Part 4 EVALUATION PROCEDURES AND BASIS OF SELECTION: indicates how the evaluation will be conducted, the evaluation criteria that must be addressed in the bid, and the basis of selection; and

Part 5 DRAFT CONTRACT/ARTICLES OF AGREEMENT: includes the clauses and conditions that will apply to any resulting contract.

The Annexes include the Statement of Work (Annex "A"), the Basis of Payment (Annex "B"), Certifications (Annex "C"), and Security Requirements Check List (Annex "D").

1.2. SUMMARY

1.2.1. The purpose of this Request for Proposal (RFP) is to select a supplier to enter into a contract with the Department of Foreign Affairs, Trade and Development (DFATD) to provide event catering services at the High Commission of Canada in United Kingdom (HCC) as described in the Statement of Work – Annex "A", attached herein.

1.2.2. The Work is to be performed from the contract award date, tentatively set for **April 01, 2020**, for a period of one (1) year. However, in the event of unusual circumstances, the contract could be awarded at a sooner or later date. There is also the potential of two (2) additional one (1) year irrevocable option periods under the same terms and conditions.

1.2.3. There is a Mandatory site visit associated with this requirement.

1.3. CONTRACT DOCUMENTS

The Draft Contract and the Statement of Work which the selected Bidder will be expected to execute is included with this RFP at Part 5, and Annex "A", respectively.

1.4. MANDATORY SITE VISIT

1.4.1. It is mandatory that the Bidder, or a representative of the Bidder, attend the site visit. The site visit will be held on **Thursday November 21, 2019** at the following time and location:

13:00 – 15:00 GMT at the High Commission of Canada to the U.K. Trafalgar Square, London, SW1Y 5BJ.

1.4.2. Bidders are requested to confirm their attendance with the Contracting Authority no later than **Monday November 18, 2019** and provide the names of the person(s) who will attend. Bidders will be required to sign an attendance form. Bidders should confirm in their bids that they have attended the site visit. **Bidders who do not attend or send a representative will not be given an alternative appointment and their proposal will be rejected as non-compliant.**

1.4.3. Any clarifications or changes to the RFP resulting from the site visit will be included as an amendment to this RFP.

1.4.4. Please note, any travel and other costs associated with attending a site visit form part of "Bid Costs" in accordance with section 15 (2007-05-25) Bid Costs, of 2003 (2019-03-04) Standard Instructions, and will not be reimbursed by Canada.



1.5. TRADE AGREEMENTS

The requirement may be subject to the provisions of the:

- a) World Trade Organization Agreement on Government Procurement (WTO-AGP)
- b) North American Free Trade Agreement (NAFTA)
- c) Canada-European Union Comprehensive Economic and Trade Agreement (CETA)
- d) Canadian Free Trade Agreement (CFTA)
- e) Canada - Chile Free Trade Agreement (CCFTA)
- f) Canada - Columbia Free Trade Agreement
- g) Canada - Korea Free Trade Agreement
- h) Canada - Honduras Free Trade Agreement
- i) Canada - Panama Free Trade Agreement
- j) Canada - Peru Free Trade Agreement (CPFTA)
- k) Canada - Ukraine free Trade Agreement (CUFTA)
- l) Comprehensive and Progressive Agreement for Trans-Pacific Partnership (CPTPP)



PART 2 - BIDDER INSTRUCTIONS

2.1. LANGUAGE OF PROPOSAL

Bid documents and supporting information must be submitted in either English or French. Reference letters, certificates, and licenses do not have to be translated into English or French.

2.2. REFERENCE CLAUSES

2.2.1. **Bidders who submit a bid agree to be bound by the instructions, clauses, and conditions of the bid solicitation and accept the clauses and conditions of the resulting contract, including those clauses which are posted online. It is strongly recommended that Bidders view and read all the clauses to better understand the clauses and conditions.**

2.3. STANDARD INSTRUCTIONS

2.3.1 The [2003](https://buyandsell.gc.ca/policy-and-guidelines/standard-acquisition-clauses-and-conditions-manual/1/2003/23) (2019-03-04) Standard Instructions - *Goods or Services - Competitive Requirements* (<https://buyandsell.gc.ca/policy-and-guidelines/standard-acquisition-clauses-and-conditions-manual/1/2003/23>), are incorporated by reference into and form part of the bid solicitation.

2.3.2 Except in the case of “PWGSC’s Integrity Database”, where referred to, the words “Public Works and Government Services Canada” or “PWGSC” are to be substituted to read “*Foreign Affairs, Trade and Development Canada*” or “*DFATD*”; all references to facsimile number of “819-997-9776” are deleted; all references to “Canada Post epost Connect service” are deleted; and the words “Contracting Authority” are to be substituted to read “*Canada’s Representative*”.

2.3.3 Subsection 05 (2018-05-22) Submission of Bids, paragraph 4 is amended as follows:

DELETE: Bids will remain open for acceptance for a period of not less than 60 days from the closing date of the bid solicitation.

INSERT: Bids will remain open for acceptance for a period of not less than 120 days from the closing date of the bid solicitation.

2.3.4 Subsection 06 (2018-05-22) Late Bids

This subsection is deleted in its entirety and is hereby replaced by the following:

Bids received after the stipulated bid closing date and time will be:

- returned to the Bidder in the case where hard copies were requested; or
- deleted / destroyed where soft copies were requested, unless they qualify under the provisions of the Delayed Proposals clause stipulated in paragraph 2.3.5

2.3.5 Subsection 07 (2018-05-22) Delayed Bids

This subsection is deleted in its entirety and is hereby replaced by the following:

A proposal (bid) received after the closing date and time, but before the contract award date may be considered, provided the delay can be proven by the Bidder to have been due solely to a delay in delivery that can be attributed to incorrect handling by Canada, after the proposal (bid) has been received at the location stipulated on page one (1).

2.3.6 Subsection 08 (2019-03-04) Transmission by Facsimile or by epost connect

This subsection is deleted in its entirety and does not form part of the RFP. Canada does not accept receipt of bid by means of a facsimile or by epost Connect service.



2.4. SUBMISSION OF PROPOSALS

- 2.4.1. Proposals must be received by DFATD at the email address identified on page 1. Proposals should NOT be sent directly to the Contracting Authority, Project Authority or mission. Canada will not be responsible for proposals delivered to a different address.
- 2.4.2. It is the responsibility of the Bidder to confirm that their submission has been received on time, and to the correct location.
- 2.4.3. More than one (1) e-mail can be sent if necessary (if the same file is sent twice, the latest file received will be used for evaluation purposes and the previous one(s) will not be opened).
- 2.4.4. Canada will take no responsibility if a proposal is not received on time because the e-mail was refused by a server for the following reasons:
- The size of attachments exceeds 10 MB;
 - The e-mail was rejected or put in quarantine because it contains executable code (including macros);
 - The e-mail was rejected or put in quarantine because it contains files that are not accepted by our server, such as, but not limited to, .rar, encrypted .zip, encrypted .pdf, .exe., etc.
- 2.4.5. Links to an online storage service (such as Google Drive™, Dropbox™, etc.) or to another website, a File Transfer Protocol (FTP) service access, or any other mean of transferring files, will not be accepted. All documents submitted must be attached to the e-mail.
- 2.4.6. It is recommended that in cases where more than one (1) e-mail containing documents comprising the quote is submitted, the emails be numbered and the total number of emails sent in response to the solicitation also be identified.
- 2.4.7. If a proposal is submitted by a joint venture, it must be in accordance with section 17 (2010-01-11) Joint Venture, of 2003 (2019-03-04) Standard Instructions.

2.5. COMMUNICATIONS, ENQUIRIES, SUGGESTED IMPROVEMENTS

- 2.5.1. All enquiries and suggested improvements must be submitted in writing only at internationalproposals@international.gc.ca no later than **December 09, 2019**. Enquiries and suggestions received after that time may not be answered.
- 2.5.2. Bidders should reference as accurately as possible the numbered item of the RFP to which the enquiry relates. Care should be taken by Bidders to explain each question in sufficient detail in order to enable Canada to provide an accurate answer. Technical enquiries that are of a proprietary nature must be clearly marked "proprietary" at each relevant item. Items identified as "proprietary" will be treated as such except where Canada determines that the enquiry is not of a proprietary nature. Canada may edit the questions or may request that the Bidder do so, so that the proprietary nature of the question is eliminated, and the enquiry can be answered with copies to all Bidders. Enquiries not submitted in a form that can be distributed to all Bidders may not be answered by Canada.

2.6. APPLICABLE LAWS

Any resulting contract will be deemed to have been made in the province of Ontario, Canada and for all purposes will be interpreted and governed, and the relations between the parties determined, by and enforced in accordance with the laws of the province of Ontario, Canada.

2.7. DEBRIEFINGS

Bidders may request a debriefing on the results of the RFP process, within 15 working days upon notification of the process results. The debriefing may be in writing, by telephone or in person.



2.8. CHALLENGES

The Canadian International Trade Tribunal (CITT) was established by the Government of Canada to provide a challenge mechanism for suppliers to raise complaints regarding the solicitation or evaluation of bids, or in the awarding of contracts on a designated procurement, in accordance with applicable Trade Agreements. You may raise concerns regarding the solicitation, evaluation or the resulting award, with the DFATD representative in a first attempt to address the concern or if not satisfied, with the CITT by contacting them toll free by telephone at 855-307-2488, or by visiting their website at <http://www.citt.gc.ca/>.

2.9. NO PROMOTION OF BIDDERS INTEREST

Bidders will not make any public comment, respond to questions in a public forum or carry out any activities to publicly promote or advertise their interest in this Project.



PART 3 - BID PREPARATION INSTRUCTIONS

3.1. PROPOSAL PREPARATION INSTRUCTIONS

Canada requests that Bidders provide their electronic proposals in Portable Document Format (.pdf) software application files or Microsoft office version 2003 or greater files.

Bidders should follow the format instructions described below, during the preparation of their bid:

- (a) Minimum type face of 10 points.
- (b) All material should be formatted to print on 8.5" x 11" or A4 paper.
- (c) For clarity and comparative evaluation, the Bidder should respond using the same subject headings and numbering structure as in this RFP document.

Section I: Technical Proposal one (1) copy by email submission

Section II: Financial Proposal one (1) copy by email submission

Section III: Certification one (1) copy by email submission

Please note: Bids may be modified or resubmitted only **before** the solicitation closing date, and must be done in writing. The latest bid received will supersede any previously received bids.

3.2. TECHNICAL PROPOSAL INSTRUCTIONS

3.2.1. Section I: to be labeled "Technical Proposal"

In their technical proposal, bidders should explain, and demonstrate, how they propose to meet the requirements and how they will carry out the Work. This section should not exceed ninety (90) double-sided pages. Bidders should sign the front page of their bid; they may use the first page of this RFP in order to do so.

3.2.2. The Bidder must provide the necessary documentation to support compliance with the requirement.

- a. The Bidder is advised that only listing experience without providing any supporting data to describe where and how such experience was obtained will not constitute "demonstrated" for the purpose of the evaluation;
- b. The Bidder should provide complete details as to where, when and how (through which activities/responsibilities) the stated qualifications/experience were obtained. In order to demonstrate when experience was obtained, the Bidder should indicate the duration of such experience, specifying the start and end dates (month and year at a minimum).

3.2.3. The bid will be declared non-responsive if any statement made by the Bidder is untrue, whether made knowingly or unknowingly. Failure to comply with the request of the Contracting Authority for additional information will also render the bid non-responsive.

3.3. FINANCIAL PROPOSAL INSTRUCTIONS

3.3.1. Section II: to be labeled "Financial Proposal"

3.3.2. Bidders must submit their Financial Proposal in accordance with Section II. The Financial Proposal should be submitted as per the Excel document entitled "**20-159640-LDN-SA Pricing Schedule**" attached with the RFP. Please be aware the Excel document will auto populate.

3.3.3. Prices must appear in Section II **only** and must not be indicated in any other section of the proposal. Failure to comply may result in the proposal being declared non-compliant and rejected from further consideration.

3.3.4. Failure to provide specific pricing for an item may render the bid non-responsive. Taxes are not to be included.



- 3.3.5. Financial Proposals will only be opened after the evaluation of the Technical Proposal is completed and only if the bid is considered responsive as per 4.2 Basis of Selection.
- 3.3.6. The Financial Proposal submitted by the Bidder must include firm rates/prices for the Work; the rates/prices will also be used for the evaluation of the proposals.
- 3.3.7. The estimated hours provided in the Pricing Schedule are not a guarantee under the contract.

3.4. CERTIFICATION PROPOSAL INSTRUCTIONS

3.4.1. Section III: to be labeled “Certifications”

Bidders should sign and submit the certifications and additional information listed in Annex “C” Certifications with the bid but they may be submitted afterwards if requested by the Contracting Authority. Bidders must sign Annex “C” Certifications to be awarded a contract.



PART 4 - EVALUATION PROCEDURES AND BASIS OF SELECTION

4.1. EVALUATION AND SELECTION

4.1.1. Bids will be assessed in accordance with the technical and financial evaluation criteria.

4.1.2. If the Bid is deemed to be non-responsive / non-compliant at any time during the evaluation, the bid will be set aside and given no further consideration.

4.2. BASIS OF SELECTION – Lowest Price Per Point

4.2.1. To be declared responsive, a bid must:

- a. comply with all the requirements of the bid solicitation;
- b. meet all mandatory technical evaluation criteria; and
- c. obtain the required minimum of 98 points for the point-rated evaluation criteria. The rating is performed on a scale of 140 points.
- d. obtain the required minimum of 128 points overall for the Food and Service evaluation criteria. The rating is performed on a scale of 196 points (28 points X 7 dishes).

4.2.2. Bids not meeting (a) or (b) or (c) or (d) will be declared non-responsive / non-compliant. Neither the responsive bid that receives the highest number of points nor the one that proposed the lowest price will necessarily be accepted. The responsive bid with the lowest evaluated price per point will be recommended for award of a contract.

4.2.3. The lowest evaluated price per point will be determined by dividing the proposed total price of the initial contract by the overall technical score, to establish the lowest evaluated price per point.

THE FOLLOWING TABLE IS FOR ILLUSTRATIVE PURPOSES ONLY

Bidder	Proposed total Price Excluding Taxes	Overall Technical Score	Lowest Evaluated Price Per Point
Bidder 1	94,000.00	180	522.22 per point
*Bidder 2	81,000.00	156	519.23 per point
Bidder 3	75,000.00	135	555.55 per point
Bidder 4	70,000.00	115	N/A non-compliant

*In the above scenario, Bidder #2 would be declared the successful bidder.

4.3. TECHNICAL EVALUATION

The Mandatory Technical Criteria (4.3.1), Point-Rated Technical Criteria (4.3.2), and Rated Food and Service Criteria (4.3.3) are included below.



4.3.1 Mandatory Technical Criteria

- 4.3.1.1 The Bid must meet the mandatory technical criteria specified below.
- 4.3.1.2 The Bidder must provide necessary documentation to support compliance with this requirement at bid closing.
- 4.3.1.3 Bids which fail to meet the mandatory technical criteria will be declared 'non-responsive'.
- 4.3.1.4 Each mandatory technical criterion should be addressed separately.

Mandatory Technical Criteria (MTC)	
Mandatory Technical Criterion	Bid Preparation Instructions
<p>MTC1. Experience of the Bidder</p> <p>The Bidder must have acquired a minimum of 48 months of consecutive years of experience in providing food services of a similar size and scope to the requirement detailed in Annex A, Statement of Work.</p> <p>Each project of similar size and scope is defined as follows:</p> <ul style="list-style-type: none"> (a) Delivering high quality food catering services for high profile Government, diplomatic and/or private sector clients. (b) For an organization consisting of at least 200 onsite individuals. (c) Delivered within United Kingdom 	<p>The Bidder must complete the chart provided "List of Catering Experience"</p> <p>PART 4 – ATTACHMENT 1</p>



Mandatory Technical Criteria (MTC)	
Mandatory Technical Criterion	Bid Preparation Instructions
<p>MTC2. Experience of the Proposed Resource(s)</p> <p>MTC2.1 ACCOUNT Manager</p> <p>The Account Manager must:</p> <p>2.1.1. have acquired a minimum of (48) months of experience in directing food services operations in a supervisory capacity for an operation of the size similar to the HCC (i.e. 200 or more persons)</p> <p>2.1.2. be able to fluently read, write, and communicate in English*</p> <p style="text-align: center;">*IT IS SUFFICIENT TO STATE IN THE BID THAT THE PROPOSED RESOURCES WILL MEET THE LANGUAGE REQUIREMENTS.</p> <p>MTC2.2 Alternate ACCOUNT MANAGER</p> <p>The Alternate Account Manager must:</p> <p>2.2.1. have acquired a minimum of (24) months of experience directing food services operations in a supervisory capacity for an operation of the size similar to the HCC (i.e. 200 or more persons)</p> <p>2.2.2. be able to fluently read, write, and communicate in English*</p> <p style="text-align: center;">*IT IS SUFFICIENT TO STATE IN THE BID THAT THE PROPOSED RESOURCES WILL MEET THE LANGUAGE REQUIREMENTS.</p> <p>MTC2.3 Executive Chef</p> <p>The Executive Chef must:</p> <p>2.3.1. have acquired a minimum of (48) months of experience in providing professional cooking services of similar size and scope to the requirement in Annex A, Statement of Work. Professional certification must be submitted.**</p> <p style="text-align: center;">**PROFESSIONAL CERTIFICATION: CULINARY CERTIFICATE OR DIPLOMA OBTAINED FROM A COOKING PROGRAM.</p> <p>2.3.2. be able to fluently read, write, and communicate in English*</p> <p style="text-align: center;">*IT IS SUFFICIENT TO STATE IN THE BID THAT THE PROPOSED RESOURCES WILL MEET THE LANGUAGE REQUIREMENTS.</p>	<ul style="list-style-type: none"> • For each proposed resource (i.e. one Account manager, one alternate account manager, and one executive chef), the Bidder must submit a detailed Curriculum Vitae that demonstrates how Bidder satisfied each of the mandatory requirements listed.



4.3.2 Point-Rated Technical Criteria

Each point rated technical criterion should be addressed separately.

4.3.2.1. Proposals having successfully met ALL of the mandatory criteria will be evaluated and point-rated against the criteria listed below. Bidders must receive a minimum overall technical score of 70% (98 points) in order to be further evaluated on the basis of their financial proposal. Bids which fail to obtain the required minimum number of points specified will be declared non-responsive.

4.3.2.2. The maximum points to be awarded are summarized as follows:

<u>Rated Criterion Number</u>	<u>Title</u>	<u>Maximum Points</u>	
PR 1 Organization and Management	PR 1.1 Team Organization and Description	5	
	PR 1.2 Performance Management and Recruitment	5	
	PR 1.3 Scheduling, Training and Additional Capacity	5	
PR 2 Experience of the Proposed Resource(s)	PR 2.1 Executive Chef	15	
	PR 2.2 Account Manager	15	
	PR 2.3 Alternate Account Manager	5	
	PR 2.4 Other Key Personnel	5	
PR 3 Understanding of the Catering Requirement	PR 3.1 Food Quality Strategy	10	
	PR 3.2 Customer Service Strategy	25	
PR 4 Catering Guide Format and Inclusions	PR 4.1 Catering Guide	40	
PR 5 Sanitation Policy and Standards	PR 5.1 Sanitation Policy and Procedures	5	
	PR 5.2 Sanitation Standards	5	
TOTAL		140	100%
MINIMUM POINTS REQUIRED		98	70%



Rating Table	
Percentage of Available Points	Basis for Percentage Distribution
0%	The response is deficient. Bidder receives 0% of the available points for this element.
50%	The response includes some information, but is also missing a substantial amount of information. Some elements poorly described. Bidder receives 50% of the available points for this element.
70%	The response includes most of the information required to be complete meeting the established minimum and contains no significant weaknesses. Bidder receives 70% of the available points for this element.
85%	The response includes a substantive amount of the information required to be complete and contains some value added elements. Bidder receives 85% of the available points for this element.
100%	The response includes substantial details demonstrating a complete and thorough understanding of the requirement. Bidder receives 100% of the available points for this element.
Rating Table applies to PR1, PR 3, PR 4 and PR 5 of the Point Rated Technical Criteria.	

PR 1 Organization and Management (Maximum 20 points)

The Bidder should describe their organization and management including corporate structure to deliver on the requirements of the Statement of Work, Annex “A”.

PR 1.1 Team Organization and Description (maximum of 5 points)

Description of the corporate and operational structure including organizational chart, key resources, their roles and responsibilities from CEO level to Account Manager and frequency/purpose of periodical on-site visits from senior staff at the work location.

Rating: Based on the comprehensiveness of response, full description provided by bidder, roles and responsibilities well-defined, high level of senior staff oversight on client accounts, and frequent and thorough on-site visits by senior staff.



PR 1.2 Performance Management and Recruitment (maximum of 5 points)

Strategy for managing personnel and supplier performance (e.g. absenteeism, performance, quality of food, etc.) including disciplinary policy and ensuring timely replacement of personnel and/or suppliers as appropriate.

Rating: Based on comprehensiveness of response and ability to address all key areas of performance management. Bidder states in detail its ability to replace personnel and supplier with well-qualified replacements both efficiently and seamlessly with minimal disruption to client.

PR 1.3 Scheduling, Training, and Additional Capacity (maximum of 5 points)

Strategy for scheduling the work and hours of personnel and their training in methods and procedures. Capacity to provide additional (on-call) personnel including length of notice period required and procedures to ensure adequate resource capacity at all times.

Rating: Response reflects a professional and comprehensive scheduling and training program. Bidder demonstrates a system in place that allows for quick and efficient on-call resources with an adequate resource pool to meet the client’s requirements.

PR 2 Experience of the Proposed Resource(s) (Maximum 40 points)

The proposed resource(s) should have acquired experience in food services similar in size and scope to the requirement described in the Statement of Work, Annex “A”.

Project of similar size and scope is defined as follows:

- (a) Delivering high quality food catering services for high profile Government, diplomatic and/or private sector clients.
- (b) For an organization consisting of at least 200 onsite individuals.
- (c) Delivered within United Kingdom.

PR 2.1 Executive Chef (Maximum 15 Points)

Experience providing professional cooking services for clients similar to the HCC in size and scope and relevant training and certifications.

49 – 96 months of experience = 10 points
97 – 120 months experience = 15 points

PR 2.2 Account Manager (Maximum 15 points)

Experience directing food services for clients similar to the HCC in size and scope and relevant training and certifications.

49 – 120 months of experience = 10 points
121 – 180 months experience = 15 points

PR 2.3 Alternate Account Manager (Maximum 5 points)

Experience directing food services for clients similar to the **HCC** in size and scope and relevant training and certifications.

25 – 36 months experience = 3 points
37 - 48 months experience = 4 points
49- 60 months experience = 5 points



PR 2.4 Other Key Personnel (Maximum 5 points)

Experience of other key personnel (e.g. Bartender, Waiter/Waitress, Servers, Attendants) in providing food services for clients similar to the HCC in size and scope and relevant training and certifications.

0 - 12 months experience = 1 point
13 - 24 months experience = 2 points
24 - 36 months experience = 3 points
37 - 60 months experience = 4 points
60+ months experience = 5 points

RATING: The above categories will be rated based on relevant certification or awards received and prior experience with catering facilities.

PR 3 Understanding of the Catering Requirements (Maximum of 35 points)

In order to demonstrate a complete understanding of the requirements, the Bidder’s technical bid should include the methodology and proposed approach (i.e. tools and/or mechanisms) for the following:

PR 3.1 Food Quality Strategy (Maximum 10 points)

Strategy to ensure the highest food quality, standards, portioning, taste, variety, temperature and presentation.

PR 3.2 Customer Service Strategy (Maximum 25 points)

- 3.2.1. Customer service strategy including ability to respond to reasonable requests, proposals and budgets (5 points)
- 3.2.2. Strategy for providing highest quality beverage service (5 points)
- 3.2.3. Nutritional programs to provide healthy and nutritional catering menu options (5 points)
- 3.2.4. Providing training to staff and back up personnel, in standards, quality and service to ensure highest quality service at all times (5 points)
- 3.2.5. Strategy to respond to feedback and critical comments regarding quality of food and/or service including implementation of corrective action (5 points)

RATING: Responses will be rated based on the comprehensiveness, feasibility, and effectiveness of the proposed approach.

PR 4 Catering Guide Format and Inclusions (Maximum 40 points)

PR 4.1 Catering Guide (Maximum 40 points)

The Bidder should describe its catering guide including menu items, format and inclusions to deliver on the requirements in the Statement of Work, Annex “A”.

***PRICING SHOULD NOT BE PROVIDED FOR THE CATERING GUIDE WITHIN THE TECHNICAL PROPOSAL**

Provision of the catering guide format and inclusions (NO PRICING) of food and beverages for all function types, including:

- A. Coffee/Tea Service (5 points);
- B. Breakfast (7 points);
- C. Working Lunch: sandwiches, salads, combos (7 points);
- D. Buffet (Lunch or Dinner) (7 points);
- E. Fine Dining: plated and serviced service, three course (Lunch or Dinner) (7 points);
- F. Receptions (7 points);



PR5 Sanitation Policy and Standards (Maximum 10 points)

The Bidder should describe its sanitation policy and standards including environmental management to deliver on the requirements in the Statement of Work, Annex "A".

PR 5.1 Sanitation Policy and Procedures (5 points)

Sanitation policy and procedures including standards schedule, frequency, control of food, waste disposal and relevant training programs, as per the food standards agency.

PR 5.2 Sanitation Standards (5 points)

Strategy to ensure sanitation standards are enforced and adhered to by personnel including inspection, monitoring and reporting, as per the food standards agency.

4.3.3 Rated Food and Service Evaluation

- a. The Bidders who passed the point rated technical evaluation will be invited to participate in a Rated Food and Service Evaluation which relates directly to capability to deliver on their Catering Services proposal to the HCC. Bidders must receive a minimum overall Food and Service Evaluation of 65% in order to be evaluated financially.
- b. The Food and Service Evaluation will be conducted, at no cost to Canada, at the HCC. Canada will provide no fewer less than 5 working days of notice before the scheduled date for the Food Sensory Evaluation.
- c. It is anticipated that the food and Service evaluation will take place during the second week of January 2020. Bidders should be prepared to participate in this timeframe.
- d. The Food and Service Evaluation will be conducted during normal business hours, at a date and time to be determined by the Contracting Authority.
- e. A panel of Five (5) members of HCC personnel will perform the evaluation.
- f. For each dish, the sensory evaluation scores from all five (5) panelists will be aggregated and averaged. In the event of having less than five (5) evaluators, the average scores will be determined by the number of evaluators participating in the evaluation.
- g. The following scenarios will be evaluated as part of the Food and Service Evaluation:
 - i. Cold Working Lunch: Two (2) dishes that include one cold sandwich and one cold salad;
 - ii. Canapé Service: Two (2) dishes that include one Vegetarian (hot or cold) and one Meat (hot or cold); and
 - iii. Plated and Served Dinner Service: Three (3) dishes that include one hot or cold starter (first course), a main course containing one vegetable, one protein with sauce, one starch (second course), and one dessert (third course).
- h. Bidders must prepare their services for each scenario in strict adherence to the requirements at *Section 20* of the Statement of Work.
- i. The proposed Account Manager will be on hand to present each scenario and answer the evaluation panel members' questions.
- j. For each scenario panel members will in their evaluation:
 - i. Take note of the scenario being assessed;
 - ii. Evaluate every dish in accordance with the Sensory Evaluation Questionnaire provided.



PART 4 – ATTACHMENT 2 and in accordance with the following approach:

1. Cold Working Lunch – One questionnaire will be used to assess the sandwiches, one questionnaire will be used to assess the salads.
2. Canapé service – One questionnaire will be used to assess the Vegetarian (hot or cold) and one Meat (hot or cold);
3. Plated and served dinner – one questionnaire will be used to assess starter, one questionnaire will be used to assess the main course, and one questionnaire will be used to assess the desert.

Overall Technical Score

The Overall Technical Score will be calculated as follows:

Overall Technical Score	
Total Score for Point Rated Technical Criteria (RT) =	A
Total Score for Rated Food and Service Evaluation =	B
Overall Technical Score =	C = A + B



PART 4 – ATTACHMENT 1
LIST OF CATERING EXPERIENCE

Bidders must complete the chart below by indicating their experience as required within Mandatory Technical Criteria (MT1)

Bidders should provide the most recent information first.

#	Client Size	Contract start date (MM/YYYY)	Contract end date (MM/YYYY)	Client	Location where service is delivered	Describe the type of high quality services provided
1						
2						
3						
4						
5						
6						
7						
8						
9						

***Additional rows can be added as required.**



PART 4 – ATTACHMENT 2
Food and Service Evaluation Questionnaire

Scenario: _____ Evaluator: _____

Dish: _____ Date: _____

Instructions to Evaluators:

Please do not discuss your observations with other evaluators until your assessment is completed.

Part I: Predisposition / Prédiposition

- a) If you are allergic or intolerant to this dish or one of its ingredients, tick this box:
- b) If you don't usually eat this dish or dislike one of its ingredients, tick this box:

If you have checked either one of these boxes, do not continue the evaluation of this dish.

Part II: Evaluation

Please consider and taste a sample of the dish and circle the appropriate rating number in each section

Appearance						
1	2	3	4	5	6	7
dislike very much	dislike moderately	dislike slightly	neither like nor dislike	like slightly	like moderately	like very much
Comments:						
Temperature and Doneness						
1	2	3	4	5	6	7
dislike very much	dislike moderately	dislike slightly	neither like nor dislike	like slightly	like moderately	like very much
Comments:						
Flavour and Seasoning						
1	2	3	4	5	6	7
dislike very much	dislike moderately	dislike slightly	neither like nor dislike	like slightly	like moderately	like very much
Comments:						
Overall Service						
1	2	3	4	5	6	7
dislike very much	dislike moderately	dislike slightly	neither like nor dislike	like slightly	like moderately	like very much
Comments:						



Part 5 - DRAFT CONTRACT / ARTICLES OF AGREEMENT

1. DEFINITIONS

In the Contract, unless the context otherwise requires:

"Bid" means proposal, and the terms can be used interchangeably in this document.

"Contractor" means the person or entity (or, in the case of a joint venture, the persons or entities) submitting a proposal to perform a contract for goods, services or both. It does not include the parent, subsidiaries or other affiliates of the Bidder, or its subcontractors.

"Canada's Representative" means the person designated to act as Canada's agent and representative for the purposes of this Contract;

"Days" means continuous calendar days, including weekends and statutory holidays;

"Number and Gender" means the singular includes the plural and vice versa, and words importing the masculine gender include the feminine gender and the neuter, and vice versa.

"Project Authority" refers to Director of Operations at the High Commission of Canada

"Event Lead" refers to a nominated individual from the contractors personnel who will be in charge of the event

"Executive Chef" refers to the chef appointed by the contractor to be in charge of menu and food production for all events

"Account Manager" means the Member of staff employed by the Contractor – will be first point of contact with the High Commission of Canada.

"Alternate Account Manager" means the member of staff who will take the role of Account manager when he/she is not available.

"Events Officer" refers to any member of the High Commission of Canada's events team who coordinates catering requests for official hospitality events with the Contractor.

"Facilities Manager" refers to a member of the High Commission of Canada's team who coordinates the running of the cafeteria service on behalf of the High Commission.

"HCC Program Lead" refers to a High Commission employee authorized to request event services with the Contractor.

"Equipment" means all kitchen accessories, materials, wares, equipment, tools, and other items required by the Contractor to provide a professional cafeteria and Catering Services commensurate with the status of the venue as required under this RFP; except for those items made available by the High Commission of Canada.

"Government Property" means anything supplied to the Contractor by or on behalf of Canada for the purposes of performing the Contract and anything acquired by the Contractor in any manner in connection with the Work, the cost of which is paid by Canada under the Contract;

"HACCP Standards" refers to Hazard Analysis and Critical Control Points Standards. HACCP is used in the food industry to identify potential food safety hazards, so that key actions, known as Critical Control Points (CCPs) can be taken to reduce or eliminate the risk of the hazards being realized.



“Work” means all the activities, services, goods, equipment, matters and things required to be done, delivered or performed by the Contractor under the Contract.

“Co-Sponsored Events” means any events that are either fully paid for by outside companies, or partly paid by outside companies & partly paid by the High Commission. This would include, but not limited to, costs for Security, cleaning & catering.

“Catering Services” means services to be performed for all catering/hospitality requirements of the High Commission of Canada.

2. TASK AUTHORIZATION

The Work or a portion of the Work to be performed under the Contract will be on an "as and when requested basis" using a Task Authorization (TA). The Work described in the TA must be in accordance with the scope of the Contract.

2.1. Task Authorization Process:

The Project Authority will provide the Contractor with a description of the task using the Task Authorization" form. The Task Authorization form will be provided by the HCC upon commencement of contract and be included as an Annex to the contract for reference purposes.

The Task Authorization (TA) will contain the details of the activities to be performed, a description of the deliverables, and a schedule indicating completion dates for the major activities or submission dates for the deliverables. The TA will also include the applicable basis and methods of payment as specified in the Contract.

The Contractor must provide the Project Authority, within 4 calendar days of its receipt, the proposed total estimated cost for performing the task and a breakdown of that cost, established in accordance with the Basis of Payment specified in the Contract.

The Contractor must not commence work until a TA authorized by the Project Authority has been received by the Contractor. The Contractor acknowledges that any work performed before a TA has been received will be done at the Contractor's own risk.

2.2. Task Authorization Limit

The Project Authority may authorize individual task authorizations up to a limit of 120,000.00 GBP, Applicable Taxes included, inclusive of any revisions.

Any task authorization to be issued in excess of that limit must be authorized by the Project Authority and the Head of Mission.

2.3. Periodic Usage Reports - Contracts with Task Authorizations

The Contractor must compile and maintain records on its provision of services to the federal government under authorized Task Authorizations issued under the Contract. The Contractor must provide this data in accordance with the reporting requirements detailed below. If some data is not available, the reason must be indicated. If services are not provided during a given period, the Contractor must still provide a "nil" report.

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

The quarterly periods are defined as follows:

1st quarter: April 1 to June 30;

2nd quarter: July 1 to September 30;

3rd quarter: October 1 to December 31; and

4th quarter: January 1 to March 31.

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



2.3.1. Reporting Requirement- Details

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

2.3.2. For each authorized task:

- I. the authorized task number or task revision number(s);
- II. a title or a brief description of each authorized task;
- III. the total estimated cost specified in the authorized Task Authorization (TA) of each task, exclusive of Applicable Taxes;
- IV. the total amount, exclusive of Applicable Taxes, expended to date against each authorized task;
- V. the start and completion date for each authorized task; and
- VI. the active status of each authorized task, as applicable.

2.3.3. For all authorized tasks:

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

3. PRIORITY OF DOCUMENTS

The Parties agree to be bound by the following documents:

1. Articles of Agreement;
2. 2035 (2018-06-21) General Conditions;
3. Statement of Work (Annex "A"); including attachments
4. Basis of Payment (Annex "B");
5. Certifications (Annex "C");
6. Security Requirements Check List (Annex "D");
7. The signed Task Authorizations (including all of their Annexes, if any);
8. Food and Service Evaluation (Part 4 – Attachment 2);
9. the Contractor's Bid dated **TO BE INSERTED UPON CONTRACT AWARD**

In the event of discrepancies, inconsistencies, or ambiguities of the wording of these documents, the document that appears first on the above list shall prevail.

4. STANDARD CLAUSES AND CONDITIONS

All clauses and conditions identified in the Contract by number, date and title are set out in the document:
2035 (2018-06-21) General Conditions.

5. PERIOD OF THE CONTRACT

- 5.1. The period of the Contract is from **TO BE INSERTED UPON CONTRACT AWARD** inclusive.
- 5.2. Option to Extend the Contract.

The Contractor grants to Canada an irrevocable option to extend the term of the Contract by up to two (2) additional one (1) year each periods under the same conditions. The Contractor agrees that, during the extended period of the Contract, it will be paid in accordance with the applicable provisions as set out in the Basis of Payment.

- 5.3. Exercise of Option to Extend



Canada may exercise this option at any time by sending a written notice to the Contractor at least one (1) day before the expiry date of the Contract. The option may only be exercised by the Contracting Authority, and will be evidenced for administrative purposes only, through a Contract amendment.

6. LIMITATION OF EXPENDITURE

- 6.1. Canada's total liability to the Contractor under the Contract for all authorized Task Authorizations (TAs), inclusive of any revisions, must not exceed **TO BE INSERTED UPON CONTRACT AWARD**. Customs duties subject to exemption and Applicable Taxes are extra.
- 6.2. No increase in the total liability of Canada will be authorized or paid to the Contractor unless an increase has been approved, in writing, by the Contracting Authority.
- 6.3. The Contractor must notify the Contracting Authority in writing as to the adequacy of this sum:
- when it is 75 percent committed, or
 - four (4) months before the contract expiry date, or
 - as soon as the Contractor considers that the sum is inadequate for the completion of the Work required in all authorized TAs, inclusive of any revisions,
whichever comes first.
- 6.4. 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. AUTHORITIES

7.1. Contracting Authority

Canada's Representative for this Contract is:

Name: Safaa Al-Khuwaiter
Title: Procurement Specialist
Department of Foreign Affairs, Trade and Development
Directorate: AAO
Address: 125 Sussex Drive, Ottawa, Ontario Canada
Email: Safaa.alkhuwaiter@international.gc.ca

Subject to the other provisions of this Article, the Contracting Authority is responsible for the management of the Contract. Unless otherwise specified, no notice, instruction, authorization, refusal, or other communication provided by Canada is valid under this Contract unless it is provided to the Contractor by the Contracting Authority. Likewise, no notice, instruction, authorization, refusal, or other communication to Canada made by the Contractor or on its behalf is valid unless it is made to the Contracting Authority. The Contractor must not perform work in excess of or outside the scope of the Contract without written instructions from anyone other than the Contracting Authority.

7.2. Project Authority

The Project Authority for this Contract is:

TO BE INSERTED UPON CONTRACT AWARD

The Project Authority is the representative of the department for whom the Work is being carried out under the Contract and is responsible for all matters concerning the technical content of the Work under the Contract. Technical matters may be discussed with the Project Authority, however the Project Authority has no authority to authorize



changes to the scope of the Work. Changes to the scope of the Work can only be made through a contract amendment issued by the Contracting Authority.

7.3. Contractor's Representative

The Contractor's Representative is:

TO BE INSERTED UPON CONTRACT AWARD

The Contractor reserves the right to replace the above-designated Contractor's Representative by sending a notice in writing to the Contracting Authority to that effect.

8. PERFORMANCE OF THE WORK

The Contractor must perform the Work described in the Statement of Work at Annex "A" in accordance with the Contract.

9. RESOURCES

- 9.1. Canada reserves the right to conduct periodic background checks on personnel employed or subcontracted by the Contractor.
- 9.2. Canada reserves the right, in its sole discretion, to decide that personnel employed or subcontracted by the contractor are unsuitable. In such circumstances, the Contractor must ensure that personnel are removed from property and replaced with personnel suitable to Canada.

10. APPLICABLE LAWS

Any resulting contract will be deemed to have been made in the province of Ontario, Canada and for all purposes will be interpreted and governed, and the relations between the parties determined, by and enforced in accordance with the laws of the province of Ontario, Canada.

11. COMPLIANCE WITH LOCAL LAW

In the performance of Services under this Contract, the Contractor will comply with all applicable provisions of the laws in force in United Kingdom (UK).

12. GREEN PROCUREMENT

- 12.1. The Contractor should make every effort to ensure that all documents prepared or delivered under this contract are printed double-sided on Ecologo certified recycled paper or on paper with equivalent post-consumer recycled content, to the extent it is procurable.
- 12.2. The Contractor should make every effort to use environmentally preferred goods, services and processes, as required, to reduce any environmental impacts resulting from the performance of the Work. Environmentally preferable goods and services are those that have a lesser or reduced impact on the environment over the life cycle of the good or service, when compared with competing goods or services serving the same purpose. Environmental performance considerations include, among other things: the reduction of greenhouse gas emissions and air contaminants; improved energy and water efficiency; reduced waste and support reuse and recycling; the use of renewable resources; reduced hazardous waste; and reduced toxic and hazardous substances.

13. CERTIFICATIONS

Compliance with the certifications provided by the Contractor in its bid is a condition of the Contract and subject to verification by Canada during the term of the Contract. If the Contractor does not comply with any certification or it is determined that any certification made by the Contractor in its bid is untrue, whether made knowingly or unknowingly, Canada has the right, pursuant to the default provision of the Contract, to terminate the Contract for default.



14. PAYMENT TERMS

14.1. Basis of Payment – Ceiling Price(s) – Task Authorization

In consideration of the Contractor satisfactorily completing all of its obligations under the authorized Task Authorization (TA), the Contractor will be paid in accordance with the basis of payment, in Annex B, as specified in the authorized TA. Customs duties are included and Applicable Taxes are extra. "Applicable Tax" means any tax applicable in the jurisdiction of the Work.

14.2. Limitation of Expenditure - Limitation of Price

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

14.3. Method of Payment

Canada will pay the Contractor upon completion and delivery of tasks in accordance with the payment provisions of the Contract if:

- a) an accurate and complete invoice and any other documents required by the Contract have been submitted in accordance with the invoicing instructions provided in the Contract;
- b) all such documents have been verified by Canada; and
- c) the Work performed has been accepted by Canada.

14.4. Electronic Payment of Invoices – Contract

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

- a) Direct Deposit (Domestic Only);
- b) Wire Transfer (International Only);

14.5. 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. By submitting invoices, the Contractor is certifying that the goods and services have been delivered and that all charges are in accordance with the Basis of Payment provision of the Contract, including any charges for work performed by subcontractors.
3. The Contractor must provide the original of each invoice to the Project Authority. On request, the Contractor must provide a copy of any invoices requested by the Contracting Authority.
4. The original and one (1) copy must be forwarded to the following address for certification and payment:

Will be updated at contract award

5. One (1) copy must be forwarded to the Contracting Authority identified under the section entitled "Authorities" of the Contract.

15. INSURANCE AT DISCRETION OF CONTRACTOR

The Contractor is responsible for deciding if insurance coverage is necessary to fulfill its obligation under the Contract and to ensure compliance with any applicable law. Any insurance acquired or maintained by the Contractor is at its



own expense and for its own benefit and protection. It does not release the Contractor from or reduce its liability under the Contract.

16. FOOD STANDARD AGENCY SANCTIONS

By submitting a bid, the Bidder certifies that, it has not received any warnings and sanctions by the Food Standards Agency regarding sanitation and food safety for the past two (2) years.

17. SANCTIONS

The Contractor understands that any funds supporting a Contract will respect United Nations Security Council resolutions and applicable law imposing sanctions. The Consolidated United Nations Security Council Sanctions List is available at: <https://scsanctions.un.org/search/>. The Consolidated Canadian Autonomous Sanctions List is available at: https://www.international.gc.ca/world-monde/international_relations-relations_internationales/sanctions/consolidated-consolide.aspx?lang=eng.

18. ANTI-TERRORISM

- 18.1.** Consistent with numerous United Nations Security Council resolutions, including, but not limited to S/RES/1267 (1999), S/RES/1368 (2001), and S/RES/1373 (2001), both Canada and the Contractor are firmly committed to the international fight against terrorism, and in particular, against the financing of terrorism.
- 18.2.** The Contractor acknowledges that neither it, nor any of its employees, directors, or agents is an entity listed, in relation to terrorists groups and those who support them, under subsection 83.05 of the Criminal Code of Canada, and as identified thereto in a "List of Entities" which may be found at: <http://laws-lois.justice.gc.ca/eng/regulations/SOR-2002-284/index.html> and that it is not nor will it knowingly work with any party and entity appearing on the New Consolidated List established and maintained by the UN Security Council's 1267 Committee.
- 18.3.** Furthermore, the Contractor acknowledges that it will not knowingly directly or indirectly collect, provide or make available funds or property intending that they be used, or knowing that they will be used, to carry out or facilitate terrorist activities, or knowing that the funds or property will be used or will benefit a terrorist entity as identified in the List of Entities. The Canadian government list of terrorist entities can be found at the following web address: <https://www.publicsafety.gc.ca/cnt/ntnl-scrtr/cntr-trrrsm/lstd-ntts/index-en.aspx>.

19. DISPUTE RESOLUTION

19.1. Discussion And Negotiation

If a dispute arises out of, or in connection with this Contract, the parties must meet to pursue resolution through negotiation or other appropriate dispute resolution process before resorting to litigation.

19.2. Procurement Ombudsman

The parties understand that the Procurement Ombudsman appointed pursuant to Subsection 22.1(1) of the Canadian Department of Public Works and Government Services Act, S.C. 1996, c. 16 (as amended), will, on request and consent of the parties to bear the cost of such process, participate in an alternative dispute resolution process to resolve any dispute between the parties respecting the interpretation or application of a term and condition of this contract. The Office of the Procurement Ombudsman may be contacted by telephone at 1-866-734-5169 or by email at boa.opo@boa.opo.gc.ca.

20. SECURITY REQUIREMENTS



At missions abroad, the Contractor and/or all other personnel involved in the work shall hold a valid personnel security screening level of RELIABILITY STATUS for work to be performed in the Mission, Official Residence (OR) or Staff Quarters (SQ). The Contractor and/or all other personnel involved in the work must be escorted by a member of the Canada-based staff (CBS) on the premises of the Mission, OR or SQ. Access to the restricted zones of the Mission may only be granted with the permission of the Mission Security Officer (MSO) or by CBS as authorized by the MSO and the guards will be under the continuous escort of the MSO or CBS while working within the restricted zone. Failure to provide a contingent of guards able to obtain the Reliability Status would render the Contract null and void. The minimum security screening level required is granted by the Mission Security Officer or other CBS authorized by the Head of Mission in accordance with the procedures outlined in the Personnel Security Screening Reference Guide for Mission Managers.



ANNEX “A”- STATEMENT OF WORK (SOW)

Food Catering Services at the High Commission of Canada to the United Kingdom, in London

1 Objective(s) of the Work

The objective of the work is to provide the highest quality food, beverages, service and support for catered events at the High Commission of Canada (HCC) on an “as and when requested” basis.

2 Scope of Work

- 2.1 The scope of work includes providing catering services on an “as and when requested” basis for functions and events held at the HCC.
- 2.2 The Contractor will be responsible for providing all labour, supervision, equipment, tools, food, beverages, and other items and services necessary for the management and provision of first class food and beverage services as described herein.
- 2.3 The Contractor will also provide the highest quality food, beverages, service and support to catered events on an “as and when requested” basis whether large or small that are held at the HCC and only upon request and authorization from the HCC Program Lead.
- 2.4 Catering services are to be performed by the Contractor on a profit and loss basis. The HCC will not subsidize or offset losses, if any, incurred by the Contractor.
- 2.5 The Contractor will not be allowed to sub-contract.
- 2.6 Events consist of a variety of events ranging from meetings, working lunches, conferences, and receptions offering canapés, buffets, fine dining which may include alcoholic and non-alcoholic beverages.
- 2.7 The Contractor must provide the Catering Services all year except for both the Canadian and British holidays as noted in *PART 4 – High Commission of Canada Holidays*. The High Commission will provide a published list of holidays annually.
- 2.8 The Contractor must deliver the services as an independent and not an agent of the High Commission.
- 2.9 The Contractor must manage and operate the Catering Services with the proper conduct in conformity with good business and trade practices.
- 2.10 The successful contractor must have at least 4 years of Catering experience in a venue similar size, scope and standing.

3 Tasks and Specifications

- 3.1 The Contractor will manage and operate the food services in order to provide first class food services in conformity with best business practices, industry standards and to the specifications detailed in this Statement of Work, whichever is more stringent.

4 Catering Services Requirements

4.1 Exclusive Caterer

- 4.1.1 The Contractor must provide Catering Services on an as and when requested basis in accordance with the event request and authorization procedures.
- 4.1.2 Catering on the premises of the High Commission is operated on an exclusive basis to the Contractor with the exception of the provisions below.

4.2 Exceptions to exclusivity

- 4.2.1 The High Commission reserves the right to use private chefs and caterers, other than the Contractor, during any of the instances listed below:



- 4.2.2 Food related events and/or where Canadian fare is being showcased in a mutual agreement between the Contractor and the Project Authority;
- 4.2.3 Events requiring the presence of the chef of the High Commissioner (HC) and Deputy High Commissioner (DHC); or
- 4.2.4 Staff social events or any other event unrelated to the official business of the High Commission.
- 4.2.5 Annual Canada Day (July 1st) Events which may require the services of Chefs in the employ of Canada or celebrity Chefs.
- 4.2.6 HCC Program Lead may choose to use outside vendors to cater their meetings in the following boardrooms:
 - a) Manitoba
 - b) Saskatchewan
 - c) Ontario
 - d) Alberta
- 4.2.7 When exceptions are invoked under paragraphs 4.3.1 & 4.3.2 above, and external chef(s) are present, the Contractor's wait staff, and other support staff, except the kitchen brigade may be employed for the event.

4.3 Suspension of Exclusivity

- 4.3.1 The Contracting Authority reserves the right to suspend the Contractor's exclusivity based on the Contractor's inability to meet the requirements of the contract.
 - 4.3.2 Where the Project Authority determines that the contractor fails to meet the requirements of the contract, the Project Authority will illustrate to the satisfaction of the Contracting Authority the nature of the deficiency, the measures they have taken to obtain remedy and the results achieved.
 - 4.3.3 The Contractor will then be notified in writing by the Contracting Authority of the decision to suspend exclusivity and will be given a 5 day period to present a plan to remedy the situation.
 - 4.3.4 If the Contractor can demonstrate that the situation is remedied to the satisfaction of the Project Authority and Contracting Authority within the designated period, the Contracting Authority will notify the Contractor, in writing, that the temporary suspension is lifted.
 - 4.3.5 If the situation is not remedied to the satisfaction of the Project Authority and Contracting Authority within the designated period, the suspension of exclusivity will remain in effect until such time as the situation is remedied or until the Contract is terminated for default.
- 4.4 The Contractor's Account Manager shall meet with the Project Authority when necessary but in any event, no less frequently than monthly to discuss, evaluate and plan all aspects with ten (10) days advance, written notice of planned changes in operation and/or management of the food service. Documented discussions of these meetings shall be kept by the HCC and the Contractor for future reference. The Contractor's District Manager shall meet with the Project Authority no less frequently than quarterly.
- 4.5 The Contractor shall establish customer survey programs covering its catering and cafeteria services at the HCC. The forms and techniques shall be subject to prior review and approval of the Project Authority. The Contractor shall provide the results from these activities to the Project Authority, at minimum, twice a year.
- 4.6 The Contractor shall provide and maintain, at their own cost and expense, all equipment required to provide first class food services as required including, but not limited, to kitchenware, catering equipment, and any other item not available at the HCC for their usage. The Contractor will provide, on an annual basis, an updated spreadsheet of new items added to the Inventory along with any requests for new Inventory items to be purchased by HCC. The HCC will review such requests, but cannot guarantee they will be purchased as such purchases are contingent on HCC budgetary constraints and priorities.



4.7 The Contractor shall not commit nor permit any, injury or damage upon or to the HCC's premises and/or any of the HCC's facilities or equipment. Upon expiration or earlier termination of this contract, the Contractor shall ensure the HCC's premises, facilities, and equipment utilized by the Contractor in the operation of the food service in the same condition as found at the commencement of the term of this contract, save for (I) ordinary wear and tear, and (II) losses by insured perils. In no event will the Contractor be responsible for such damage caused by negligence of the HCC, its agents, servants, and/or Personnel. Within ten (10) business days, after the expiration or termination of the contract, Contractor shall remove from the premises all of Contractor's equipment and shall leave the areas they have occupied in a clean state and in good repair. Any of the Contractor's property left on the premises after such time shall be considered abandoned and shall be subject to disposal by the HCC.

5 The High Commission of Canada Responsibilities

5.1 HCC provides pest control and extermination services as deemed necessary by the HCC and as required by all applicable health and sanitation laws, rules and regulations.

5.2 HCC Maintains the facility in regards to replacement or repair, except in terms of negligence proven on the part of the Contractor or accidental damage by the Contractor.

5.3 HCC Provides power and utilities as required, including hot and cold running water; HVAC (heating, ventilation, and air-conditioning); electricity; and exhaust systems for the discharge of fumes, vapours, odours, and gas.

5.4 Kitchen Facilities - The Contractor has access to the following government property:

- a) Three (3) food preparation facilities;
- b) Two (2) catering kitchens; and,
One (1) warming kitchen.

5.5 Venue

Canada House has four large function rooms, 16 boardrooms of various sizes, an art gallery, a roof terrace as well as a large entrance lobby further described in *PART 5-Meeting Rooms and Function Space Capacity*.

5.6 Government Supplied Property

The High Commission is responsible to provide the catering plant and equipment, tables, china, glassware, linens and cutlery for the term of the contract.

6 Space Provided

6.1 HCC provides an office space for the Account Manager. The office space includes an internet connection, but the contractor is expected to provide their own technology such as computers, copiers, printers and consumables including paper and toner cartridges.

6.2 HCC provides limited storage facilities for Contractor personnel's personal belongings.

6.3 Public washrooms are provided within the HCC.

7 Provision of personnel

7.1 The Contractor must employ, train and supervise the personnel required for the proper operation and management of the Contract.

7.2 The Contractor must provide any part time and ad hoc personnel as may be required to fulfill its obligations under the Contract.

7.3 The Contractor's personnel must be competent, trained and qualified in the area of food service delivery as is commensurate with their role at the HCC. This includes but is not limited to matters pertaining to food preparation and presentation, etiquette, health, safety and sanitation.

7.4 The Contractor's personnel must be fluent in English.



- 7.5 The Contractor and its Personnel must be of good character and must conduct themselves in a professional and businesslike manner at all times on the premises.
- 7.6 The Contractor and its personnel must comply with all regulations, instructions and directives in force on the site where the Work is performed.
- 7.7 Supervision
- 7.7.1 The Contractor shall provide adequate supervision at all times when this contract is being performed. The onsite Account Manager and/or Alternate Account Manager shall have full authority to act for the Contractor, and by being so designated in writing, shall be familiar with all contract matters relating to daily operations of this contract.
- 7.7.2 The onsite Account Manager and/or Alternate Account Manager shall be available at all times during normal working hours as outlined in the Statement of Work. The Contractor shall provide telephone numbers for the HCC to use to contact the onsite Account Manager or Alternate Account Manager .
- 7.8 The Contractor must appoint a dedicated Account Manager or when not available an Alternate Account Manager responsible for overseeing the entire operation and services.
- 7.9 The Account Manager/Alternate Account Manager must have full authority to act on behalf of the Contractor, and by being so designated in writing, must be familiar with all contract matters relating to daily operations of this contract.
- 7.10 The Account Manager/Alternate Account Manager must meet with the Project Authority when necessary but no less frequently than quarterly to discuss and evaluate all aspects of the operation and management of the food service.
- 7.11 The Account Manager must have acquired a minimum of four (4) years of experience in directing food services operations in a supervisory capacity for an operation of the size similar to the HCC (i.e. roughly 200 persons)
- 7.12 The Alternate Account Manager must have acquired a minimum of two (2) years of experience in directing food services operations in a supervisory capacity for an operation of the size similar to the HCC (i.e. roughly 200 persons)
- 7.13 The Contractor must document the discussions and resulting decisions of any meetings and the minutes must be provided to HCC for approval and kept by the HCC and the Contractor for future reference.
- 7.14 The Contractor must appoint a dedicated Event Lead for each individual event:
- 7.14.1 The Event Lead must be present throughout each event and is responsible for liaising with the appropriate HCC contact, the event oversight, coordination and management of service personnel during the event.
- 7.15 The contractor must appoint an Executive Chef responsible for overseeing kitchen personnel and supervising/coordinating culinary activities. In addition to the kitchen supervision, the Executive Chef will be expected to contribute to the selection and development of menus and recipes for the Catering Services at the HCC.
- 7.16 Executive Chef Essential Experience, Education and Skills
- 7.16.1 The Executive chef must hold a professional certification relevant to the position from a recognized institution.
- 7.16.2 The Executive chef must have acquired a minimum of four (4) years' experience in providing professional cooking services of similar size and scope to the requirement in Annex A – Statement of work.
- 7.17 Executive Chef Asset Experience, Education and Skills:
- 7.17.1 Possesses experience in catering at functions involving dignitaries and/or heads of state; and/or



7.17.2 Is the recipient of awards for culinary competitions relevant to this requirement

7.18 The contractor must supply Wait staff as and when required for each event.

8 Uniforms and Dress Code

8.1 Contractors Personnel must be in their own supplied uniform while on High Commission premises.

8.2 Clean uniforms must be worn at all times, and the Contractor personnel must be dressed commensurately with the High Commission's standing as a diplomatic venue.

8.3 Uniforms must consist of matching trousers or slacks with coordinated and matching shirts or blouses. The uniform can have the Contractor's name, or monogram, neatly affixed thereupon, but they must be consistent.

8.4 Complementary coveralls, smocks, or aprons may be worn when performing tasks that require such additional attire.

8.5 Contractor's personnel serving as wait staff, or bartenders at evening events or receptions (whether buffet, served or butlered) must have formal dress uniforms which are consistent.

8.6 Contractor's Personnel must not wear apparel adorned with prominent logos, social comments, catch phrases or advertising, nor may they wear dark glasses while inside the building.

8.7 Ornaments such as lapel-pins or badges, are limited to one (1) and may not be of a political or religious nature.

8.8 The Contractor's personnel must have no visible body art, including but not limited to tattoos and piercings, during working hours.

9 Changes to Operations

9.1 The Account Manager must provide ten (10) days advance written notice of any proposed change in the Contractor's operations and management to the food service not previously discussed and agreed to with the Project Authority.

9.2 Any change to the Contractor's operations must comply with the terms and conditions of the Contract and be agreed to by the Project Authority prior to implementation.

9.3 In the event the Project Authority and the Account Manager cannot come to terms on a proposed change, the matter will be referred to the Contracting Authority for consideration.

10 Financial Responsibility

10.1 The Contractor must not use or make reference to the term 'High Commission of Canada', or any derivation thereof, in the establishment of its accounts with third party suppliers. The Contractor must establish its accounts with suppliers under its own registered business name.

10.2 The Contractor must not use the address of the High Commission as a place of business. It must use the address of its corporate or regional offices for this purpose. The High Commission's street address may only be used as a destination point (ship to) for deliveries.

10.3 The Contractor must pay, on a current basis, all operating expenses and other expenses incurred as a result of its operation under the contract, and must not save, defend and hold High Commission harmless from and against any and all liability and/or claims for or related to any such expenses.

10.4 The Contractor must maintain complete and current books of account and financial records. These items must be properly stored and all such books and records must be maintained in accordance with the appropriate accounting practices and regulations and must be made available for examination by Canada and its auditors upon request.



11 Contractor Care and Preservation of premises

- 11.1 The Contractor and its personnel must not commit nor permit any injury, or damage to the High Commission's premises and any of the High Commission's facilities, equipment, staff or guests.
- 11.2 In no event is the Contractor responsible for such damage caused by negligence of the High Commission, its agents, guests, servants, and personnel.
- 11.3 Upon expiration or earlier termination of this Agreement, the Contractor must ensure the High Commission's premises, facilities, and any HCC supplied equipment utilized by the Contractor in the operation of the food service is in the same condition as found at the commencement of the term of this Agreement, save for ordinary wear and tear, and losses by insured perils.
- 11.4 Within ten (10) business days, after the expiration or termination of the contract, the Contractor must remove from the premises all the Contractor's equipment and must leave the areas they have occupied in a state of cleanliness and good repair. Any of the Contractor's property or that of its personnel left on the premises after such time must be considered abandoned and is subject to disposal by the High Commission.
- 11.5 The Contractor must report any malfunctioning appliance or equipment to the Project Authority upon discovery of the malfunction.
- 11.6 The Contractor must promptly repair or replace any item which subjected to damage as a result of negligence or an accident by the Contractor including its personnel.

12 Contractor supplied Equipment and Provisions

- 12.1 The contractor must supply the cooking knives used by its chef and sous-chef.
- 12.2 The contractor must indicate to the project authorities or its representative any deficiencies or missing equipment that would be required to deliver the cafeteria and catering services by providing a list of the items with specifications/details and estimated price. The HCC would then review and if approved, will purchase the items.
- 12.3 The Contractor may purchase, at its own expense, some equipment, cooking utensils or display units that are not supplied by HCC. Prior approval from the project authority or its representative must be sought and clear labelling identifying that the item belongs to the Contractor must be done. An annual inventory for these Contractor's owned items should be prepared by the Contractor and signed off by both parties;
- 12.4 The Contractor must provide the following additional equipment and provisions on an as and when required basis:
 - 12.4.1 Tables to hold the food for service purposes;
 - 12.4.2 Extra cutlery, china and glassware, serving equipment, including those required for breaks;
 - 12.4.3 6-foot long rectangular tables and 90 inch round tables;

13 Health, Safety and Sanitation Requirements

- 13.1 The Contractor must put in place, monitor and enforce a Health, Safety and Sanitation program tailored to its operations at the High Commission. The program is subject to review and acceptance of the Project Authority.
- 13.2 Once the program has been accepted by the Project Authority a copy must be forwarded to the Contracting Authority.
- 13.3 As part of its procedures, the Contractor must make use of a system of check-lists and sign off sheets to ensure that daily/weekly/monthly procedures and schedules are adhered to.
- 13.4 The Contractor must provide Health, Safety and Sanitation training to its personnel.
- 13.5 The Contractor must maintain a food safety record free of compliance violations.



14 Safety Specific Requirements

- 14.1 The Contractor and its Personnel must adhere to all safety measures respecting personnel and fire hazards recommended by national and local codes and prescribed by the authorities having jurisdiction concerning equipment, work habits, and procedures.
- 14.2 Safety goggles, ear plugs, and protective outerwear are the responsibility of the Contractor when tasks call for their use. Industry safety standards must be observed when undertaking assignments in the Contract.
- 14.3 The Contractor must ensure that all equipment and furniture used to perform the work is in a state of good repair and cleanliness.
- 14.4 The Project Authority may, at its sole discretion require that equipment provided by the Contractor be inspected by a competent authority, and that the equipment be removed from service if it is found to be unsound or unsafe as a result of the inspection. The Contractor is responsible for supplying suitable replacement equipment.

15 Health and Sanitation specific requirements

- 15.1 After each meal and each event the contractor must ensure the sanitation and cleanliness of all food preparation, service and storage areas by providing cleaning services in accordance with all applicable health, safety and sanitation laws.
- 15.2 Cleaning includes, but not be limited to:
 - 15.2.1 Floors and Walls up to the ceiling in areas under the control of Contractor;
 - 15.2.2 Exterior surfaces of cabinets, cupboards and counters;
 - 15.2.3 Exposed surfaces of hoods, ducts, vents;
 - 15.2.4 Other equipment implements and fixtures used by the Contractor;
- 15.3 The Contractor must keep the loading area orderly when Contractor's deliveries arrive.
- 15.4 The Contractor is responsible for all rubbish removal associated with its food service operation, must supply its own disposal bags and ensure there is no seepage of liquid or food.
- 15.5 The Contractor is responsible for the proper disposal of all grease and kitchen renderings waste.
- 15.6 Pest control, extermination and any other services that are required as a result of the Contractor's negligence must be promptly executed at the Contractor's expense.

16 Health Safety and Sanitation Inspection and Reporting Requirements

- 16.1 The Contractor must immediately notify the Project Authority of any fire, accident, or safety hazard that occurs on the premises which involves the Contractor's personnel.
- 16.2 The Contractor must, on an ongoing basis, take all reasonable measures within its control to remedy any condition that is unsafe, unhealthy, or dangerous.
- 16.3 The Contractor must provide a quarterly "Health, Safety and Sanitation Inspection Report" to the Project Authority..
 - 16.3.1 The report must be produced once every quarter (three months) no later than 5 days after the end of the quarter.
 - 16.3.2 The report must cover all elements of the Health, Safety and Sanitation procedure checklists.
 - 16.3.3 Inspections must be conducted by the Contractor's management team.
 - 16.3.4 The status of each element must be noted as either "passed", "requires attention" or "failed".
 - 16.3.5 Elements with a "requires attention" or "failed" status must include a description of the issue and of the actions being taken to remedy the issue.
- 16.4 The High Commission reserves the right to conduct its own health and safety inspections and to inspect the cleanliness of the kitchens at any time.



- 16.5 The Contractor must provide the Project Authority with copies of any health and safety reports and inspections, conducted internally or externally, immediately upon their availability.
- 16.6 The HCC is responsible for quarterly deep cleans of catering kitchens. Should any deficiencies attributable to the contractor be noted, the HCC may at its sole discretion direct the Contractor to remedy the deficiencies at their own cost or engage a third party to remedy the deficiencies at a cost reimbursable by the Contractor.
- 16.7 Any HCC supplied equipment or appliance which requires repairs or replacement as a result of normal wear must be repaired or replaced at the HCC's cost and discretion.
- 16.8 All consumables required for the kitchens, e.g. detergents, blue paper hand towels, washing up liquid, dishwasher salt etc. will be provided by the HCC.

17 Site Regulations

Contractor's Access to Facilities

- 17.1 Personnel who do not hold a valid government of Canada security clearance must be escorted by personnel with a valid security clearance at all times whilst on the premises. Contractor's personnel, upon request, may apply for the appropriate security clearance by completing the forms provided to them by the HCC. An example of the security clearance documentation is attached as *Annex C, Security Clearance Requirements* – note that security clearance can take up to three months to process.
- 17.2 Building identification security passes must be worn by all Contractor's personnel at all times when on High Commission premises. Passes must be worn above the waist and be visible at all times.
- 17.3 The Contractor's personnel are subject to questioning and search in relation to security matters by designated members of the High Commission's security staff while on High Commission premises.
- 17.4 Contractor's Personnel are only permitted to be in the building during their normal working hours unless approval is specifically granted by the Project Authority in advance.

18 Electronic Devices

- 18.1 Contractor's personnel may not bring privately owned radios, CD-players, recording devices, cameras, camcorders etc. on to High Commission premises nor may Contractor's personnel carry or wear such devices whilst on duty.
- 18.2 Mobile phones with the wireless capability disabled or turned off, may be retained by the Contractor's personnel on the lower ground and ground level of Canada House (Cockspur and Pall Mall entrance side) in support of the Contractors deliveries and business requirements. This approval is subject to change at any time dependent on security measures implemented at the High Commission.
- 18.3 With the exception of the condition at paragraph 2, Contractor's personnel must not bring any wireless communications capable or wireless communications enabled electronic device (mobile phone, iPad, laptop, etc.) inside the High Commission.

19 Food and Beverage Requirements

19.1 Food and Beverage Purchases

The Contractor must purchase all food, beverages and other supplies required to provide the food services from vendors or suppliers recommended by the Contractor and approved by the HCC at competitive, wholesale or trade prices taking into account the quantity and quality required to meet the high quality standards required. The Contractor must have the ability to purchase Canadian food and beverage products sometimes recommended by the HCC. Where food quality falls below reasonable HCC standards, the Contractor shall meet forthwith with the Project Authority to address said concerns, identify the problem(s), and ensure food quality is promptly raised.



19.2 Food Safety – Deliveries

- 19.2.1 Every shipment is inspected upon delivery by the Contractor after being security cleared by the HCC.
- 19.2.2 All deliveries to HCC must be accompanied by a packing slip and HACCP certificates. Deliveries that do not include the appropriate documentation must be returned as unacceptable.
- 19.2.3 Copies of the delivery tags and certificates must be provided to the Account Manager within 24 hours of the delivery.
- 19.2.4 All food items provided to, and by the Contractor must be delivered in a refrigerated truck. Every shipment must be inspected upon delivery by the Contractor.
- 19.2.5 Perishable fresh food products delivered with a temperature in excess of 8 degrees centigrade must be returned as unacceptable.
- 19.2.6 Frozen Food products which are not frozen hard (warmer than -15 centigrade) must be returned as unacceptable.
- 19.2.7 All food items provided by the Contractor must be packaged in a fashion that prevents contamination from external sources.
- 19.2.8 Improperly packaged food items are to be returned as unacceptable.

19.3 Food Preparation

- 19.3.1 All food must be prepared fresh daily.
- 19.3.2 Fresh produce is to be used at all times.
- 19.3.3 All foods supplied and prepared by the Contractor must meet or exceed the food quality and safety requirements of the standards and regulations established by the Food Standards Agency (<https://www.food.gov.uk/>).

19.4 Beer & Wine

All Beer & Wine will be provided by the HCC, unless otherwise negotiated. All Beer & Wine served at the HCC at events must be served by the contractor's personnel. The Contractor is expected to quote for and make recommendations regarding the appropriate number of servers required to ensure a good level of service.

19.5 Government Supplied Food and Beverages

- 19.5.1 In support of certain events, the Contractor may be required to prepare and serve food and beverages provided to them by a third party through the agency of the High Commission.
- 19.5.2 Such Government Supplied Food and Beverages provided to the Contractor remains the property of the High Commission.
- 19.5.3 Food and beverages provided is subject to the provisions at *1.10.2 Food Safety – Deliveries*.
- 19.5.4 Subject to article 3, the Contractor may decline to prepare and serve any food or beverage which may have been compromised from a Health and Safety perspective.
- 19.5.5 Any un-utilised portion of Government Supplied Food and Beverages provided to the Contractor must be stored in accordance with industry best practice in the designated space(s) to be prepared and served at subsequent events.
- 19.5.6 Government Supplied Food and Beverages must be accounted for, stored, quality controlled and disposed of in accordance with industry best practice and directives of the Food Standards Agency.

19.6 Foods of Canadian Origin

It is expected that the Contractor will feature foods of Canadian origin as much as possible.



20 Catering Guide

20.1 The Contractor must provide and distribute a comprehensive Catering Guide commensurate with the HCC's standing as a diplomatic venue on a twice-yearly basis. The guide will present the contractor's gamut of services and dishes based on the requirements defined in the *20 - Event Catering Minimum Standards* section and will at a minimum include:

20.2 A full variety of seasonally relevant menu offerings for the following:

- a. Coffee/Tea Service;
- b. Breakfast: Continental, Canadian And Healthy
- c. Working Lunch: sandwiches, salads, combos
- d. Buffet (Lunch or Dinner)
- e. Fine Dining: plated & served service, three course (Lunch or Dinner)
- f. Receptions
- g. Bowl Food; and
- h. Beverages.

20.3. A selection of dietary alternatives such as vegetarian, kosher, and Halal choices throughout the guide.

20.4. A selection of foods and dishes representative of Canada's national identity and inclusive of ingredients of Canadian origin (e.g. maple syrup, cheeses, salmon, beef, game and waterfowl) wherever possible and practicable.

20.5. Event cancellation fees and cancellation policy.

20.5.1. For any Event:

- An event and/or order may be amended or cancelled with no charges up to three (3) full business days prior to the event.
- Cancellation of services made less than three (3) full business days prior to the event, the HCC will be charged 100% of the signed off quote.
- No amendments or changes allowed after three (3) full business days prior to the event.

20.5.2. For Hospitality orders:

- An order of sandwiches and working lunches may be amended or cancelled with no charges up to 48 hours prior to the event.
- An order of beverages may be amended or cancelled with no charges up to 24 hours prior to the event.
- Cancellation of these services made within these time frames, the HCC will be charged 100% of the signed off quote.
- No amendments or changes allowed within these time frames.

20.6. The catering guides will be provided to the HCC in electronic format (.PDF or Excel) upon request.

20 Event Catering Minimum Standards

A. Coffee / Tea service

Basic

- Freshly Percolated coffee*
- Tea*
- Hot water for the preparation of tea
- Condiments for the coffee and tea, such as sugar, sweetener & milk

Full



Basic service plus

- Basic biscuit/cookies

Extras:

- Still/Sparkling water
- Two (2) varieties of 100% pure fruit juice;
- Two (2) varieties of pastry, such as Danish, turnovers, or healthy breakfast options, such as Banana bread/Zucchini loaf or similar; and
- A fruit platter with a minimum of two (2) varieties of fruit

*The Contractor must supply decaffeinated coffee or tea upon request.

B. Breakfast

Continental

- Freshly Percolated coffee*
- Tea*
- Hot water for the preparation of tea
- Condiments to the coffee and tea, such as sugar, sweetener & milk
- Two (2) varieties of pastry, such as muffins and croissants or healthy breakfast options, such as Banana bread/Zucchini loaf or similar
- A fruit platter with a minimum of two (2) varieties of fruit

Canadian Breakfast

- Freshly Percolated coffee*
- Tea*
- Hot water for the preparation of tea
- Condiments to the coffee and tea, such as sugar, sweetener & milk
- Two (2) varieties of 100% pure fruit juice;
- Choice of Pancakes, waffles or French toast – Canadian Style with maple syrup
- Choice of protein

Healthy Breakfast

- Freshly Percolated coffee*
- Tea*
- Hot water for the preparation of tea
- Condiments to the coffee and tea, such as sugar, sweetener & milk
- Two (2) varieties of 100% pure fruit juice;
- A fruit platter with a minimum of two (2) varieties of fruit ;
- Yoghurt pot

Extras to Breakfast offerings

- Two (2) varieties of sweet pastry, such as Danish and cookies or healthy breakfast options, such as Banana bread/Zucchini loaf or similar
- A fruit platter with a minimum of two (2) varieties of fruit
- Yoghurt Pot
- Two (2) varieties of pastry, such as muffins and croissants
- Choice of eggs – Various styles
- Choice of protein (sausage, bacon, cheese)
- Still/Sparkling water

*The Contractor must supply decaffeinated coffee or tea upon request.



C. Working Lunch Service

Cold Working Lunch

For the purpose of this requirement 3 options must be available:

1. Cold Sandwich,
2. Cold Salad and
3. Mix Sandwich and Salad.

Presentation must be for the guests to serve themselves and beverages are to be included. Some optional items must also be provided (Desserts, Beverages, Crudité platter) that would be charged as extra. See below details for each option of the minimum requirements.

1. Cold Sandwiches

- a) At least three (3) choices of sandwiches, including one vegetarian option
- b) Bowl of crisps or a healthy alternative e.g. Baked pita chips/hummus/guacamole or similar
- c) Fruit bowl or fruit platter with at least three (3) different fruit selection

2. Cold Salads

- a) At least three (3) choices of salads, including one vegetarian option
- b) Bowl of crisps or a healthy alternative e.g. Baked pita chips/hummus/guacamole or similar
- c) Fruit bowl or fruit platter with at least three (3) different fruit selection.

3. Combo of sandwiches & salads

- a) At least two (2) choices of sandwiches and two (2) choices of salads, including one vegetarian option of each.
- b) Bowl of crisps or a healthy alternative e.g. Baked pita chips/hummus/guacamole or similar
- c) Fruit bowl or fruit platter with at least three (3) different fruit selection.

Optional Dessert

An optional dessert consisting of at least two (2) choices of cookies, brownies, bars, muffins, etc. must be able to be added to any of the three (3) options above at a cost defined in Annex B.

Optional Crudité platter

An optional crudité platter consisting of at least three (3) choices of freshly cut vegetables (such as carrots, peppers, celery, tomatoes, etc.) must be able to be added to any of the three (3) options above at a cost defined in Annex B.

Optional Cheese Board

An optional cheese board consisting of at least three (3) choices of fresh cheeses must be able to be added to any of the three (3) options above at a cost defined in Annex B.

D. Buffet Service

Attended Hot Buffet

For the purpose of this requirement, a hot buffet lunch is defined as at least two hot menu options, 2 salad choices, 1 side dish, and 1 Dessert presented such that guests are served by a member of the Contractor's wait staff. Minimum requirements include:

- a) One (1) meat
- b) One (1) Fish option
- c) Two (2) varieties of salads which must include at least one vegetarian option
- d) One (1) Side dish / Starch / Carbohydrate
- e) One (1) hot fresh vegetable option.
- f) One (1) Dessert
- g) Selection of Bread Rolls with Butter portions
- h) Freshly Percolated coffee*
- i) Tea*
- j) Hot water for the preparation of tea



- k) Condiments for the coffee and tea, such as sugar, sweetener & milk
- l) Still/Sparkling water is easily accessible and available at all times throughout the service;

E. Fine Dining: plated & served three course (Lunch or Dinner)

For the purpose of this requirement, plated and served meals consist of a three (3) course menu to include a hot or cold starter (first course), a main course containing one vegetable, one starch, one protein with sauce (second course) and a dessert (third course). Coffee/tea, associated condiments (including a selection of bread rolls with butter portions) and petit fours.

Still and Sparkling water must be easily accessible and served throughout the service.

The Contractor must provide an alternative menu to accommodate any guests with food allergies or specific dietary restrictions. The Project Authority or designate will advise the Account Manager no less than five (5) days prior to the event.

F. Receptions

For the purpose of this requirement, a reception is an event where beverages (alcoholic and non-alcoholic) and food offerings may be served by wait staff passing trays and/or laid out in advance. The food options are to be designed by the Executive Chef, cocktails are to be designed by an experienced mixologist and both are to be discussed and approved by the Account Manager in conjunction with the Project Authority or designate. Services may include but not be limited to:

Canapé service: Selection of the following:

- a) Vegetarian hot and cold
- b) Meat Hot and cold
- c) Fish Hot and Cold
- d) Pudding Hot and Cold

Finger Food: Selection of the following:

- a) Vegetarian hot and cold
- b) Meat Hot and cold
- c) Fish Hot and Cold
- d) Pudding Hot and Cold

Sharing Platters & Cheese Boards

- a) Vegetarian hot and cold
- b) Meat Hot and cold
- c) Fish Hot and Cold
- d) Cheese Board
- e) Crudité Board

G. Bowl Food

- a) Vegetarian hot and cold
- b) Meat Hot and cold
- c) Fish Hot and Cold
- d) Pudding Hot and Cold

H. Beverages

For the purpose of this requirement where additional beverages (non-alcoholic) may be required for any type of event mentioned above. Services may include but not be limited to:

- a) Cold Beverages
- b) Canned Beverages



- c) Still/Sparkling water
- d) 100% pure fruit juice;
- e) Any additional non-alcoholic beverage offerings

21 BESPOKE OFFERINGS

It is possible that HCC programs will require bespoke offerings from time to time. Bespoke offerings may be based on food offerings and pricing from the Catering Guide, but it is understood that both the HCC and the Contractor have the authority to negotiate the terms and conditions of bespoke events.



ANNEX “A” – ATTACHMENT 1

High Commission of Canada Holidays

To be provided upon contract award.

ANNEX “A” – ATTACHMENT 2

Government Facilities for Catered Events

Function Rooms	Theatre Style	Boardroom	Sit Lunch or Dinner	Down or Standing
Macdonald Room	80	35	80	100
William Lyon Mackenzie –King*	100	36-40	100	160
Sir Robert Borden*	100	36-40	100	160
Sir Wilfred Laurier and roof Terrace	22		22	60
Art Gallery				
Trafalgar Square Entrance Lobby				
Bulldog and Beaver				

* The Mackenzie-King and Borden Room can be opened up into one room if required. Being used together the capacity is Theatre style 250, Standing 300, sit-down dinner/luncheon with large round tables 200.

BOARDROOMS	Seated
Manitoba	12
Saskatchewan	10
British Columbia	n/a
Quebec	6
Nova Scotia	10
Ontario	10
Alberta	12
Prince Edward Island	8
Newfoundland	8
New Brunswick	10
Nunavut	4
Northwest Territories	6
Yukon	6
Arctic	6
Pacific	8
Atlantic	4
Larkin	16

*The Macdonald room is currently being renovated; with an estimated completion of end of year 2020



ANNEX “B” - BASIS OF PAYMENT

- B1.** The Contractor will be paid firm prices / rates in Great British Pounds (GBP) that include all costs necessary to perform the work. Taxes are not included. Canada will be invoiced according to these rates.
- B2.** The rates will be enforced throughout the entire Contract, including the two (2) irrevocable optional periods of one (1) year each if they are exercised ,and will not be subject to future negotiation.
- B3.** All rates will be increased by the annual Consumer Price Index (CPI) rate published by Statistics Canada for United Kingdom for the previous calendar year upon exercising each of the optional periods. If the rate of inflation is negative, the rates will not be adjusted.
- B4.** A contract with Task Authorizations (TAs) is a method of supply for services under which all of the works or a portion of the work will performed on an “as and when requested basis” through predetermined conditions including an administrative process involving task authorizations.

B5. Contract Year One:

TO BE INSERTED UPON CONTRACT AWARD – CANADA WILL USE THE RATES PROPOSED BY THE BIDDER IN THEIR PRICING SCHEDULE



ANNEX "B" – ATTACHMENT 1

Task Authorization Form

Task Authorization Autorisation de tâche

Instruction for completing the form PWGSC - TPSGC 572 - Task Authorization
(Use form DND 626 for contracts for the Department of National Defence)

Instruction pour compléter le formulaire PWGSC - TPSGC 572 - Autorisation de tâche
(Utiliser le formulaire DND 626 pour les contrats pour le ministère de la Défense)

Contract Number

Enter the PWGSC contract number.

Numéro du contrat

Inscrire le numéro du contrat de TPSGC.

Contractor's Name and Address

Enter the applicable information

Nom et adresse de l'entrepreneur

Inscrire les informations pertinentes

Security Requirements

Enter the applicable requirements

Exigences relatives à la sécurité

Inscrire les exigences pertinentes

Total estimated cost of Task (Applicable taxes extra)

Enter the amount

Coût total estimatif de la tâche (Taxes applicables en sus)

Inscrire le montant

For revision only

Aux fins de révision seulement

TA Revision Number

Enter the revision number to the task, if applicable.

Numéro de la révision de l'AT

Inscrire le numéro de révision de la tâche, s'il y a lieu.

Total Estimated Cost of Task (Applicable taxes extra) before the revision

Enter the amount of the task indicated in the authorized TA or, if the task was previously revised, in the last TA revision.

Coût total estimatif de la tâche (Taxes applicables en sus) avant la révision

Inscrire le montant de la tâche indiquée dans l'AT autorisée ou, si la tâche a été révisée précédemment, dans la dernière révision de l'AT.

Increase or Decrease (Applicable taxes extra), as applicable

As applicable, enter the amount of the increase or decrease to the Total Estimated Cost of Task (Applicable taxes extra) before the revision.

Augmentation ou réduction (Taxes applicables en sus), s'il y a lieu

S'il y a lieu, inscrire le montant de l'augmentation ou de la réduction du Coût total estimatif de la tâche (Taxes applicables en sus) avant la révision.

1. Required Work: Complete sections A, B, C, and D, as required.

1. Travaux requis : Remplir les sections A, B, C et D, au besoin.

A. Task Description of the Work required:

A. Description de tâche des travaux requis :

Complete the following paragraphs, if applicable. Paragraph (a) applies only if there is a revision to an authorized task.

Remplir les alinéas suivants, s'il y a lieu : L'alinéa (a) s'applique seulement s'il y a révision à une tâche autorisée.

(a) Reason for revision of TA, if applicable: Include the reason for the revision; i.e. revised activities; delivery/completion dates; revised costs. Revisions to TAs must be in accordance with the conditions of the contract. See Supply Manual 3.35.1.50 or paragraph 6 of the Guide to Preparing and Administering Task Authorizations.

(a) Motif de la révision de l'AT, s'il y a lieu : Inclure le motif de la révision c.-à.-d., les activités révisées, les dates de livraison ou d'achèvement, les coûts révisés. Les révisions apportées aux AT doivent respecter les conditions du contrat. Voir l'article 3.35.1.50 du Guide des approvisionnements ou l'alinéa 6 du Guide sur la préparation et l'administration des autorisations de tâches.

(b) Details of the activities to be performed (include as an attachment, if applicable)

(b) Détails des activités à exécuter (joindre comme annexe, s'il y a lieu).

(c) Description of the deliverables to be submitted (include as an attachment, if applicable).

(c) Description des produits à livrer (joindre comme annexe, s'il y a lieu).

(d) Completion dates for the major activities and/or submission dates for the deliverables (include as an attachment, if applicable).

(d) Les dates d'achèvement des activités principales et (ou) les dates de livraison des produits (joindre comme annexe, s'il y a lieu).

B. Basis of Payment:

Insert the basis of payment or bases of payment that form part of the contract that are applicable to the task description of the work; e.g. firm lot price, limitation of expenditure, firm unit price

C. Cost of Task:**Insert Option 1 or 2:****Option 1:**

Total estimated cost of Task (Applicable taxes extra): Insert the applicable cost elements for the task determined in accordance with the contract basis of payment; e.g. Labour categories and rates, level of effort, Travel and living expenses, and other direct costs.

Option 2:

Total cost of Task (Applicable taxes extra): Insert the firm unit price in accordance with the contract basis of payment and the total estimated cost of the task.

D. Method of Payment

Insert the method(s) of payment determined in accordance with the contract that are applicable to the task; i.e. single payment, multiple payments, progress payments or milestone payments. For milestone payments, include a schedule of milestones.

B. Base de paiement :

Insérer la base ou les bases de paiement qui font partie du contrat qui sont applicables à la description du travail à exécuter : p. ex., prix de lot ferme, limitation des dépenses et prix unitaire ferme.

C. Coût de la tâche :**Insérer l'option 1 ou 2****Option 1 :**

Coût total estimatif de la tâche (Taxes applicables en sus) Insérer les éléments applicables du coût de la tâche établies conformément à la base de paiement du contrat. p. ex., les catégories de main d'œuvre, le niveau d'effort, les frais de déplacement et de séjour et autres coûts directs.

Option 2 :

Coût total de la tâche (Taxes applicables en sus) : Insérer le prix unitaire ferme conformément à la base de paiement du contrat et le coût estimatif de la tâche.

D. Méthode de paiement

Insérer la ou les méthode(s) de paiement établit conformément au contrat et qui sont applicable(s) à la tâche; c.-à.-d., paiement unique, paiements multiples, paiements progressifs ou paiements d'étape. Pour ces derniers, joindre un calendrier des étapes.

2. Authorization(s):

The client and/or PWGSC must authorize the task by signing the Task Authorization in accordance with the conditions of the contract. The applicable signatures and the date of the signatures is subject to the TA limits set in the contract. When the estimate of cost exceeds the client Task Authorization's limits, the task must be referred to PWGSC.

3. Contractor's Signature

The individual authorized to sign on behalf of the Contractor must sign and date the TA authorized by the client and/or PWGSC and provide the signed original and a copy as detailed in the contract.

2. Autorisation(s) :

Le client et (ou) TPSGC doivent autoriser la tâche en signant l'autorisation de tâche conformément aux conditions du contrat. Les signatures et la date des signatures appropriées sont assujetties aux limites d'autorisation de tâche établies dans le contrat . Lorsque l'estimation du coût dépasse les limites d'autorisation de tâches du client, la tâche doit être renvoyée à TPSGC.

3. Signature de l'entrepreneur

La personne autorisée à signer au nom de l'entrepreneur doit signer et dater l'AT, autorisée par le client et (ou) TPSGC et soumettre l'original signé de l'autorisation et une copie tel que décrit au contrat.



Task Authorization Autorisation de tâche

Contract Number - Numéro du contrat

Contractor's Name and Address - Nom et l'adresse de l'entrepreneur	Task Authorization (TA) No. - N° de l'autorisation de tâche (AT)
	Title of the task, if applicable - Titre de la tâche, s'il y a lieu
	Total Estimated Cost of Task (Applicable taxes extra) Coût total estimatif de la tâche (Taxes applicables en sus) \$

Security Requirements: This task includes security requirements

Exigences relatives à la sécurité : Cette tâche comprend des exigences relatives à la sécurité

No - Non

Yes - Oui

If YES, refer to the Security Requirements Checklist (SRCL) included in the Contract

Si OUI, voir la Liste de vérification des exigences relative à la sécurité (LVERS) dans le contrat



For Revision only - Aux fins de révision seulement

TA Revision Number, if applicable Numéro de révision de l'AT, s'il y a lieu	Total Estimated Cost of Task (Applicable taxes extra) before the revision Coût total estimatif de la tâche (Taxes applicables en sus) avant la révision \$	Increase or Decrease (Applicable taxes extra), as applicable Augmentation ou réduction (Taxes applicables en sus), s'il y a lieu \$
--	--	---

Start of the Work for a TA : Work cannot commence until a TA has been authorized in accordance with the conditions of the contract.

Début des travaux pour l'AT : Les travaux ne peuvent pas commencer avant que l'AT soit autorisée conformément au contrat.

1. Required Work: - Travaux requis :

A. Task Description of the Work required - Description de tâche des travaux requis	See Attached - Ci-joint
B. Basis of Payment - Base de paiement	See Attached - Ci-joint
C. Cost of Task - Coût de la tâche	See Attached - Ci-joint
D. Method of Payment - Méthode de paiement	See Attached - Ci-joint

Contract Number - Numéro du contrat

2. Authorization(s) - Autorisation(s)

By signing this TA, the authorized client and (or) the PWGSC Contracting Authority certify(ies) that the content of this TA is in accordance with the conditions of the contract.

En apposant sa signature sur l'AT, le client autorisé et (ou) l'autorité contractante de TPSGC atteste(nt) que le contenu de cette AT respecte les conditions du contrat.

The client's authorization limit is identified in the contract. When the value of a TA and its revisions is in excess of this limit, the TA must be forwarded to the PWGSC Contracting Authority for authorization.

La limite d'autorisation du client est précisée dans le contrat. Lorsque la valeur de l'AT et ses révisions dépasse cette limite, l'AT doit être transmise à l'autorité contractante de TPSGC pour autorisation.

Name and title of authorized client - Nom et titre du client autorisé à signer

Signature

Date

PWGSC Contracting Authority - Autorité contractante de TPSGC

Signature

Date

3. Contractor's Signature - Signature de l'entrepreneur

Name and title of individual authorized - to sign for the Contractor
Nom et titre de la personne autorisée à signer au nom de l'entrepreneur

Signature

Date



ANNEX “C” – CERTIFICATIONS

CERTIFICATIONS PRECEDENT TO CONTRACT AWARD

Bidders must provide the required certifications and additional information to be awarded a contract.

The certifications provided by Bidders to Canada are subject to verification by Canada at all times. Canada will declare a bid non-responsive, or will declare a contractor in default if any certification made by the Bidder is found to be untrue, whether made knowingly or unknowingly, during the bid evaluation period or during the contract period.

Canada's Representative will have the right to ask for additional information to verify the Bidder's certifications. Failure to comply and to cooperate with any request or requirement imposed by the Canada's Representative will render the bid non-responsive or constitute a default under the Contract.

C1. CERTIFICATIONS REQUIRED WITH THE BID

Bidders must submit the following duly completed certifications as part of their bid.

C1.1 INTEGRITY PROVISIONS – DECLARATION OF CONVICTED OFFENCES

In accordance with the Integrity Provisions of the Standard Instructions, all bidders must provide with their bid, **if applicable**, the Integrity declaration form available on the [Forms for the Integrity Regime](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.

C2. CERTIFICATIONS PRECEDENT TO CONTRACT AWARD AND ADDITIONAL INFORMATION

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

C2.1 INTEGRITY PROVISIONS – REQUIRED DOCUMENTATION

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

C2.2 STATUS AND AVAILABILITY OF RESOURCES

The Bidder certifies that, should it be awarded a contract as a result of the bid solicitation, every individual proposed in its bid will be available to perform the Work as required by Canada's representatives and at the time specified in the bid solicitation or agreed to with Canada's representatives. If for reasons beyond its control, the Bidder is unable to provide the services of an individual named in its bid, the Bidder may propose a substitute with equal or higher qualifications and experience. The Bidder must advise Canada's Representative of the reason for the substitution and provide the name, qualifications and experience of the proposed replacement. For the purposes of this clause, only the following reasons will be considered as beyond the control of the Bidder: death, sickness, maternity and parental leave, retirement, resignation, dismissal for cause or termination of an agreement for default.

If the Bidder has proposed any individual who is not an employee of the Bidder, the Bidder certifies that it has the permission from that individual to propose his/her services in relation to the Work to be performed and to submit his/her résumé to Canada. The Bidder must, upon request from Canada's Representative, provide a written confirmation, signed by the individual, of the permission given to the Bidder and of his/her availability. Failure to comply with the request may result in the bid being declared non-responsive.

C2.3 EDUCATION AND EXPERIENCE

The Bidder certifies that all the information provided in the résumés and supporting material submitted with its bid, particularly the information pertaining to education, achievements, experience and work history, has been verified by the Bidder to be true and accurate. Furthermore, the Bidder warrants that every individual proposed by the Bidder for the requirement is capable of performing the Work described in the resulting contract.



C2.4 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](#).

C2.5. 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.

C2.6. FEDERAL CONTRACTORS PROGRAM FOR EMPLOYMENT EQUITY – CERTIFICATION

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

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

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

Complete both A and B.

A. Check only one of the following:

- A1. The Bidder certifies having no work force in Canada.
- A2. The Bidder certifies being a public sector employer.
- A3. The Bidder certifies being a federally regulated employer being subject to the [Employment Equity Act](#).
- A4. The Bidder certifies having a combined work force in Canada of less than 100 employees (combined work force includes: permanent full-time, permanent part-time and temporary employees [temporary employees only includes those who have worked 12 weeks or more during a calendar year and who are not full-time students]).
- A5. The Bidder has a combined workforce in Canada of 100 or more employees; and
 - A5.1. The Bidder certifies already having a valid and current Agreement to Implement Employment Equity (AIEE) in place with ESDC-Labour.

OR

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

B. Check only one of the following:

- B1. The Bidder is not a Joint Venture **OR**
- B2. The Bidder is a Joint venture and each member of the Joint Venture must provide Canada’s Representative with a completed annex Federal Contractors Program for Employment Equity - Certification. (Refer to the Joint Venture section of the Standard Instructions)

FOOD STANDARD AGENCY SANCTIONS

By submitting a bid, the Bidder certifies that, it has not received any warnings and sanctions by the Food Standards Agency regarding sanitation and food safety for the past two (2) years.



CERTIFICATION STATEMENT

By completing, signing and submitting this annex, the Bidder certifies that the information submitted by the Bidder in response to Annex C: Certifications is accurate and complete.

Name of Authorized Individual

Signature

Date

ANNEX "D"

SECURITY REQUIREMENT CHECK LIST (SRCL)



Government of Canada / Gouvernement du Canada

Contract Number / Numéro du contrat LDN1034 - London Catering Services
Security Classification / Classification de sécurité

SECURITY REQUIREMENTS CHECK LIST (SRCL)

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

PART A - CONTRACT INFORMATION / PARTIE A - INFORMATION CONTRACTUELLE

1. Originating Government Department or Organization / Ministère ou organisme gouvernemental d'origine G.A.C	2. Branch or Directorate / Direction générale ou Direction London Mission
---	--

3. a) Subcontract Number / Numéro du contrat de sous-traitance N/A	3. b) Name and Address of Subcontractor / Nom et adresse du sous-traitant TBC
---	--

4. Brief Description of Work / Brève description du travail
Offering Catering services for the number of events at the High Commission of Canada. These events may take place after normal working hours and on weekends. Access will be required to both sides of the building, so the contractor has access to all kitchens and event spaces. They will require deliveries to be made to the High commission of Canada on their behalf.

5. a) Will the supplier require access to Controlled Goods? / Le fournisseur aura-t-il accès à des marchandises contrôlées? No / Non Yes / Oui

5. b) Will the supplier require access to unclassified military technical data subject to the provisions of the Technical Data Control Regulations? / Le fournisseur aura-t-il accès à des données techniques militaires non classifiées qui sont assujetties aux dispositions du Règlement sur le contrôle des données techniques? No / Non Yes / Oui

6. Indicate the type of access required / Indiquer le type d'accès requis

6. a) Will the supplier and its employees require access to PROTECTED and/or CLASSIFIED information or assets? / Le fournisseur ainsi que les employés auront-ils accès à des renseignements ou à des biens PROTÉGÉS et/ou CLASSIFIÉS? (Specify the level of access using the chart in Question 7. c) / (Préciser le niveau d'accès en utilisant le tableau qui se trouve à la question 7. c) No / Non Yes / Oui

6. b) Will the supplier and its employees (e.g. cleaners, maintenance personnel) require access to restricted access areas? No access to PROTECTED and/or CLASSIFIED information or assets is permitted. / Le fournisseur et ses employés (p. ex. nettoyeurs, personnel d'entretien) auront-ils accès à des zones d'accès restreintes? L'accès à des renseignements ou à des biens PROTÉGÉS et/ou CLASSIFIÉS n'est pas autorisé. No / Non Yes / Oui

6. c) Is this a commercial courier or delivery requirement with no overnight storage? / S'agit-il d'un contrat de messagerie ou de livraison commerciale sans entreposage de nuit? No / Non Yes / Oui

7. a) Indicate the type of information that the supplier will be required to access / Indiquer le type d'information auquel le fournisseur devra avoir accès

Canada <input type="checkbox"/>	NATO / OTAN <input type="checkbox"/>	Foreign / Étranger <input type="checkbox"/>
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7. b) Release restrictions / Restrictions relatives à la diffusion

No release restrictions / Aucune restriction relative à la diffusion <input type="checkbox"/> Not releasable / À ne pas diffuser <input type="checkbox"/> Restricted to: / Limité à: <input type="checkbox"/> Specify country(ies): / Préciser le(s) pays:	All NATO countries / Tous les pays de l'OTAN <input type="checkbox"/> Restricted to: / Limité à: <input type="checkbox"/> Specify country(ies): / Préciser le(s) pays:	No release restrictions / Aucune restriction relative à la diffusion <input type="checkbox"/> Restricted to: / Limité à: <input type="checkbox"/> Specify country(ies): / Préciser le(s) pays:
---	--	--

7. c) Level of information / Niveau d'information

PROTECTED A / PROTÉGÉ A <input type="checkbox"/> PROTECTED B / PROTÉGÉ B <input type="checkbox"/> PROTECTED C / PROTÉGÉ C <input type="checkbox"/> CONFIDENTIAL / CONFIDENTIEL <input type="checkbox"/> SECRET <input type="checkbox"/> TOP SECRET / TRÈS SECRET <input type="checkbox"/> TOP SECRET (SIGINT) / TRÈS SECRET (SIGINT) <input type="checkbox"/>	NATO UNCLASSIFIED / NATO NON CLASSIFIÉ <input type="checkbox"/> NATO RESTRICTED / NATO DIFFUSION RESTREINTE <input type="checkbox"/> NATO CONFIDENTIAL / NATO CONFIDENTIEL <input type="checkbox"/> NATO SECRET <input type="checkbox"/> COSMIC TOP SECRET / COSMIC TRÈS SECRET <input type="checkbox"/>	PROTECTED A / PROTÉGÉ A <input type="checkbox"/> PROTECTED B / PROTÉGÉ B <input type="checkbox"/> PROTECTED C / PROTÉGÉ C <input type="checkbox"/> CONFIDENTIAL / CONFIDENTIEL <input type="checkbox"/> SECRET <input type="checkbox"/> TOP SECRET / TRÈS SECRET <input type="checkbox"/> TOP SECRET (SIGINT) / TRÈS SECRET (SIGINT) <input type="checkbox"/>
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Contract Number / Numéro du contrat LDN1034 - London Catering Services
Security Classification / Classification de sécurité

PART A (continued) / PARTIE A (suite)

8. Will the supplier require access to PROTECTED and/or CLASSIFIED COMSEC information or assets?
Le fournisseur aura-t-il accès à des renseignements ou à des biens COMSEC désignés PROTÉGÉS et/ou CLASSIFIÉS? No / Non Yes / Oui
If Yes, indicate the level of sensitivity:
Dans l'affirmative, indiquer le niveau de sensibilité :

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

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

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

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

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

Special comments:
Commentaires spéciaux : Contractors personnel will require access to areas behind IDACS doors on both sides of the building.

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

10. b) May unscreened personnel be used for portions of the work?
Du personnel sans autorisation sécuritaire peut-il se voir confier des parties du travail? No / Non Yes / Oui
If Yes, will unscreened personnel be escorted?
Dans l'affirmative, le personnel en question sera-t-il escorté? No / Non Yes / Oui

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

INFORMATION / ASSETS / RENSEIGNEMENTS / BIENS

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

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

PRODUCTION

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

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

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

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

Security Classification / Classification de sécurité
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Contract Number / Numéro du contrat
LDN1034 - London Catering Services
Security Classification / Classification de sécurité

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

For users completing the form **manually** use the summary chart below to indicate the category(ies) and level(s) of safeguarding required at the supplier's site(s) or premises.

Les utilisateurs qui remplissent le formulaire **manuellement** doivent utiliser le tableau récapitulatif ci-dessous pour indiquer, pour chaque catégorie, les niveaux de sauvegarde requis aux installations du fournisseur.

For users completing the form **online** (via the Internet), the summary chart is automatically populated by your responses to previous questions.

Dans le cas des utilisateurs qui remplissent le formulaire **en ligne** (par Internet), les réponses aux questions précédentes sont automatiquement saisies dans le tableau récapitulatif.

SUMMARY CHART / TABLEAU RÉCAPITULATIF

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

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

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

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

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



Contract Number / Numéro du contrat LDN1034 - London Catering Services
Security Classification / Classification de sécurité

PART D - AUTHORIZATION / PARTIE D - AUTORISATION

13. Organization Project Authority / Chargé de projet de l'organisme			
Name (print) - Nom (en lettres moulées) Julia McNeill		Title - Titre Director Of Operations	Signature
Telephone No. - N° de téléphone 445-3320	Facsimile No. - N° de télécopieur	E-mail address - Adresse courriel Julia.Mcneill@international.gc.ca	Date 24.04.2019
14. Organization Security Authority / Responsable de la sécurité de l'organisme			
Name (print) - Nom (en lettres moulées) Lisa Almond		Title - Titre MSO	Signature
Telephone No. - N° de téléphone 445-3300	Facsimile No. - N° de télécopieur	E-mail address - Adresse courriel Lisa.Almond@international.gc.ca	Date 24.04.2019
15. Are there additional instructions (e.g. Security Guide, Security Classification Guide) attached? Des instructions supplémentaires (p. ex. Guide de sécurité, Guide de classification de la sécurité) sont-elles jointes?			<input type="checkbox"/> No / Non <input type="checkbox"/> Yes / Oui
16. Procurement Officer / Agent d'approvisionnement			
Name (print) - Nom (en lettres moulées) Sajjan Hingorani		Title - Titre Contracts Officer	Signature
Telephone No. - N° de téléphone 445-3326	Facsimile No. - N° de télécopieur	E-mail address - Adresse courriel Sajjan.Hingorani@international.gc.ca	Date 24.04.2019
17. Contracting Security Authority / Autorité contractante en matière de sécurité			
Name (print) - Nom (en lettres moulées)		Title - Titre	Signature
Telephone No. - N° de téléphone	Facsimile No. - N° de télécopieur	E-mail address - Adresse courriel	Date