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Travaux publics et Services gouvernementaux  
Canada

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

Montréal

Québec

H5A 1L6

FAX pour soumissions: (514) 496-3822

### Revision to a Request for a Standing Offer

### Révision à une demande d'offre à commandes

Regional Individual Standing Offer (RISO)

Offre à commandes individuelle régionale (OCIR)

The referenced document is hereby revised; unless otherwise indicated, all other terms and conditions of the Offer remain the same.

Ce document est par la présente révisé; sauf indication contraire, les modalités de l'offre demeurent les mêmes.

### Comments - Commentaires

### Vendor/Firm Name and Address

Raison sociale et adresse du  
fournisseur/de l'entrepreneur

### Issuing Office - Bureau de distribution

Travaux publics et Services gouvernementaux  
Canada

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

Montréal

Québec

H5A 1L6

<b>Title - Sujet</b> RISO-Food Operation Support		
<b>Solicitation No. - N° de l'invitation</b> W0130-19A003/A		<b>Date</b> 2019-11-13
<b>Client Reference No. - N° de référence du client</b> W0130-19A003		<b>Amendment No. - N° modif.</b> 003
<b>File No. - N° de dossier</b> MTA-9-42131 (625)	<b>CCC No./N° CCC - FMS No./N° VME</b>	
<b>GETS Reference No. - N° de référence de SEAG</b> PW-\$MTA-625-15477		
<b>Date of Original Request for Standing Offer</b> Date de la demande de l'offre à commandes originale		2019-09-25
<b>Solicitation Closes - L'invitation prend fin</b> <b>at - à 02:00 PM</b> <b>on - le 2019-11-21</b>		<b>Time Zone</b> <b>Fuseau horaire</b> Heure Normale du l'Est HNE
<b>Address Enquiries to: - Adresser toutes questions à:</b> Lavoie, Corine		<b>Buyer Id - Id de l'acheteur</b> mta625
<b>Telephone No. - N° de téléphone</b> (514) 207-4777 ( )		<b>FAX No. - N° de FAX</b> (514) 496-3822
<b>Delivery Required - Livraison exigée</b>		
<b>Destination - of Goods, Services, and Construction:</b> <b>Destination - des biens, services et construction:</b>		
<b>Security - Sécurité</b> This revision does not change the security requirements of the Offer. Cette révision ne change pas les besoins en matière de sécurité de la présente offre.		

Instructions: See Herein

Instructions: Voir aux présentes

<b>Acknowledgement copy required</b> <b>Accusé de réception requis</b>	<b>Yes - Oui</b> <input type="checkbox"/>	<b>No - Non</b> <input type="checkbox"/>
<b>The Offeror hereby acknowledges this revision to its Offer.</b> <b>Le proposant constate, par la présente, cette révision à son offre.</b>		
<b>Signature</b>	<b>Date</b>	
Name and title of person authorized to sign on behalf of offeror. (type or print) Nom et titre de la personne autorisée à signer au nom du proposant. (taper ou écrire en caractères d'imprimerie)		
<b>For the Minister - Pour le Ministre</b>		

AMENDMENT 003

The purpose of this amendment is:

1. To answer questions received.
2. To bring amendments to the Request for Proposal document.

QUESTIONS / ANSWERS

Reference	Page	Question and Answers	Référence	Page	Questions et réponses
Request for Standing Offer, PART 1, 1.2.1	3 of 66	<p><b>Q:</b> We note that St-Hubert is mentioned in this section but not in Annexes D, E-1, or E-2. Please confirm that there are no projected hours for St-Hubert for this contract and that it should be removed from the locations listed in this section.</p> <p><b>A: Yes, we confirm</b></p> <p><b>(see Amendment #1 below)</b></p>	Demande d’offre à commandes, Partie 1, 1.2.1	3 de 66	<p><b>Q :</b> Nous remarquons que St-Hubert est mentionné dans cette section mais pas dans les annexes D, E-1 ou E-2. Veuillez confirmer qu'il n'y a pas d'heures prévues dans le cadre de ce contrat pour St-Hubert et que cet endroit devrait être retiré des emplacements énumérés dans cette section.</p> <p><b>R : Oui, nous le confirmons.</b></p> <p><b>(voir modification #1 ci-dessous)</b></p>
Request for Standing Offer, PART 2, 2.4	7 of 66	<p><b>Q:</b> Please confirm if all questions and responses for this solicitation will be available to all Offerors. How will Offerors receive responses and addenda?</p> <p><b>A : Yes, all offerors will have access to the same information</b></p>	Demande d’offre à commandes, Partie 2, 2.4	7 de 66	<p><b>Q :</b> Veuillez confirmer que toutes les questions et les réponses à la présente demande de soumissions seront mises à la disposition de tous les offrants. Comment les offrants recevront-ils les réponses et les addenda?</p> <p><b>R : Oui, tous les offrants auront accès aux mêmes renseignements.</b></p>
Request for Standing Offer, PART 7 B) 7.9	21 of 66	<p><b>Q:</b> As we are a staffing agency, we do not own any vehicles. Will DND please confirm that this clause is not relevant to the work under this contract and remove this clause?</p>	Demande d’offre à commandes, Partie 7 B) 7.9	21 de 66	<p><b>Q :</b> Comme nous sommes une agence de recrutement, nous ne possédons pas de véhicules. Le MDN peut-il confirmer que cette clause ne s'applique pas aux travaux prévus dans le cadre du présent contrat et</p>

		<b>A: This stays is, if the company don't have a car it doesn't apply, but whoever bids has a car they must follow this clause.</b>			supprimer cette clause?
Annexes A to H – Statement of Work, Statement of needs and requirements	22 - 66	<p><b>Q:</b> Please confirm that any and all references to Camp Vimy should be removed, as there are no projected hours for this location in Annexes D, E-1, or E-2.</p> <p><b>A: Yes Vimy should have no reference in the document.</b></p> <p><b>(see Amendment #3 below)</b></p>	Annexes A à H – Énoncé des travaux, Énoncé des besoins et des exigences	22 - 66	<p><b>R : Si l'entreprise n'a pas de voiture, la clause ne s'appliquera pas, mais quiconque offre une voiture doit respecter cette clause.</b></p> <p><b>Q :</b> Veuillez confirmer que toute mention du camp Vimy devrait être supprimée, car il n'y a pas d'heures prévues pour cet endroit dans les annexes D, E-1 ou E-2.</p> <p><b>R : Oui, Vimy ne devrait pas avoir de référence dans le document.</b></p> <p><b>(Voir modification #3 ci-dessous)</b></p>
Annexes A to H – Statement of Work, Statement of needs and requirements, 2.1.4	26 of 66	<p><b>Q:</b> Regarding outdoor parking, please confirm which locations listed in 1.4 of the Statement of Work have free parking and which of these locations have paid parking. For the locations that have paid parking, who is responsible for the payment – the employees or the agency?</p> <p><b>A: Group 4 has paid outdoor parking for the agency staff, there are enough place to accommodate the need of the kitchen, the cost is 50\$ per person that works full time and it is free for our part time personnel.</b></p>	Annexes A à H – Énoncé des travaux, Énoncé des besoins et des exigences, 2.1.4	26 de 66	<p><b>Q :</b> En ce qui concerne le stationnement extérieur, veuillez confirmer les endroits énumérés à la section 1.4 de l'Énoncé des travaux où le stationnement est gratuit et ceux où le stationnement est payant. Pour les emplacements ayant un stationnement payant, qui est responsable du paiement : les employés ou l'agence?</p> <p><b>R : Le groupe 4 a un stationnement payant extérieur pour le personnel de l'agence et il y a assez d'espace pour répondre aux besoins de la cuisine; le coût est de 50 \$ par personne travaillant à temps plein et le stationnement est gratuit pour notre personnel à temps partiel.</b></p>
Annexes A to H – Statement of Work,	27 of 66	<b>Q:</b> We note in this section that there is a requirement for one onsite Coordinator / Offeror's Representative to carry out tasks at both St-Jean Garrison and Farnham. In the event that two different Offerors are	Annexes A à H – Énoncé des travaux, Énoncé des	27 de 66	<b>Q :</b> Nous constatons dans cette section qu'il faut un coordonnateur ou un représentant de l'offrant sur place pour effectuer les tâches aux garnisons de St-Jean et Farnham. Dans l'éventualité où deux offrants différents

Statement of needs and requirements, 2.16	<p>awarded Group 1 (St-Jean) and Group 2 (Farnham), respectively, please clarify the following:</p> <p>a) Would the Offeror awarded only Group 2 (Farnham) be required to provide an onsite Coordinator / Representative, for 8 hours a day from Monday to Friday, inclusively, and an Offeror's representative on weekends, 8 hours a day? If only a portion of this would be required in the event an Offeror is only awarded Farnham, please indicate how many hours would be required on weekdays and weekends.</p> <p>b) If the Offeror awarded only Group 2 (Farnham) is required to provide an onsite Coordinator / Representative, will DND supply the materials referred to in Section 2.1 of the Statement of Work for this onsite resource?</p> <p><b>A: Note that Para 2.16 must be changed to answer the questions below:</b></p> <p><b>2.16(a) Saint-Jean kitchens: the Offeror agrees to provide one person as a Representative on weekends for 8 hours per day, and to provide an onsite "Co-ordinator" from 8 am to 4 pm Monday through Friday.</b></p> <p><b>2.16(b) Farnham kitchens: the Offeror agrees to provide a "Coordinator" for at least twenty (20) hours per week to carry out various administrative tasks in accordance with the kitchen's opening</b></p>	<p>besoins et des exigences, 2.1.6</p>	<p>se voient attribuer le groupe 1 (St-Jean) et le groupe 2 (Farnham), respectivement, veuillez préciser ce qui suit :</p> <p>a) L'offrant n'ayant obtenu que le groupe 2 (Farnham) serait-il tenu de fournir les services d'un coordonnateur/représentant sur place, huit heures par jour, du lundi au vendredi inclusivement, et d'un représentant de l'offrant la fin de semaine, huit heures par jour? Si seulement une partie de cette disponibilité est requise dans le cas où l'offrant ne recevrait qu'un contrat de Farnham, veuillez indiquer le nombre d'heures requises les jours de semaine et les fins de semaine.</p> <p>b) Si l'offrant qui s'est vu attribuer seulement le groupe 2 (Farnham) est tenu de fournir un coordonnateur ou un représentant sur place, le MDN fournira-t-il les documents mentionnés à la section 2.1 de l'énoncé des travaux pour cette ressource sur place?</p> <p><b>R : Veuillez prendre note que le Para 2.16 doit être changer pour répondre aux questions ci-dessous :</b></p> <p><b>2.16(a) Cuisines de St-Jean : l'offrant convient de fournir une personne pour le représenter la fin de semaine pour une durée de 8 heures par jour, et de fournir un « coordonnateur » sur place de 8 h à 16 h, du lundi au vendredi.</b></p> <p><b>2.16(b) Cuisines de Farnham : l'offrant s'engage à fournir un « coordonnateur » pendant au moins vingt (20) heures par semaine pour exécuter différentes tâches administratives selon l'horaire d'ouverture de la</b></p>
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	hours.			cuisine.
	(see Amendment #3 below)			(voir modification #3 ci-dessous)
Annexes A to H – Statement of Work, Statement of needs and requirements, 3.3.9	29 of 66  <b>Q:</b> Please provide a copy of the “Pers Svcs policy on violence in the working environment”.  <b>A: document available at,</b> <a href="http://acims.mil.ca/org/GS_2DivCA/SvcPers/DocTra/GuiGuide%20d'orientation%20des%20nouveaux%20employés.docx">http://acims.mil.ca/org/GS_2DivCA/SvcPers/DocTra/GuiGuide%20d'orientation%20des%20nouveaux%20employés.docx</a>	Annexes A à H – Énoncé des travaux, Énoncé des besoins et des exigences, 3.3.9	29 de 66	<b>Q :</b> Veuillez nous fournir une copie de la « politique des services personnels sur la prévention de la violence en milieu de travail ».  <b>R : Le document est accessible au</b> <a href="http://acims.mil.ca/org/GS_2DivCA/SvcPers/DocTra/GuiGuide%20d'orientation%20des%20nouveaux%20employés.docx">http://acims.mil.ca/org/GS_2DivCA/SvcPers/DocTra/GuiGuide%20d'orientation%20des%20nouveaux%20employés.docx</a>
Annexes A to H – Statement of Work, Statement of needs and requirements, 3.3.10	29 of 66  <b>Q:</b> Please provide a copy of the “SOPs (Standard Operating Procedure) of the Food Svcs”.  <b>A: document available at,</b> <a href="http://acims.mil.ca/org/GS_2DivCA/SvcPers/DocTra/Food%20Svc%20SOP.docx">http://acims.mil.ca/org/GS_2DivCA/SvcPers/DocTra/Food%20Svc%20SOP.docx</a>	Annexes A à H – Énoncé des travaux, Énoncé des besoins et des exigences, 3.3.10	29 de 66	<b>Q :</b> Veuillez nous fournir une copie des « Instructions permanentes d’opération (IPO) des services alimentaires ».  <b>R : Le document est accessible au</b> <a href="http://acims.mil.ca/org/GS_2DivCA/SvcPers/DocTra/Food%20Svc%20SOP.docx">http://acims.mil.ca/org/GS_2DivCA/SvcPers/DocTra/Food%20Svc%20SOP.docx</a>
Annexes A to H – Statement of Work, Statement of needs and requirements, 3.7	29 of 66  <b>Q:</b> Under the <i>Commission des droits de la personne et des droits de la jeunesse</i> in Quebec, you cannot be denied a job, or be fired or penalized because you have a criminal record if the offence is unrelated to the employment or if you have obtained a pardon. Please confirm that DND will modify this clause to be compliant with employment legislation.  <b>A: If an applicant can obtain his security clearance, then it should be hire unless it is related to the employment.</b>	Annexes A à H – Énoncé des travaux, Énoncé des besoins et des exigences, 3.7	29 de 66	<b>Q :</b> Selon la <i>Commission des droits de la personne et des droits de la jeunesse</i> du Québec, une personne ne peut pas se voir refuser un emploi, être congédiée ou pénalisée parce qu’elle a un casier judiciaire si l’infraction n’est pas liée à l’emploi ou si la personne a obtenu un pardon. Veuillez confirmer que le MDN modifiera cette clause pour la rendre conforme à la législation sur l’emploi.  <b>R :</b> Si un candidat peut obtenir sa cote de sécurité, il devrait être embauché à moins que l’infraction ne soit liée à l’emploi.

Annexes A to H – Statement of Work, Statement of needs and requirements, 4.16	32 of 66	<p><b>Q:</b> Please provide a copy of Annex F “Notice of non-compliance”.</p> <p><b>A: It is there...see Annex F in the SOW ; unless we do not understand the question</b></p>	Annexes A à H – Énoncé des travaux, Énoncé des besoins et des exigences, 4.16	32 de 66	<p><b>Q :</b> Veuillez fournir une copie de l'annexe F « Avis de non-conformité ».</p> <p><b>R : Tout est là ... voir l'annexe F dans l'EDT; à moins que nous ayons mal compris la question.</b></p>
Annex G-3 Cook Supervisor, 3.1	46 of 66	<p><b>Q:</b> Reference is made to Annex F-1, which is not provided here. Please confirm that this should read “Annex G-1” to refer to the certifications mentioned in G-1 Cook. If it does not, please provide a copy of Annex F-1.</p> <p><b>A : Right, should read G-1</b></p> <p><b>(see Amendment #2 below)</b></p>	Annexe G-3, Cuisinier superviseur, 3.1	46 de 66	<p><b>Q :</b> Vous parlez de l’annexe F-1, qui n’est pas fournie ici. Veuillez confirmer qu’il faut lire « annexe G-1 » pour désigner les attestations mentionnées dans G-1 Cuisinier. Si ce n'est pas le cas, veuillez fournir une copie de l'annexe F-1.</p> <p><b>R : C’est exact, il faut lire G-1</b></p> <p><b>(voir modification #2 ci-dessous)</b></p>
Annex J	65 of 66	<p><b>Q:</b> Please confirm whether Offerors should include their response for this requirement in Section I: Technical Offer or in Section II: Financial Offer.</p> <p><b>A: Section I: Technical Offer</b></p>	Annexe J	65 de 66	<p><b>Q :</b> Veuillez confirmer si les offerants doivent inclure leur réponse à cette exigence dans la Section I : Offre technique ou la Section II : Offre financière.</p> <p><b>R : Section I : Offre technique</b></p>
Annex K	66 of 66	<p><b>Q:</b> Please confirm whether Offerors should include their response for this requirement in Section I: Technical Offer or in Section III: Certifications.</p> <p><b>A: Section III: Certifications.</b></p>	Annexe K	66 de 66	<p><b>Q :</b> Veuillez confirmer si les offerants doivent inclure leur réponse à cette exigence dans la Section I : Offre technique ou la Section III : Attestations.</p> <p><b>R : Section III : Attestations</b></p>

## AMENDMENT #1

### Delete:

#### 1.2 Summary

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

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

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

### Insert:

#### 1.2 Summary

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

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

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



Solicitation No. - N° de l'invitation W0130-19A003/A	Amd. No. - N° de la modif. 003	Buyer ID - Id de l'acheteur MTA625
Client Ref. No. - N° de réf. du client W0130-19A003	File No. - N° du dossier MTA-9-42131	CCC No./N° CCC - FMS No./N° VME

AMENDMENT #2

Delete:

3. Cook Supervisor

- 3.1. Each cook supervisor must be certified (see Annex F-1) and have a minimum of five (5) years' experience working in an institutional kitchen, including at least six (6) months as a team leader in a food services setting, and have performed the following tasks, without being strictly limited to these.

Insert:

3. Cook Supervisor

- 3.1. Each cook supervisor must be certified (see Annex G-1) and have a minimum of five (5) years' experience working in an institutional kitchen, including at least six (6) months as a team leader in a food services setting, and have performed the following tasks, without being strictly limited to these.

AMENDMENT #3

Delete the following sections of the Statement of needs and requirements:

- PART 1 - GENERAL INSTRUCTIONS
- PART 2 - GENERAL REQUIREMENTS
- PART 3 - PARTICULAR REQUIREMENTS
- PART 4 – ADMINISTRATION



**Insert:**

**PART 1 - GENERAL INSTRUCTIONS**

**OBJECTIVE**

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

**BACKGROUND**

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

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

**WORK SITE**

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

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

**Group 1**

**St-Jean Garrison (« Mega »)**

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

**Group 2**

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

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

**Group 3**

a) Valcartier Garrison

Solicitation No. - N° de l'invitation <b>W0130-19A003/A</b>	Amd. No. - N° de la modif. 003	Buyer ID - Id de l'acheteur <b>MTA625</b>
Client Ref. No. - N° de réf. du client <b>W0130-19A003</b>	File No. - N° du dossier <b>MTA-9-42131</b>	CCC No./N° CCC - FMS No./N° VME

Valcartier Garrison - Building 505, Courcellette, QC

**b) The Citadel**

- 3, Côte de la Citadelle, Quebec, QC
- (1) Other Ranks' Kitchen, C-14
- (2) Officers' Kitchen, C-18

**Group 4**

**Naval Reserve, Pointe-à-Carcy**  
144, Dalhousie Street, Quebec, QC

**PART 2 - GENERAL REQUIREMENTS**

**DND-SUPPLIED MATERIEL**

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

2.1.1 One (1) closed office space for the coordinator required at each of the following sites: St-Jean and Valcartier --Building 505 including the following:

- a. One work table or standard desk;
- b. One office chair;
- c. One visitor's chair;
- d. One metal filing cabinet with drawers;
- e. A telephone linked to a network (free local calls only);
- f. A complete, stand-alone computer; and
- g. Internet access (user fees not included);

- 2.1.2 Access to a photocopier (Bidder will be charged for paper);
- 2.1.3 Lockers in which employees supplied by the Bidder may store their clothes or personal effects;
- 2.1.4 Outdoor parking in designated areas, subject to availability;
- 2.1.5 Personal protective equipment (PPE); and
- 2.1.6 Paring knives provided and upkeep by DND and inventoried by the Bidder. Any loss and damage to bidder responsibility.

## **WORK SCHEDULE**

- 2.2 The services covered under this agreement may be provided between 0:00 hours and 24:00 hours, every day, depending on the request and based on requirements.
- 2.3 The schedule for each work shift may vary depending on the location of work or on the season. The Bidder shall be notified at the appropriate time of any changes to the schedule.

## **IDENTIFICATION OF NEEDS**

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

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

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

- 2.5 For routine personnel requirements, whenever possible, the designated DND representative shall notify the Bidder at least five (5) days in advance, with the understanding that changes can occur up to the date for which services are requested. Confirmation of routine requirements will be sent to the Bidder within the twenty-four (24) hours prior to the beginning of each request for service.
- 2.6 For weekend activities, whenever possible, the designated DND representative will notify the Bidder at least forty-eight (48) hours in advance.
- 2.7 Last minute Emergency services. A "Last minute emergency" is defined as a situation or event that is outside the ordinary that requires immediate support to operations, or that requires the Bidder to take immediate action. Emergency status shall be determined solely by the designated DND representative. The Bidder shall provide the personnel requested on site, on a last minute emergency, within two (2) hours of an oral or written request from the designated DND representative. Bidder will be notified as the situation progresses and as soon as possible before the date and time that the requested or required services must be provided.

### **Minimum guaranteed hours**

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

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

### **Offeror contact information**

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

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

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

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

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

### **New employees**

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

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

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

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

2.16 a) Saint-Jean Kitchens: the Offeror agrees to provide one person as a Representative on weekends for 8 hours per day, and to provide an onsite "Co-ordinator" from 8 am to 4 pm Monday through Friday.

b) Farnham kitchens: the Offeror agrees to provide a "Coordinator" for at least twenty (20) hours per week to carry out various administrative tasks in accordance with the kitchen's opening hours.

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

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

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

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

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

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

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

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

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

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

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

##### **Working language**

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

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

- 3.2 The Offeror must, at all times, provide personnel who meet the minimum requirements stated herein in terms of training, qualifications, and experience gained in an institutional work environment comparable to the one described herein. The qualifications, experience and knowledge required and specific to each position can be found in Annex G.
- 3.3 The Offeror shall provide proof on request and ensure beforehand that each employee assigned to a request or call-up satisfies the following minimum requirements, in particular:
- 3.3.1 has completed a general training course on cleanliness and hygiene in food service areas (kitchens) provided by the Offeror or one of his qualified employees, or subcontracted to an individual who is qualified by the Canadian Restaurant and Foodservices Association, or other provincial agency recognized by the association;
  - 3.3.2 knows and applies the most recent provisions of the **Food Safety Code of Practice** published by the Canadian Restaurant and Foodservices Association;
  - 3.3.3 has completed basic WHMIS (Workplace Hazardous Materials Information System) training, as prescribed under the *Hazardous Materials Information Review Act* before being employed, and the Offeror shall be able to provide proof of such;
  - 3.3.4 has been informed of and is familiar with each of the elements comprising the "Orientation checklist" and Food Handler Orientation Briefing" (See Annex A and B) associated with the duties and responsibilities that he shall be assigned;
  - 3.3.5 knows and complies with the provisions in Part II of the Canada Labour Code in order to ensure that work is performed safely at all times;
  - 3.3.6 has been informed of the federal government and DND policy regarding harassment in the workplace and has read the following paragraph:
 

"Harassment is defined as: Improper conduct by an individual, that is directed at and offensive to another individual in the workplace, including at any event or any location related to work, and that the individual knew or ought reasonably to have known to would cause offence or harm. It comprises objectionable act(s), comment(s) or display(s) that demean, belittle, or cause personal humiliation or embarrassment, and any act of intimidation or threat. It also includes harassment within the meaning of the *Canadian Human Rights Act* (i.e. based on race, national or ethnic origin, colour, religion, age, sex, sexual orientation, marital status, family status, disability, pardoned conviction and conviction for which a record suspension has been ordered). Harassment is normally a series of incidents but can be one severe incident which has a lasting impact on the individual. (Based on the *Policy on Harassment Prevention and Resolution*, Treasury Board)"
  - 3.3.7 has read and understood all the steps in the new employee orientation guide;



- 3.3.8 has reviewed the Health and Safety Guide for Food Svcs;
- 3.3.9 has read, understood and agrees to abide by and implement the Pers Svcs policy on violence in the working environment;
- 3.3.10 has read and understands the SOPs (Standard Operating Procedure) of the Food Svcs and agrees to comply with them.
- 3.4 Before the beginning of each work shift, the Offeror's on-site coordinator or his representative must ensure that all the personnel supplied have the required qualifications, training and experience, and that they meet all the requirements listed in the call-up and herein.

### **Certification of compliance**

- 3.5 At the request of the designated DND representative, the Offeror agrees to keep on site, and to provide within twenty-four (24) hours, proof of qualifications and/or experience required of the personnel provided, in accordance with the call-up and the requirements listed herein.
- 3.6 The person designated by the Offeror to be assigned to one or another of the requested work stations will be responsible for completing the tasks specified in Annexes G-1 to G-8, depending on the intended position, without being strictly limited thereto.
- 3.7 The Offeror shall ensure that each employee supplied has no criminal record.

### **Physical abilities**

- 3.8 Before employment, the Offeror shall ensure that each employee supplied has the required physical abilities and is healthy enough to perform the tasks expected.
- 3.9 A duly completed medical certificate signed by a doctor and certifying that the individual is able to work in an institutional kitchen, particularly in a DND kitchen, could be required.

### **Dress code**

- 3.10 The Offeror must ensure that the personnel it supplies are properly dressed in a uniform bearing the Offeror's name, in accordance with the strictest requirements of the Food Safety Code of Practice and the Canada Labour Code, Part II, as well as the following local directives:
  - 3.10.1 Undergarments must be discreet;
  - 3.10.2 No T-shirts may be worn, except for plain white T-shirts worn under the uniform.
  - 3.10.3 Personnel assigned to prepare and serve meals must
    - a. wear a black cotton/polyester uniform with the Offeror's logo, as is normally used in institutional food services, namely white pants and shirts with no motifs or designs on them (other than the Offeror's logo, if applicable);
    - b. wear a hairnet, beard net or hat; and
    - c. wear a white apron.



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### 3.10.4 Personnel assigned to work in the dining rooms must

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

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

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

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

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

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

## **PART 4 - ADMINISTRATION**

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

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

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

### **Management of operations**

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

#### **Record of attendance**

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

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

#### **Supporting documentation**

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

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

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

#### **Meals**

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

4.10 The amount attached to each meal consumed by staff must be paid immediately by them as recovery rates in force established by DND Food Services Directorate; if employee does not wish to consume meals prepared on site, he may bring his own food as long as it is kept in the area(s) designated by the DND representative.

#### **Price of meals**

4.11 Prices of meals in the kitchen of DND will be at the same price for all employees, whether for staff provided by the offeror or for DND, the price of meal ticket or item sale of the kitchen.

#### **Overtime**

- 4.12 Except under special or particular circumstances, no overtime shall be approved for the Offeror's personnel without prior approval from the on-site DND representative.
- 4.13 Should the Offeror have to be paid overtime, payment shall be made in compliance with the multiplication factor/rate specified by the Offeror in Annex E.

#### **Disciplinary measures**

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

**Note:** a) A Disciplinary Report completed by DND representative shall be sent to DN's contract responsible

- b) The application of an assignment refusal will be determined by the contracting authority (PSPC) and confirmed by that authority to the Offeror, if applicable.

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

#### **Damages**

- 4.16 Should the Offeror and/or personnel supplied by the Offeror not meet the requirements stated herein, the Food Services Officer or his designated DND representative on site shall issue a "Notice of non-compliance" (see Annex F).
- 4.17 A copy of each notice of non-compliance will be sent to the Offeror and the contracting authority (PSPC).
- 4.18 Depending on the circumstances and PSPC advice, the Offeror could face administrative measures in addition to being required to reimburse DND for damages incurred.
- 4.19 When the Offeror cannot provide or replace personnel required on time in accordance with a verbal or written call-up and the requirements specified herein, the Offeror shall be responsible for reimbursing all costs incurred by DND as may occur, including overtime hours required of other personnel; any resulting time and transport costs; and any other relevant costs incurred by DND, whether those costs are attributable to the services of military personnel or DND civilian employees or to the hiring of contract staff at rates higher than those of the Offeror.
- Invoicing addresses**
- 4.20 The services provided shall be invoiced on a weekly or monthly basis, in accordance with the requesting authority's call-up instructions to the Offeror.
- 4.21 Submit an original and a copy of each invoice in accordance with the instructions for each call-up or the instructions of the designated on-site DND representative.

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

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

**Group 1 & 2**

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

**Group 3**

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

**Group 4**

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

**Additional Needs - optional**

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

**ALL OTHER TERMS AND CONDITIONS REMAIN UNCHANGED.**