



## RETURN BIDS TO:

## RETOURNER LES SOUMISSIONS À:

Bid Receiving - PWGSC / Réception des soumissions -  
TPSGC

11 LaurierSt./ 11, rue Laurier

Place du Portage, Phase III

Core 0B2 / Noyau 0B2

Gatineau

Québec

K1A 0S5

Bid Fax: (819) 997-9776

## 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

Infrastructure Maintenance and Solution Services  
Division (FK)

L'Esplanade Laurier,

East Tower 4th Floor

L'Esplanade Laurier,

Tour est 4e étage

140 O'Connor, Street

Ottawa

Ontario

K1A 0R5

<b>Title - Sujet</b> Maintenance Services	
<b>Solicitation No. - N° de l'invitation</b> W3707-21ES01/A	<b>Date</b> 2019-12-19
<b>Client Reference No. - N° de référence du client</b> HAVES01	<b>Amendment No. - N° modif.</b> 001
<b>File No. - N° de dossier</b> fk312.W3707-21ES01	<b>CCC No./N° CCC - FMS No./N° VME</b>
<b>GETS Reference No. - N° de référence de SEAG</b> PW-\$\$FK-312-78099	
<b>Date of Original Request for Standing Offer</b> 2019-11-27	
<b>Date de la demande de l'offre à commandes originale</b>	
<b>Solicitation Closes - L'invitation prend fin</b> <b>at - à 02:00 PM</b> <b>on - le 2020-01-09</b>	
<b>Time Zone</b> <b>Fuseau horaire</b> Eastern Standard Time EST	
<b>Address Enquiries to: - Adresser toutes questions à:</b> Assi, Amanda	<b>Buyer Id - Id de l'acheteur</b> fk312
<b>Telephone No. - N° de téléphone</b> (613) 297-1146 ( )	<b>FAX No. - N° de FAX</b> ( ) -
<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>		

**This amendment 001 is to answer questions from offerors, to replace wording in the French RFSO, to add the bidder's conference presentations, replace the SOW for W3707-21ES01, to update the SUR and to add the site maps for ESQUIMALT.**

## **Questions**

### **Question 1:**

I'm just wondering, the bid form has electrical, plumbing and heating listed on it. Is it possible to bid on plumbing only? Or are electrical, plumbing and heating combined into one Standing offer?

### **Answer 1:**

The bid has to be for all the trades on the requirement. If a bid is not submitted for all the trades required, it will be non-responsive.

### **Question 2:**

Now that you've grouped flooring in with all of these other items (carpentry, paint, landscaping etc) We can't bid the work. Is there a way for us to get a list of GC's that have pulled the tender documents so we can contact them directly?

### **Answer 2:**

Canada does not have access to this list.

### **Question 3:**

Can we source a list of sub-contractors and un-approved contractors?

### **Answer 3:**

PSPC does not have a list of sub-contractors and approved contractors.

Businesses have the ability to optionally self-identify their interest in a specific tender notice through the List of Interested Suppliers (LIS) posted in the tender notice page on [buyandsell.gc.ca](http://buyandsell.gc.ca).

**Question 4:**

If you are a secondary contactor with 0%, are you on call for emergency after-hours services? How does it work?

**Answer 4:**

The secondary offeror (contractor) will not be called for any of the emergency after-hours services. This is the responsibility of the first offeror (contractor).

**Question 5:**

Would there be a meeting first – would we just get a work order faxed to us?

**Answer 5:**

A onetime pre-commencement meeting is mandatory for the Contractor prior to commencing any work under the Standing Offer.

Once the pre-commencement meeting is complete and the SO starts, call ups will be raised on as and when requested basis” without prior warning. Call ups may be delivered to the Contractor electronically, in-person, by fax or any other means agreed between the technical Authority and the Contractor during the pre-commencement meeting.

**Question 6:**

Will there be a list of participating bidders?

**Answer 6:**

The list of participating bidders will not be provided.

Businesses have the ability to optionally self-identify their interest in a specific tender notice through the List of Interested Suppliers (LIS) posted in the tender notice page on [buyandsell.gc.ca](http://buyandsell.gc.ca)

**Question 7:**

Will there be a list of approved suppliers?

**Answer 7:**

We do not have the list of approved suppliers. The tender is open to all the suppliers.

Businesses have the ability to optionally self-identify their interest in a specific tender notice through the List of Interested Suppliers (LIS) posted in the tender notice page on [buyandsell.gc.ca](http://buyandsell.gc.ca)

**SUR:**

**Delete** Appendix 5 and **Replace** with the new attachment Mod SUR – LTU

**SOW - W3707-21ES01:**

**Delete** SOW and **Replace** with the attached one.

**IN THE RFSO (FRENCH ONLY)**

1- **DELETE Section 8.8.1.5 and REPLACE with:**

Si SPAC ou l'entrepreneur ne sont pas d'accord avec l'arbitre proposé par Construction de défense Canada, SPAC demandera alors à l'institut d'arbitrage provincial de nommer un arbitre indépendant qualifié adéquat. Une détermination dans une telle situation d'arbitrage sera définitive et aura force exécutoire pour SPAC et l'entrepreneur. Tous les coûts liés au processus d'arbitrage, à l'exception de ceux engendrés par SPAC et l'entrepreneur en leur propre nom, seront assumés de manière égale entre SPAC et l'entrepreneur.

2- **DELETE Section 8.3.2 "Inspection et acceptation" and REPLACE with:**

Le chargé de projet est le responsable de l'inspection. Tous les rapports, éléments livrables, documents, biens et services fournis en vertu du contrat peuvent être inspectés par le responsable de l'inspection ou son représentant. Si un rapport, un document, un bien ou un service n'est pas conforme aux exigences de l'énoncé des travaux et à la satisfaction du responsable de l'inspection tel que présenté, le responsable de l'inspection aura le droit de le refuser ou d'en exiger la correction au frais de l'entrepreneur avant de recommander le paiement.

**ALL REMAINING TERMS AND CONDITIONS ARE UNCHANGED**



# Request for Standing Offer for CFHA Responsive Maintenance

December 2019



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Housing Agency

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des Forces canadiennes



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# Canadian Forces Housing Agency (CFHA) – MANDATE



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## CFHA delivers DND's Residential Housing Program

- Established as a Special Operating Agency (SOA) within DND in 1996
- Manages, operates and maintains the DND housing portfolio, which comprises 11,665 Crown-owned and leased Residential Housing Units (RHUs) at 27 locations across Canada
  - Housing portfolio totals 40% of DND buildings
  - Majority constructed in the 1950s/60s and are mostly single and semi-detached homes, with 3- and 4-bedrooms
- CFHA is responsible for allocations, rent setting and collections, occupant relations, and all real property functions for the DND housing portfolio
- CFHA's primary customers are members of the Canadian Armed Forces (CAF) and their families
- Approximately 20% of CAF members occupy DND housing

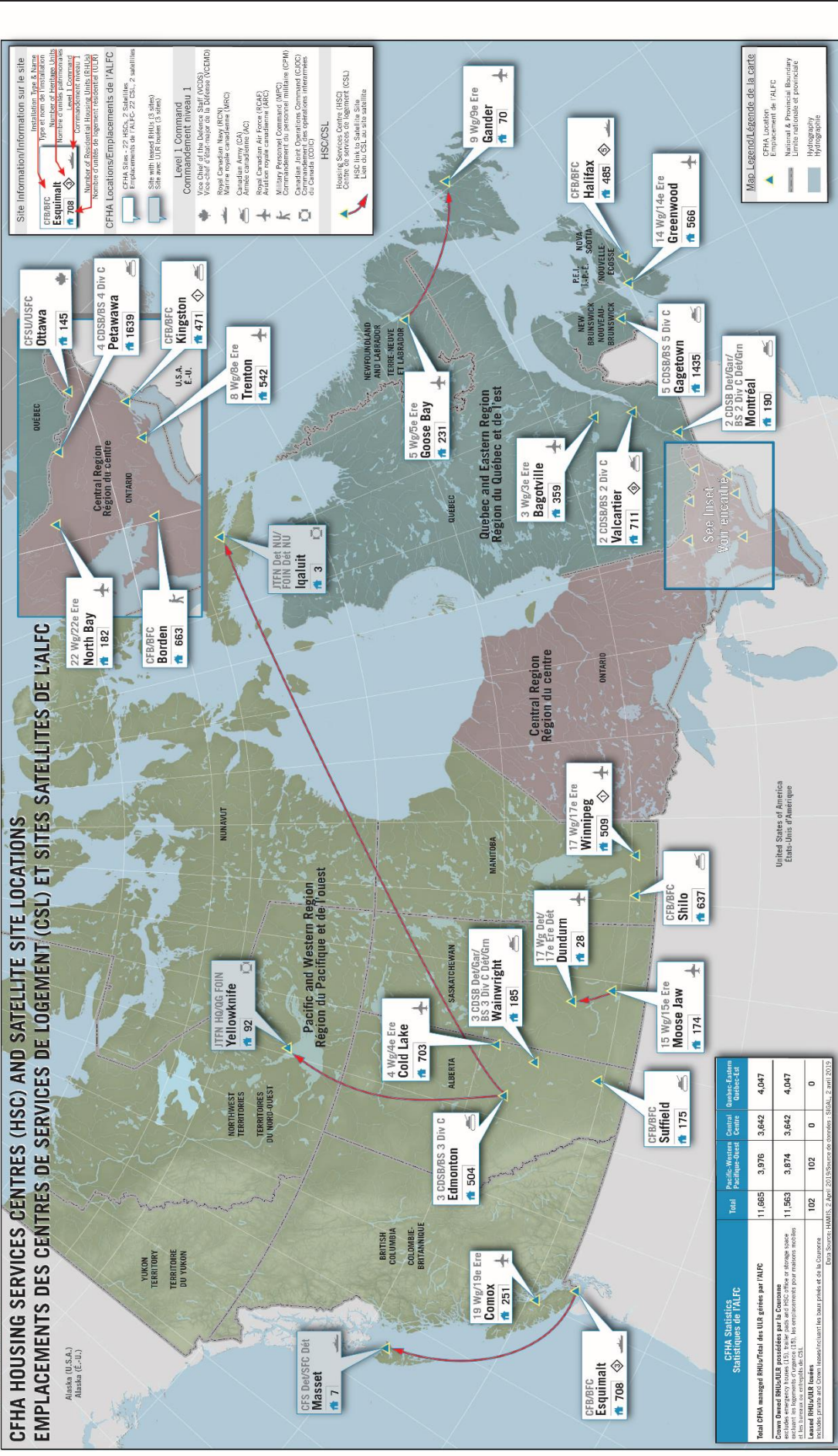


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# CFHA National Map



# CFHA Portfolio



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	Site*	Province	Residential Housing Unit Type					Total Units
			Apartment Units		Row Units	Semi-Detached Units	Single Units	
1	Bagotville	QC	6	132	128	93	359	
2	Borden	ON		12	480	171	663	
3	Cold Lake	AB	18		472	213	703	
4	Comox	BC	8	81	110	52	251	
5	Dundurn	SK			4	24	28	
6	Edmonton	AB			301	203	504	
7	Esquimalt	BC		95	337	276	708	
8	Gander	NL		6	16	48	70	
9	Goose Bay	NL		88	108	35	231	
10	Greenwood	NS		94	175	297	566	
11	Halifax	NS	158	14	116	197	485	
12	Kingston	ON	144	12	176	139	471	
13	Montreal	QC			96	94	190	
14	Moose Jaw	SK	6	37	119	12	174	
15	North Bay	ON		16	130	36	182	
16	Ottawa	ON		10	72	63	145	
17	Shilo	MB	30	116	288	203	637	
18	Suffield	AB			2	173	175	
19	Trenton	ON			240	308	548	
20	Valcartier	QC	107	333	161	110	711	
21	Wainwright	AB		120	60	5	185	
22	Winnipeg	MB		95	202	212	509	

***Excludes Gagetown, Petawawa, and satellite sites***



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# Maintenance Services Requirement



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- ☐ Operations and maintenance
- ☐ Repairs
- ☐ Responsive maintenance
- ☐ Lifecycle



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# Requirement: Maintenance Trades



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		TRADE NAME
1	CF	Concrete and Foundation
2	AS	Asphalt
3	MA	Masonry
4	CP	Carpentry
5	RF	Roofing
6	HF	Hardwood Flooring
7	PT	Painting
8	VC	Resilient Tile, Sheet Flooring & Carpet
9	HZ	Hazardous Materials Abatement
10	CL	Cleaning
11	HA	Heating and Air Conditioning
12	PL	Plumbing
13	EL	Electrical
14	GC	Grass cutting
15	LA	Landscaping
16	SN	Snow Removal

***Excluded from the scope are Pest Control (PC) and Hazmat Consultant (HC) trades***



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# Trades Combinations



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Site had an option to combine the trades. The main goals were:

- Reduce administration;
- Have one point of contact and one point of responsibility;
- Expedite service delivery time.

Contracting Tool:

Standing Offer was determined to be the most flexible instrument for the requirement.



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# CFHA HSC Esquimalt Maintenance SO 2020-2024



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## 1. SO W3707-21ES01/A

Trades: CF, AS, MA, CP, RF, HF, PT, VC, HZ,  
CL, GC, LA

## 2. SO W3707-21ES02/A

Trades: EL, PL, HA



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# Requirement - SURs



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- Requirement is to facilitate maintenance work are expressed by the Schedule of Unit Rates codes (SUR) for each trade.
- SUR codes essentially contain all the work one can do to house components.
- Roughly 6000 line items (3000 English and 3000 French).
- Is available in both official languages.
- Have detailed specifications that includes scopes, units of measure, etc.
- Have baseline cost
- Updated every four years



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# SUR Structure



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Work for each construction trade is defined by:

- Schedule of Unit Rates (SUR) (SOW Appendix 5)
  - General Description
  - Basic price
- Specifications  
(SOW Appendices 6.1-6.17)

SOR code	SOR Description	Unit Cost of Schedule Item
CL1000EQ	Inspect and report on work required.	42.56
CL1000FQ	Travaux requis : inspecter et faire rapport.	42.56
CL1001EQ	Coordination of multi-trade, multi-contractor tasks, per residence, per day of project activity.	42.56
CL1001FQ	Coordination des tâches liées à plusieurs corps de métiers et à plusieurs entrepreneurs, par résidence, par jour de projet.	42.56
CL1010EQ	Furniture, clean & polish where necessary, per residence.	82.79
CL1010FQ	Meubles, par résidence : nettoyer et polir au besoin.	82.79
CL1020EQ	Attic, sweep out, any size.	17.24

# Requirement: Maintenance Services Standing Offers



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## Standing Offers:

- Can be for an individual trade or combine several
- Are established for each HSC
- Duration: 2 year initial period + 2 option years
- SURs line items are selected by sites
- SURs price is determined by applying the bid percentage to the base price (as per contractor's bid)
- Work can be split between 2 or more contractors
- May have a contractor with 0% of work allocated (on a standby)
- Is established for responsive maintenance



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# Price Adjustment: CPI application



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To allow for inflation and other economical factors price adjustment will be made in accordance with the percentage change in the Bank of Canada CORE Consumer Price Index (CPI):

- The price adjustment will apply to the Schedule of Unit Rates (SUR), hourly rate(s) and unit prices,
- Will take place twice: if and when Option 1 and if and when Option 2 is exercised.
- The first adjustment is calculated as the percentage change in the CPI between the January 2020 and January 2022
- The second adjustment is calculated as the percentage change in the CPI between January 2022 and January 2023
- The price adjustment will be in effect during the Option periods only (first one April 1, 2022 –Mar 31, 2023, second one April 1, 2023 – March 31, 2024



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# Annual Work Planning



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- ☐ CFHA occupants move most frequently during the months of April to September annually. This is called our Active Posting Season.
- ☐ The timing for work and resourcing is critical during this time period.
- ☐ This is not to say that CFHA is not busy during the remaining months of the year.
- ☐ SUR historical usage provided within one of the annexes can be utilized to assist you in structuring your business plans, required resources and bid submissions.



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# Requirement: Work Hours (ref. SOW para 2)



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- Monday to Friday (excluding statutory holidays) 8 am to 5 pm
- Response Times
  - The Contractor must be on site fully prepared to undertake the work and /or working within the priority response time
    - Priority 1 Respond within 1 hour
    - Priority 2 Respond within 24 consecutive hours
    - Priority 3 Respond within 7 calendar days
    - Priority 4 Respond within 14 calendar days
    - Priority 5 Respond within 28 calendar days
    - Priority 6 Respond as specified on the Call-up.



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# Requirement: Statutory Holidays (ref. SOW 4.1.2)

1. New Year's Day – January 1
2. Good Friday
3. Easter Monday
4. Victoria Day – First Monday preceding May 25
5. Quebec National Holiday – June 24 (Province of Quebec only)
6. Canada Day – July 1
7. Civic Holiday (first Monday of August in British Columbia, New Brunswick, Northwest Territories, Nunavut, and Saskatchewan, Alberta, Manitoba, Ontario, Nova Scotia, Prince Edward Island)
8. Labour Day – First Monday in September
9. Thanksgiving Day – Second Monday in October
10. Remembrance Day – November 11
11. Christmas Day – December 25
12. Boxing Day – December 26



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# Requirement: Emergency Work (ref. SOW 2.4)



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## Emergency Work

- ☐ Urgent or Emergency work during regular working hours will be identified as Priority 1 Work (1 hour response time).
- ☐ Urgent or Emergency work that was started during normal hours and that is required by the Technical authority to continue beyond normal hours will be treated as after-hours work.
- ☐ The work performed beyond normal hours will be compensated at the after-hours hourly rate.
- ☐ Urgent or Emergency work excludes work done by choice of the Contractor outside normal working hours.



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# Emergency After Hours Response Service (EAHRS) (ref. SOW 2.4.4)



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There are 5 EAHRS trades:

- ☐ Carpentry
- ☐ Roofing
- ☐ Heating and air conditioning
- ☐ Electrical,
- ☐ Plumbing



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# Emergency After Hours Response Service (EAHRS) (ref. SOW 2.4.4)



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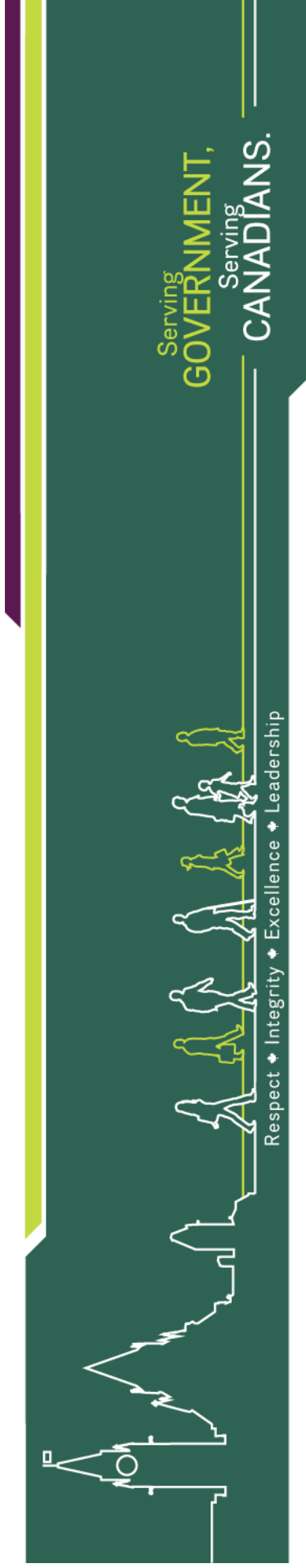
- Required to provide tradespersons, equipment and materials for emergency repairs 24/7, 365 days per year.
- EAHRS Contractor shall be on location within one hour of notification of a requirement.
- An EAHRS response consists of rendering the situation safe, secure and/or healthy.
- Within 10 minutes of receiving an EAHRS call the contractor shall contact the occupant to obtain further details on the emergency, and if possible fix or render the situation safe while on the telephone with the occupant.



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## OFFEROR'S CONFERENCE

# Request For Standing Offer RFSO for the provision of Canadian Forces Housing Maintenance Services



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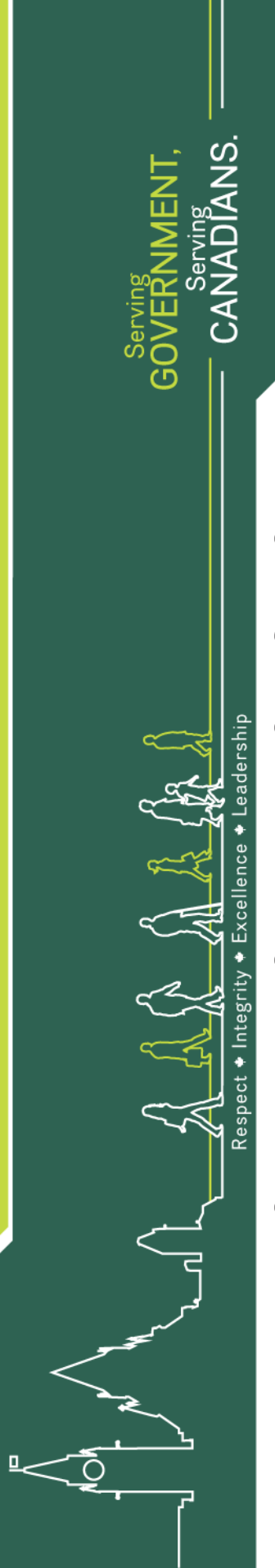
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## OVERVIEW OF THE REQUEST FOR STANDING OFFER SECTIONS

<b>Solicitation Closes - L'invitation prend fin</b> <b>at - à 02:00 PM</b> <b>on - le 2019-11-22</b>	<b>Time Zone</b> <b>Fuseau horaire</b> Eastern Standard Time EST
------------------------------------------------------------------------------------------------------------	---------------------------------------------------------------------------

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



# OVERVIEW OF THE REQUEST FOR STANDING OFFER SECTIONS

Offers must be submitted only to Public Works and Government Services Canada (PWGSC) Bid Receiving Unit by the date, time and place indicated in the RFSO.

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

Bid Receiving - PWGSC / Réception des  
soumissions - TPSGC  
11 LaurierSt./ 11, rue Laurier  
Place du Portage, Phase III  
Core 0B2 / Noyau 0B2  
Gatineau  
Québec  
K1A 0S5

<b>Solicitation Closes - L'invitation prend fin at - à 02:00 PM on - le 2019-11-22</b>	<b>Time Zone Fuseau horaire Eastern Standard Time EST</b>
------------------------------------------------------------------------------------------------	-----------------------------------------------------------------------

Bid Receiving Unit, Procurement Operational  
Support Division, telephone 819-420-7200.

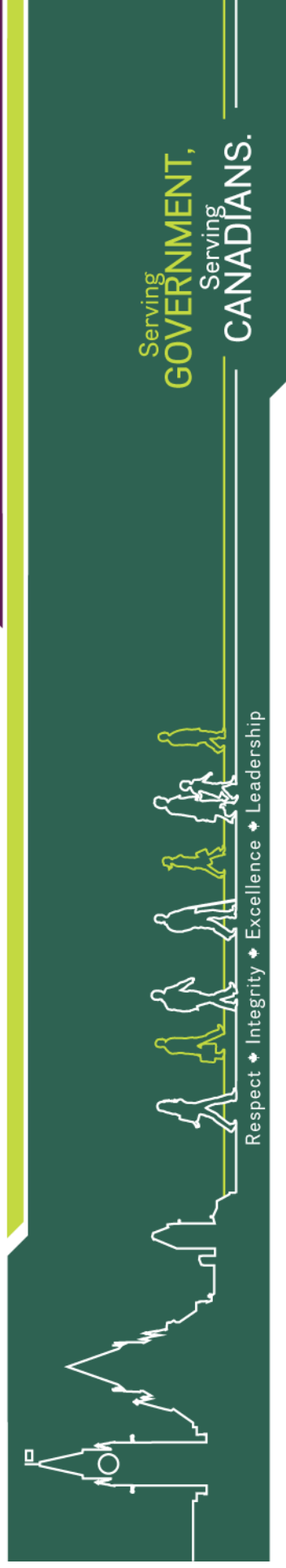
Electronic offers are accepted by e-post. Facsimile offers are not accepted.



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## OVERVIEW OF THE REQUEST FOR STANDING OFFER SECTIONS

### epost Connect service provided by **Canada Post Corporation** :

For offerors choosing to submit using epost Connect for offers closing at the Bid Receiving Unit in the National Capital Region (NCR) the email address is:

[tpsgc.dgareceptiondessoumissions-abidreceiving.pwgsc@tpsgc-pwgsc.gc.ca](mailto:tpsgc.dgareceptiondessoumissions-abidreceiving.pwgsc@tpsgc-pwgsc.gc.ca)

Note: Offers will not be accepted if emailed directly to this email address. This email address is to be used to open an epost Connect conversation, as detailed in Standard Instructions [2006](#), or to send offers through an epost Connect message if the bidder is using its own licensing agreement for epost Connect. [08 \(2019-03-04\) Transmission by facsimile or by epost Connect](#) of Standard Instructions [2006](#).

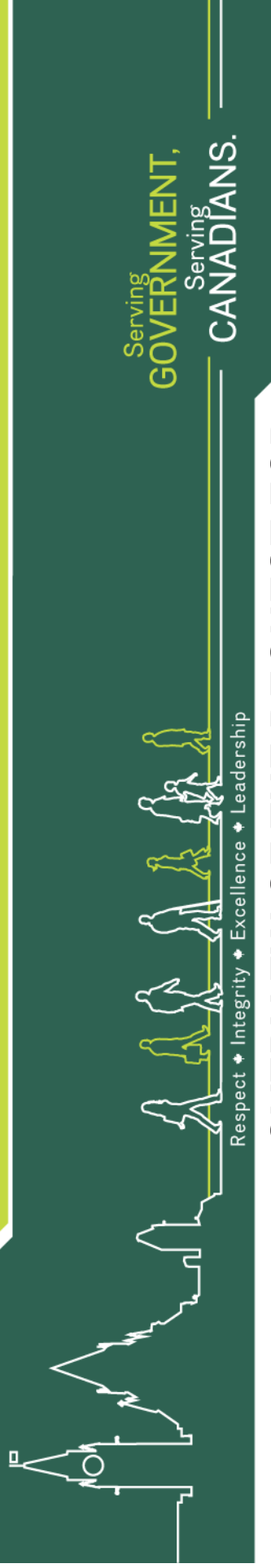
[Late Offers](#) vs [Delayed Offers](#)



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## OVERVIEW OF THE REQUEST FOR STANDING OFFER SECTIONS

### Standard Instructions

The [2006](#) (2019-03-04) Standard Instructions - Request for Standing Offers - Goods or Services - Competitive Requirements, are incorporated by reference into and form part of the RFSO.

Offers are valid for 180 days.

### [Section 18 \(2012-03-02\) Conflict of interest—unfair advantage](#)



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## **OVERVIEW OF THE REQUEST FOR STANDING OFFER SECTIONS**

### **Offer Preparation Instructions**

#### **Hard copies:**

- Section I: Technical Offer (three (3) hard copies)
- Section II: Financial Offer (one (1) hard copy)
- Section III: Certifications (one (1) hard copy)
- Section IV: Additional Information (one (1) hard copy)

#### **Electronically:**

- Section I: Technical Offer
- Section II: Financial Offer
- Section III: Certifications
- Section IV: Additional Information



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## OVERVIEW OF THE REQUEST FOR STANDING OFFER SECTIONS

### Offer Submission Forms Overview

#### Section I: Technical Offer

#### **Mandatory Technical Criteria: Refer to Attachment 1 to Part 4.**

**MT1:** Organizational experience in the related field

**MT2:** References

**MT3:** Ability to meet response times

**MT4:** Qualified workforce

The Phased Bid Compliance Process will apply to all mandatory technical criteria.

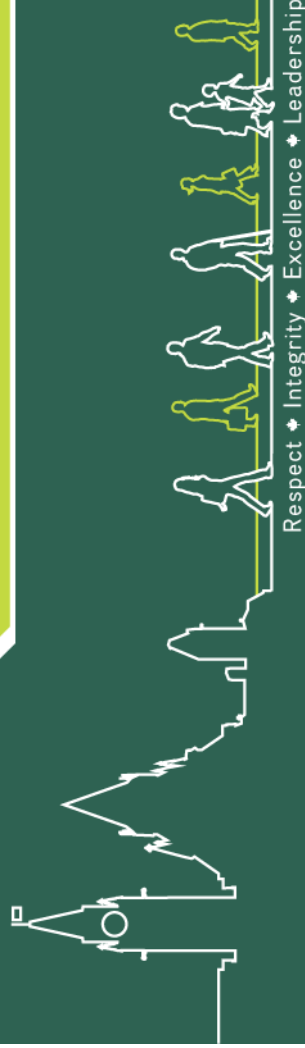
Offers which fail to meet the mandatory technical criteria will be declared non-responsive.



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## OVERVIEW OF THE REQUEST FOR STANDING OFFER SECTIONS

### Bid Submission Forms Overview

#### Section II: Financial Offer

##### Financial Evaluation

- The evaluated price of an offer will be determined in accordance with the Pricing Schedule detailed in Attachment 1 to Part 3. The evaluated price is the sum of all Percentage Offers.
- Where a quoted hourly rate is found to be significantly lower or higher than the average quoted hourly rate for a given trade at a given location, PSPC reserves the right to negotiate the hourly rate with the Offeror prior to SO award. Once SO is awarded, the price shall remain firm for a period of the SO.





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## **OVERVIEW OF THE REQUEST FOR STANDING OFFER SECTIONS**

### **Bid Submission Forms Overview**

#### **Section III: Certifications**

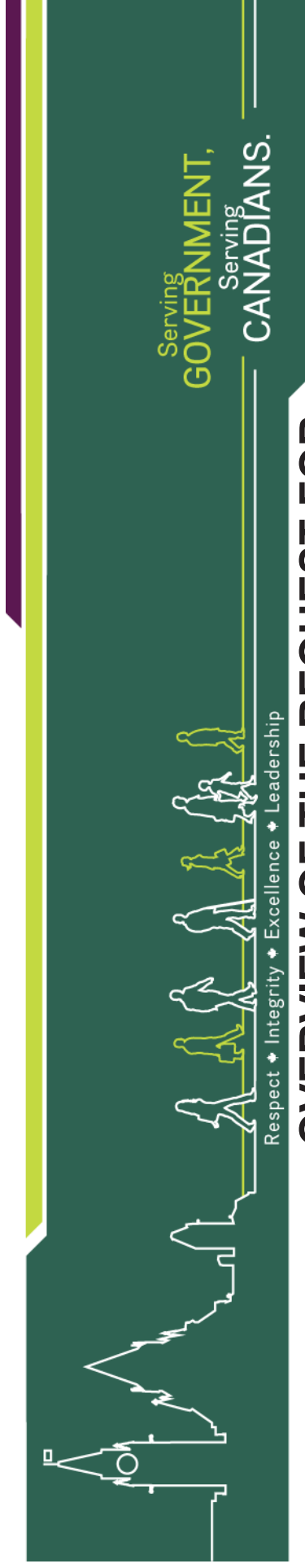
- 5.1.1- Integrity Provisions - Declaration of Convicted Offences, if applicable
- 5.2.1- Integrity Provisions: List of names
- 5.2.2 Federal Contractors Program for Employment Equity - Standing Offer Certification
- 5.3.1- Status and Availability of Resources
- 5.3.2- Education and Experience



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**Canada**

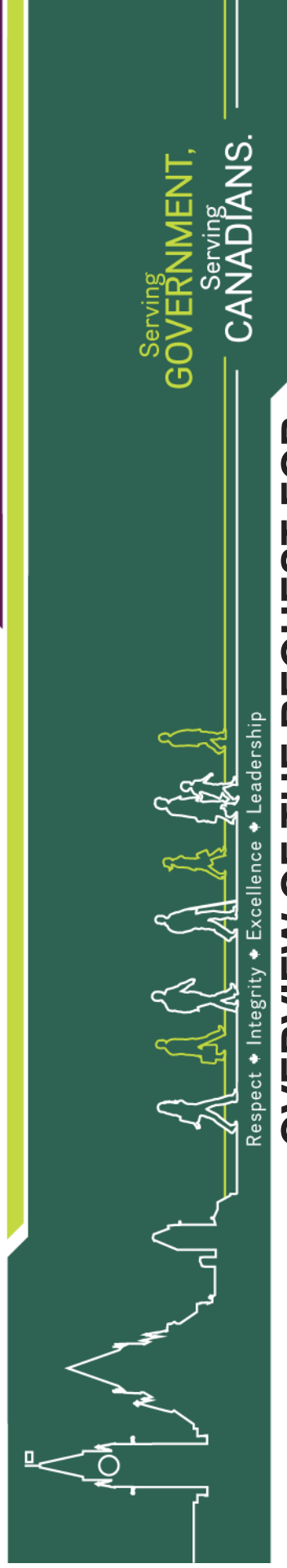


## OVERVIEW OF THE REQUEST FOR STANDING OFFER SECTIONS

### Section IV: Additional information

- Legal name
- PBN
- Contact person
- Part 2, article 3, Former Public Servant, of the Request for Standing Offer: the required answer to each question; and, if the answer is yes, the required information;





## OVERVIEW OF THE REQUEST FOR STANDING OFFER SECTIONS

### ➤ Basis of selection

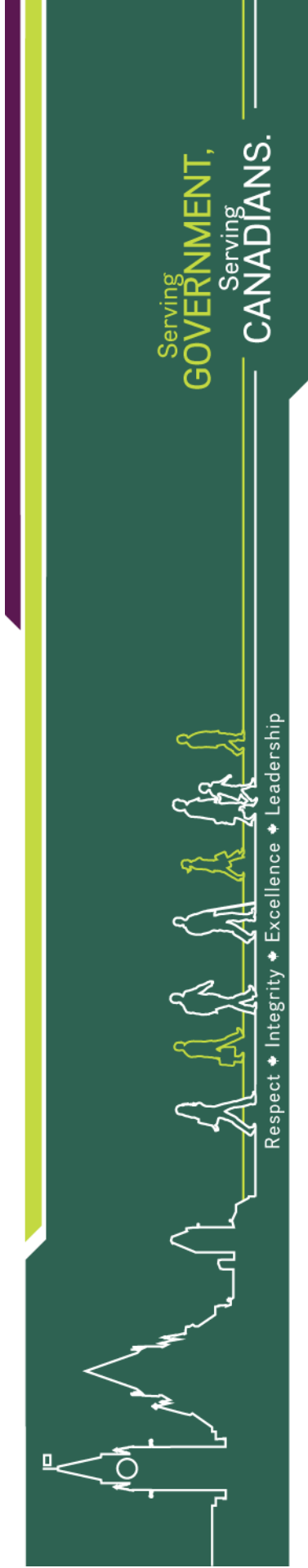
An offer must comply with the requirements of the Request for Standing Offers and meet all mandatory technical evaluation criteria to be declared responsive. The selection shall be based on the sum of the Percentage Offers for all the trades. The two (2) OR three (3) responsive offers with the lowest evaluated price will be recommended for issuance of a standing offer.



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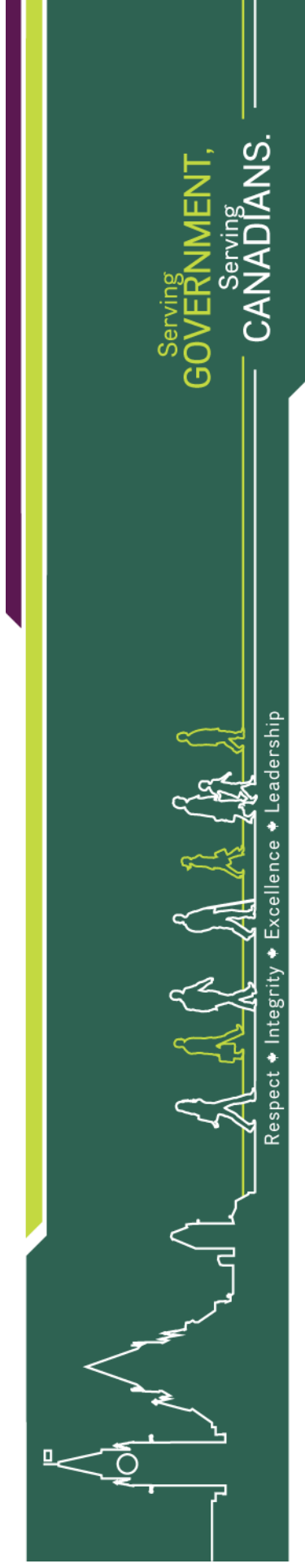


- The full RFSO copy; amendments and attachments are available online at:  
<https://buyandsell.gc.ca/>

Solicitation Documents					
File	Amendment number	Language	Unique Download Event (English page)	Date added	
<a href="#">ABES.PROD.PW_FK.B290.E76575.EBSU000.PDF</a>	000	English	310	2019-03-04	
<a href="#">ABES.PROD.PW_FK.B290.F76575.EBSU000.PDF</a>	000	French	31	2019-03-04	
<a href="#">ABES.PROD.PW_FK.B290.E76575.EBSU001.PDF</a>	001	English	47	2019-03-19	
<a href="#">ABES.PROD.PW_FK.B290.F76575.EBSU001.PDF</a>	001	French	5	2019-03-19	
<a href="#">ABES.PROD.PW_FK.B290.E76575.EBSU002.PDF</a>	002	English	39	2019-03-20	
<a href="#">ABES.PROD.PW_FK.B290.F76575</a>				-03-20	
Attachments					

File	Amendment number	Language
<a href="#">appendi x a-appendice a.zip</a>	Not available	Bilingual
<a href="#">annexes.zip</a>	Not available	Bilingual





## STANDING OFFER CLAUSES

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

### **Section 06 (2014-09-25) Withdrawal**

the Offeror must provide no less than 30 days' written notice to the Standing Offer Authority

the Offeror that voluntarily withdraws from the SO will not be allowed to resubmit interest on the same SO for the duration of that SO

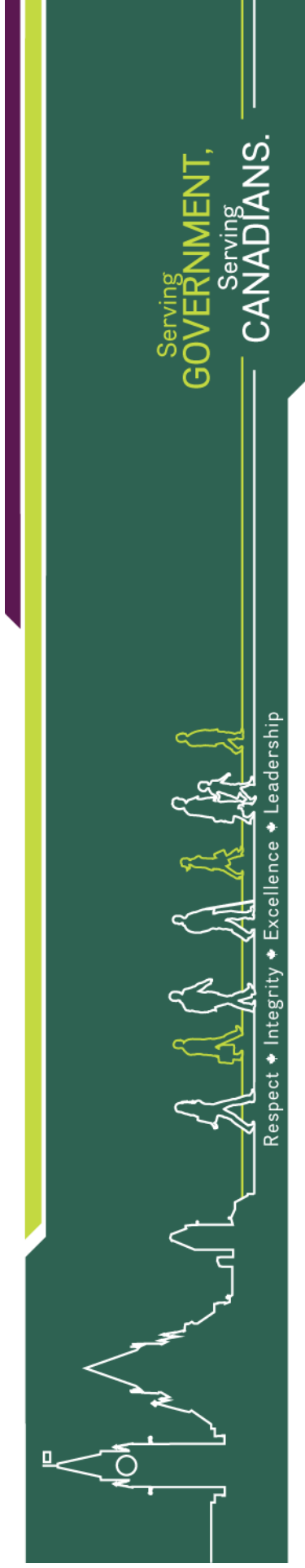


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## **STANDING OFFER CLAUSES**

### **Period of the Standing Offer**

2 years plus two (2) additional 1 year optional periods

### **Security**

There is no security requirement applicable to the Standing Offer.

### **Identified Users**

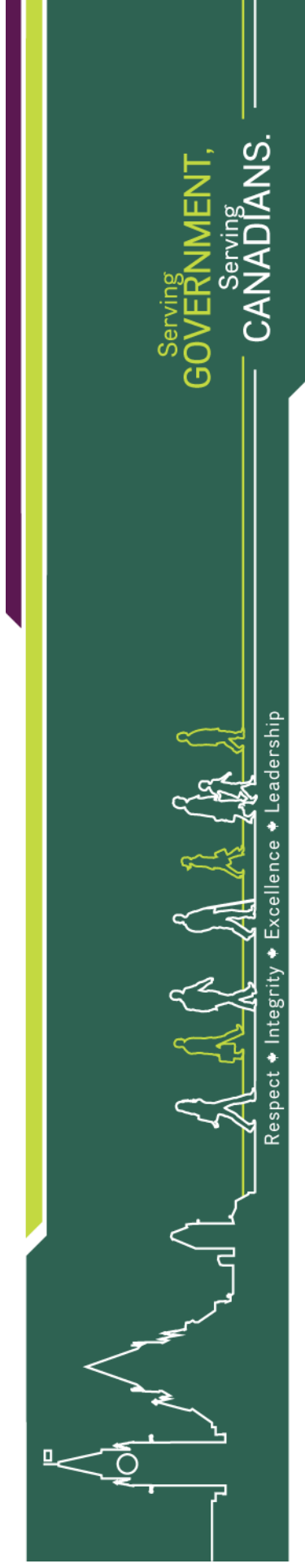
The Identified User authorized to make call-ups against the Standing Offer is Canadian Forces Housing Agency.



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## STANDING OFFER CLAUSES

### Call-up Procedures

The Identified User will establish the scope of services to be performed.

For three offerors (60%; 40% and 0%): ideal business distribution percentage which has been established as follows; 60% of the business for the top ranked Offeror, 40% for the 2nd ranked Offeror, and 0% for the 3rd ranked Offeror

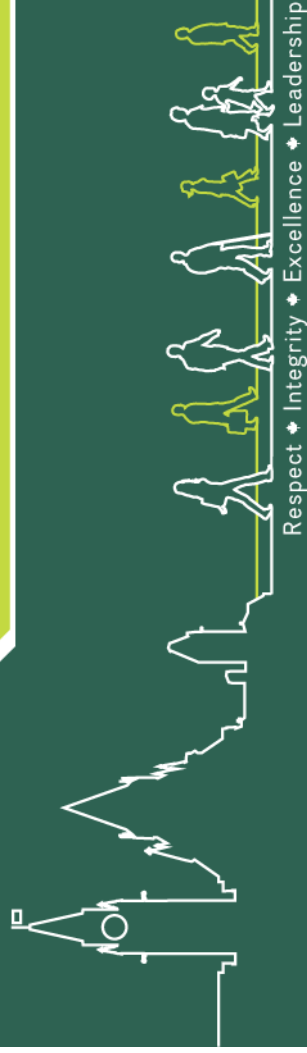
For two Offerors (100% and 0%): The *Call-ups* will be issued such that the highest ranked Offeror will perform the majority of the work. Canada may offer work to other than the highest ranked Offeror when, in the opinion of Canada, scheduling of work and / or, *Offeror* availability and / or, *Offeror* workload would dictate such distribution.



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## STANDING OFFER CLAUSES

**Compliance:** continuous compliance with the certifications provided by the Offeror with its offer or precedent to issuance of the Standing Offer (SO), and the ongoing cooperation in providing additional information are conditions of issuance of the SO and failure to comply will constitute the Offeror in default

the Offeror shall comply with all codes, laws and regulatory provisions that are applicable to the performance of the Work or any part thereof

the Offeror shall obtain all permits and hold all certificates and licenses for the performance of the Work.

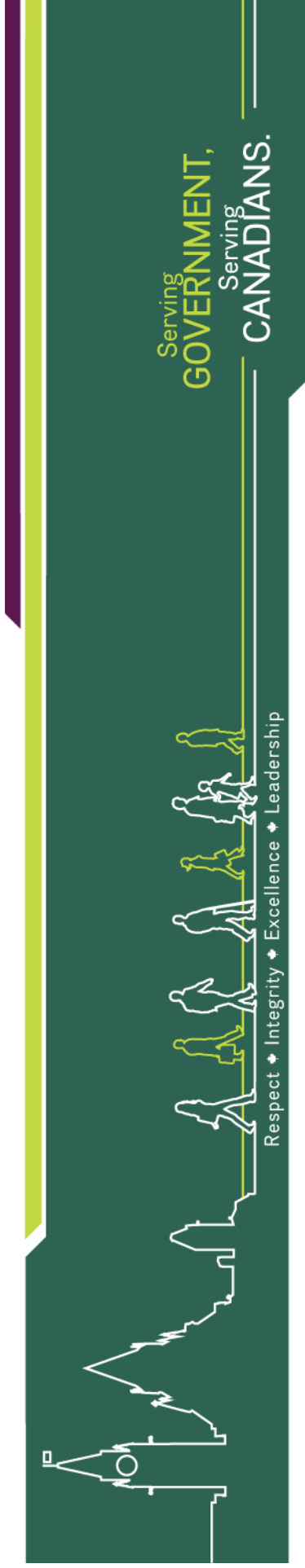
the Offeror shall produce evidence that the proposed Subcontractor and/or his/her trades people to be assigned to that part of the Work are so registered or licensed.



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## STANDING OFFER CLAUSES

### Insurance Requirements

The Offeror must forward to the Standing Offer Authority within ten (10) days after the date of award of the Standing Offer, a Certificate of Insurance evidencing the insurance coverage and confirming that the insurance policy complying with the requirements is in force.

## ANNEX C

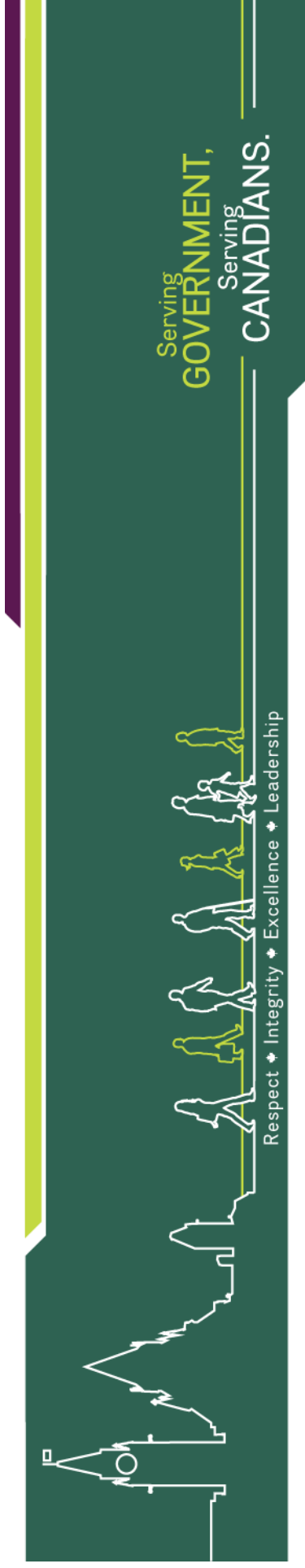
1. COMMERCIAL GENERAL LIABILITY INSURANCE
2. ENVIRONMENTAL IMPAIRMENT LIABILITY INSURANCE



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## RESULTING CONTRACT CLAUSES (CALL UPS OR WORK ORDERS)

### General Conditions

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

### Workers' Compensation

Prior to commencement of Work, at the time of Substantial Performance of the Work, and prior to issuance of the Certificate of Completion,

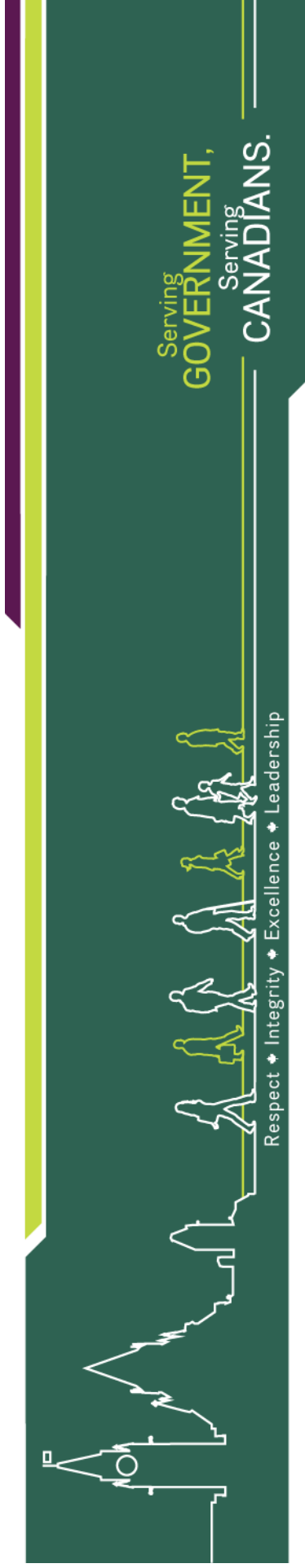
At any time during the term of the Contract, when requested by Canada,



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## **RESULTING CONTRACT CLAUSES (CALL UPS OR WORK ORDERS)**

### **Payment**

#### **Firm Price**

#### **Firm Hourly Rates**

#### **Other Direct Expenses – Hot Work Permit Fees**

#### **Limitation of expenditure**

**CPI:** The price adjustment will be made in accordance with the percentage change in the Bank of Canada CORE Consumer Price Index (CPI). The Schedule of Unit Rates (SUR), hourly rate(s) and unit prices, as applicable, will be adjusted at the two-year anniversary of the start date of the SO by calculating the percentage change in the CPI between the January 2020 and January 2022.

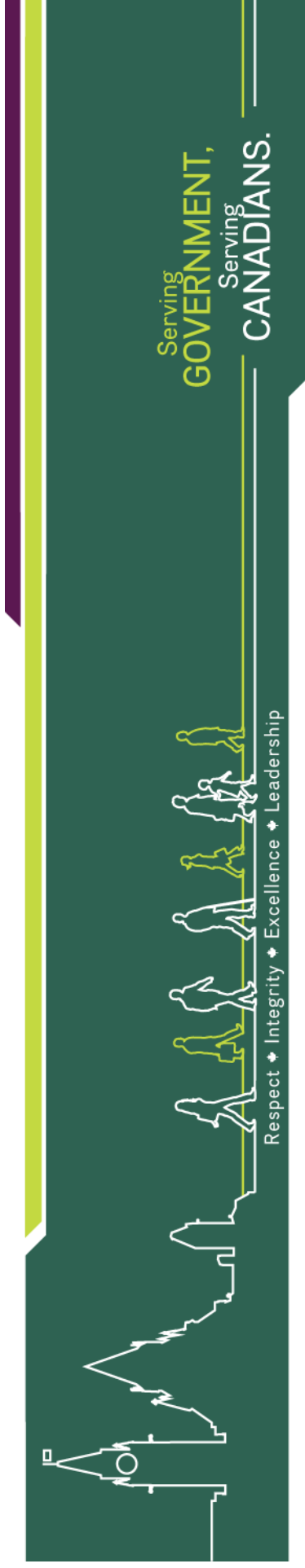
Percentages in Table A will not be adjusted.



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## RESULTING CONTRACT CLAUSES (CALL UPS OR WORK ORDERS)

### Call-up Price:

Unforeseen items of work arising during the term of the SO which are not in the SUR shall be done by hourly rates plus the applicable laid-down cost of Materials with a 10% mark-up (applied to the Material only).

Where items are only available in pre-set quantities or measurements, the Contractor will be paid the laid-down cost with a 10% mark-up of the Material used only.

Contractor shall be paid for each Call-up a minimum of eighty dollars (\$80), or the actual invoice amount if it exceeds the minimum amount.

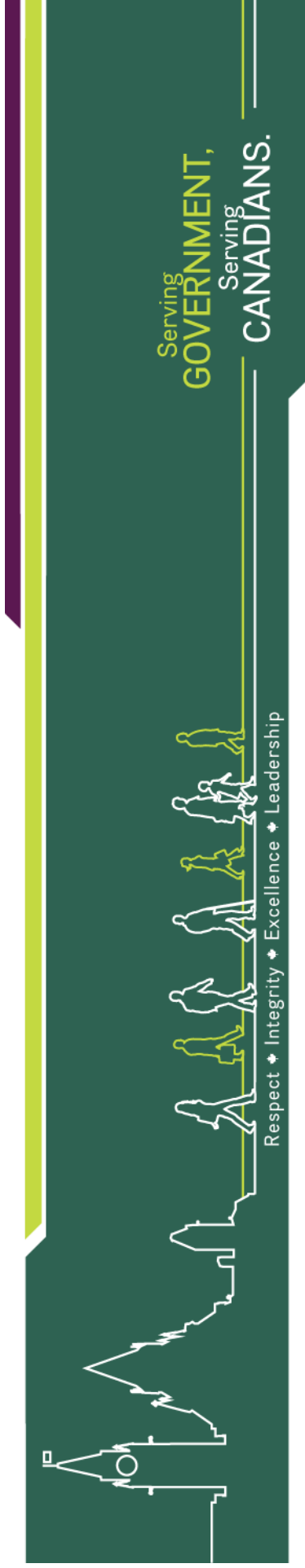


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## RESULTING CONTRACT CLAUSES (CALL UPS OR WORK ORDERS)

### Call up Price:

**Payment for After Hours Work and Priority 1 Work (as per SOW, section 4):** emergency work outside the normal working day (ref. Annex A, SOW, Para 4.2)

payment shall be made at the after-hours hourly rates multiplied by the number of hours worked.

The after-hours hourly rates will be calculated at 1.5 times the regular hourly rate indicated on the Offer Form

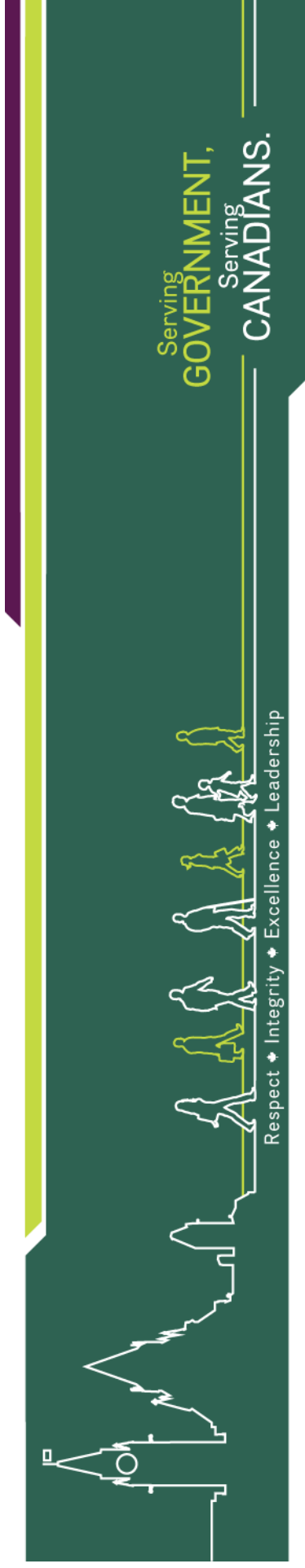
The contractor will be reimbursed at the regular hourly rate for the total travel time (the sum of To and From the Contractor's business address), rounded up to the next hour to a maximum of 2 hours



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## RESULTING CONTRACT CLAUSES (CALL UPS OR WORK ORDERS)

Where the Contractor begins work on a Priority 1 Call Up within the normal work day and continues until after 5pm, he will be paid the value of the SUR code(s) (if applicable) plus their % Offer, plus the time spent after 5pm at the after-hours hourly rate.

Materials used will be paid at a laid down cost plus a 10% mark-up.

Materials will be supplied FOB Destination including all delivery charges.

### **Methods of Payment**

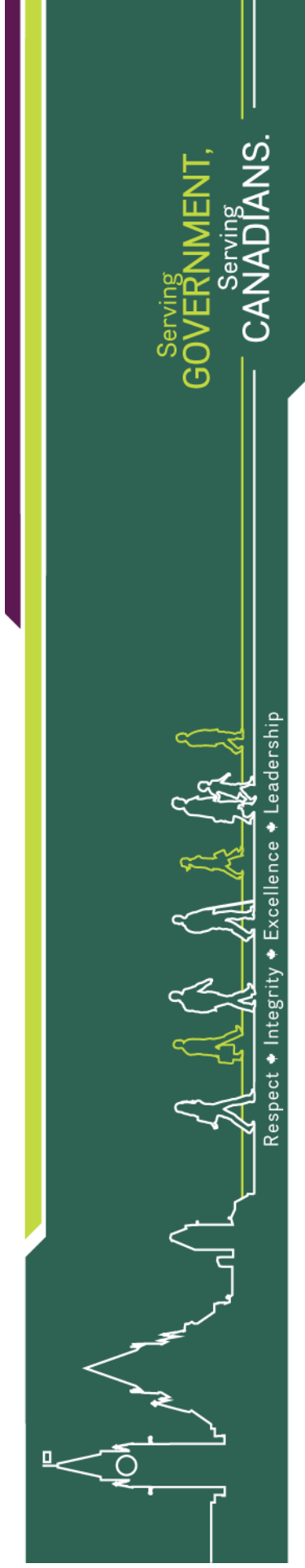
Single Payment upon delivery and acceptance.



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## RESULTING CONTRACT CLAUSES (CALL UPS OR WORK ORDERS)

### Pre-Commencement Meeting

A pre-commencement meeting is mandatory for the Contractor prior to commencing any work.

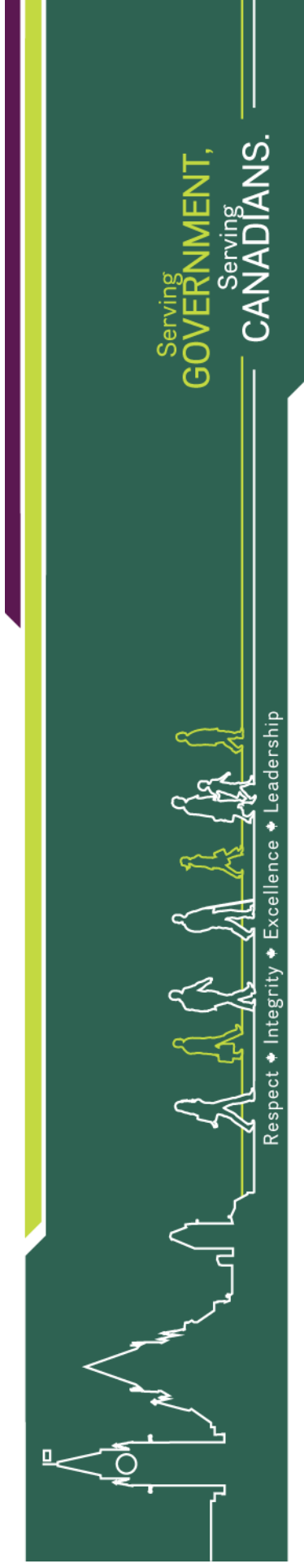
The Contractor is to supply the Technical Authority with a copy of its safety policy as required by the applicable Provincial Occupational Safety and Health Regulations.



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Any resulting questions must be submitted in writing to

Amanda Assi

[Amanda.assi@tpsgc-pwgsc.gc.ca](mailto:Amanda.assi@tpsgc-pwgsc.gc.ca)

Maxime Dallaire

[Maxime.dallaire@tpsgc-pwgsc.gc.ca](mailto:Maxime.dallaire@tpsgc-pwgsc.gc.ca)

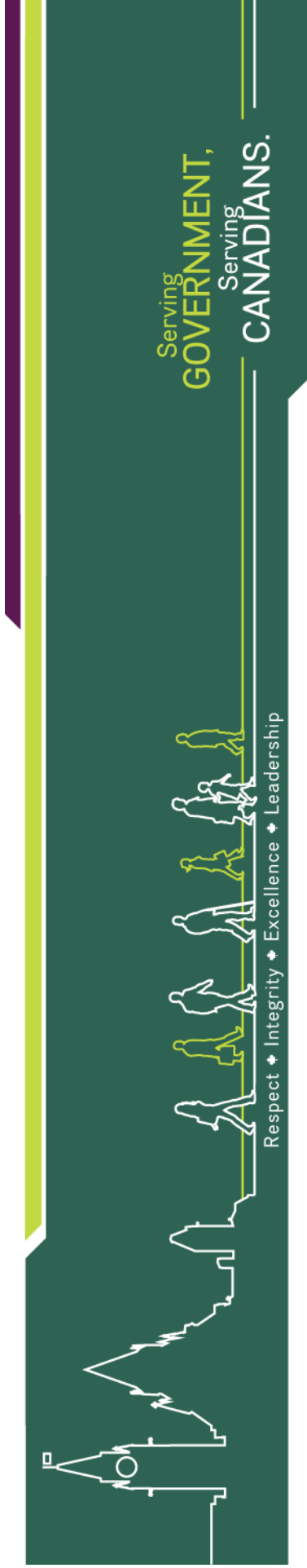
**seven (7) calendar days** before the Request for Standing Offers (RFSO) closing date



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# Thank you for your participation!



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# **ANNEX A**

## **STATEMENT OF WORK**

**CANADIAN FORCES HOUSING AGENCY**

**Housing Services Centre Esquimalt**

**EFFECTIVE PERIOD: 1 APRIL 2020 – 31 MARCH 2025**

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**CANADIAN FORCES HOUSING AGENCY**

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## **1. Introduction**

### **1. Aim**

- .1 The purpose of this Statement of Work (SOW) is to describe the requirements and work effort required from the Contractor by the Department of National Defence (DND), the Canadian Forces Housing Agency (CFHA) for the supply of services to meet the requirements for the residential housing repairs and maintenance.
- .2 CFHA, as a customer oriented organization striving for excellence, requires that its staff and contractors understand and comply with its philosophies regarding customer service.
- .3 Through contractors, the CFHA aims to provide a cost effective maintenance and minor improvement service for the Canada owned portfolio. The service aims to ensure the comfort, health and safety of its occupants. Additionally, from time to time, CFHA carries out minor or major improvements to its dwellings including alterations, replacements and upgrading programs.
- .4 It is the CFHA's policy to ensure that the work carried out to its properties is of a high standard of workmanship and that only appropriate good quality materials are utilized.
- .5 In order to protect the comfort, health and safety of its occupants, the CFHA has specified certain standards within which it is expected that maintenance and minor improvements work will be done. All contractors engaged by the CFHA shall fulfil their obligations in respect of these standards and all work must be carried out as expeditiously as possible.
- .6 The CFHA, recognizing the importance of contractors as the primary contact with their customer families, has prepared a paper titled Customer Care Requirements. The Contractor and their sub-contractors must follow these requirements when dealing with the occupants. These requirements form part of the SOW documents and can be found under Appendix 2 - Customer Care Requirements.

### **2. Background**

- .1 CFHA mandate is to manage Canada-controlled residential accommodation for DND, to ensure assets are maintained to a suitable standard and to develop and implement plans to meet the future residential needs of member of the CAF.
- .2 The majority of CFHA RHUs were constructed in the mid to late 1950s. Since then, there have been a variety of both minor and major improvements to RHUs.
- .3 CFHA's portfolio density is comprised of one and two-storey single units, semi-detached units, and row houses. Some locations also have low-rise apartment buildings. Most RHUs have been constructed using conventional stick frame, and

apartments are either constructed of concrete or conventional stick frame. Refer to site specific breakdowns below.

- .4 While the majority of RHUs are of 1950s construction, Contractors should expect to conduct maintenance and repairs on RHUs of varying age, construction methodology and condition.

### 3. HSC Portfolio Overview

- .1 CFHA requires a Contractor to provide a cost effective maintenance and minor improvement service for the Canada owned portfolio at the following location:

Site	Province	Residential Housing Unit Type				Total Units
		Apartment	Row Units	Semi-Detached Units	Single Units	
		Units				
Esquimalt	BC		95	337	276	708

## 2. Applicable Documents

### 1. Documents

- .1 The following documents form part of this statement of work to the extent specified herein, and are supportive of this statement of work when referenced; any other documents are to be considered supplemental information only. In the event of a conflict between the documents and the contents of this statement of work, then the contents of this statement of work shall take precedence.

- .1 Appendix 1 Glossary of Terms
- .2 Appendix 2 Customer Care Requirements
- .3 Appendix 3 Safety Requirements
- .4 Appendix 4 Waste Reporting Form
- .5 Schedule of Unit Rates
- .6 Schedule of Unit Rates Specification

Appendix 6.1	Schedule of Unit Rates Specification	Asphalt (AS)
Appendix 6.2	Schedule of Unit Rates Specification	Carpentry (CP)
Appendix 6.3	Schedule of Unit Rates Specification	Cleaning (CL)
Appendix 6.4	Schedule of Unit Rates Specification	Concrete and Foundation (CF)
Appendix 6.5	Schedule of Unit Rates Specification	Grass Cutting (GC)
Appendix 6.6	Schedule of Unit Rates Specification	Hardwood Flooring (HF)
Appendix 6.7	Schedule of Unit Rates Specification	Hazardous Materials Abatement (HZ)
Appendix 6.8	Schedule of Unit Rates Specification	Landscaping (LA)

Appendix 6.9	Schedule of Unit Rates Specification	Masonry (MA)
Appendix 6.10	Schedule of Unit Rates Specification	Painting (PT)
Appendix 6.11	Schedule of Unit Rates Specification	Resilient Tile, Sheet Flooring & Carpet (VC)
Appendix 6.12	Schedule of Unit Rates Specification	Roofing (RF)

## .7 Maintenance Inspection Checklists

Appendix 7.1	Maintenance Inspection Checklist	Aboveground Heating Oil Storage Tank (AST)
Appendix 7.2	Maintenance Inspection Checklist	Air Conditioner
Appendix 7.3	Maintenance Inspection Checklist	Air Exchanger
Appendix 7.4	Maintenance Inspection Checklist	Back Water Valve
Appendix 7.5	Maintenance Inspection Checklist	Boiler
Appendix 7.6	Maintenance Inspection Checklist	Chimney Factory
Appendix 7.7	Maintenance Inspection Checklist	Chimney Masonry
Appendix 7.8	Maintenance Inspection Checklist	Fireplace Gas
Appendix 7.9	Maintenance Inspection Checklist	Fireplace Wood
Appendix 7.10	Maintenance Inspection Checklist	Flow Through Sprinkler System
Appendix 7.11	Maintenance Inspection Checklist	Furnace Electric
Appendix 7.12	Maintenance Inspection Checklist	Furnace Gas
Appendix 7.13	Maintenance Inspection Checklist	Furnace Oil
Appendix 7.14	Maintenance Inspection Checklist	Heat Pump Air to Air
Appendix 7.15	Maintenance Inspection Checklist	Hot Water Tank Electric
Appendix 7.16	Maintenance Inspection Checklist	Hot Water Tank Gas
Appendix 7.17	Maintenance Inspection Checklist	Hot Water Tank Oil
Appendix 7.18	Maintenance Inspection Checklist	Smoke and Carbon Monoxide Detector
Appendix 7.19	Maintenance Inspection Checklist	Sump Pump
Appendix 7.20	Maintenance Inspection Checklist	Water Heater On Demand Electric
Appendix 7.21	Maintenance Inspection Checklist	Water Heater On Demand Gas

## 3. Requirement

### 1. Scope of Work

- .1 Work under this Standing Offer (SO) includes the provision of skilled (licensed where applicable) labour, tools, equipment, supervision, time and material for Asphalt (AS), Carpentry (CP), Cleaning (CL), Concrete and Foundation (CF), Grass Cutting (GC), Hardwood Flooring (HF), Hazardous Materials Abatement (HZ), Landscaping (LA), Masonry (MA), Painting (PT), Resilient Tile, Sheet Flooring & Carpet (VC), Roofing (RF), general trade services in Esquimalt.
- .2 Services are to be provided on an “as and when requested basis” in accordance with call up and the Statement of Work.
- .3 Contractors are to expect work that is of varied scope and size. It is typical for a contractor to be called out to respond to minor maintenance issues, replacement work as well as preparing RHUs for occupants.

- .4 The scope of work in each call up will be identified through the Schedule of Unit Rates as listed in Appendixes 5.X and supported by Appendix 6X Schedule of Unit Rates Specification and the Statement of Work.
- .5 If the work cannot be identified through the Schedule of Unit Rates, CFHA can authorize work by providing the general work description. **Hourly rates will apply as per Annex B, Basis of Payment, of the Standing Offer.**

#### 4. Time Frames For Completion Of The Work

##### 1. Working Hours

- .1 Work under the Call-Up shall normally be executed within the hours of 8 a.m. to 5 p.m. Monday to Friday (excluding statutory holidays and/or provincial/territorial holidays), except designated emergency Work, which is defined in **para 4.1.2**. Where the Contractor voluntarily elects to Work outside the specified hours, he shall first obtain the approval of the Technical Authority, and the consent of any occupants or neighbours (as may be appropriate), and shall conduct such Work in a manner that causes a minimum of inconvenience to such occupants and/or neighbours.
- .2 The following are considered Statutory Holidays for the purposes of this Standing Offer:
  - .1 New Year's Day – January 1
  - .2 Good Friday
  - .3 Easter Monday
  - .4 Victoria Day – First Monday preceding May 25
  - .5 Quebec National Holiday – June 24 (Province of Quebec only)
  - .6 Canada Day – July 1
  - .7 Civic Holiday (first Monday of August in British Columbia, New Brunswick, Northwest Territories, Nunavut, and Saskatchewan, Alberta, Manitoba, Ontario, Nova Scotia, Prince Edward Island)
  - .8 Labour Day – First Monday in September
  - .9 Thanksgiving Day – Second Monday in October
  - .10 Remembrance Day – November 11
  - .11 Christmas Day – December 25
  - .12 Boxing Day – December 26
  - .13 Construction Holiday – Last two weeks of July (Province of Quebec only)

2. Response times

- .1 Each Call-up will indicate the completion time. The Contractor must be on site fully prepared to undertake the work and /or working within the priority response time allocated for each item of work specified in the Call-up unless otherwise agreed to in writing:
  - .1 Priority 1 Respond within 1 hour
  - .2 Priority 2 Respond within 24 consecutive hours
  - .3 Priority 3 Respond within 7 calendar days
  - .4 Priority 4 Respond within 14 calendar days
  - .5 Priority 5 Respond within 28 calendar days
  - .6 Priority 6 Respond as specified on the Call-up.
- .2 Where the Call-up prescribes a time frame or time frames within which the Contractor is required to complete the Works or any part or parts thereof; or where the Call-up is expressed to operate for a fixed term, then time is of the essence.
- .3 If, after receiving a Call-up, the Contractor finds reason or cause that would preclude him from meeting the prescribed time frame(s), he shall immediately advise the Technical authority. Technical authority may then adjust the time frame(s) or, at their sole discretion, re-assign the Call-up.
- .4 Urgent/Emergency Work and Emergency After Hours Response Service (EAHRS)
  - .1 Urgent or Emergency work undertaken during regular working hours will be identified as Priority 1 Work. Where emergency work is undertaken during normal working hours, the Schedules of Unit Rates or price quotations that may be specified in the Annex B, Basis of Payment will apply.
  - .2 Urgent or Emergency work that was started during normal hours and that is required by the Technical authority to continue beyond normal hours, as defined in section 4.1.1, will be treated as after-hours work. The work performed beyond normal hours will be compensated at the after-hours hourly rate.
  - .3 Urgent or Emergency work excludes work done by choice of the Contractor outside normal working hours.
  - .4 There are five (5) trades that require Emergency After Hours Response Service (EAHRS) work, which requires response 24 hours per day, 365 days per year. These 5 trades are: carpentry, roofing, heating and air conditioning, electrical, plumbing. Offerors that apply for any of these five trades do so under the understanding that they will be required to



provide tradespersons, equipment and materials for emergency repairs at any hour of any day. Contractors in the nominated trade categories, identified above, shall maintain a continuous emergency service capable of 24/7 response for the full duration of the SO, including all statutory and/or provincial/territorial holidays and/or construction holiday periods. Additionally, Contractors shall register with the Technical authority full details of all acceptable means of emergency communication.

- .5 EAHS shall be provided within one hour of notification of a requirement. For EAHS work, the work should be made safe or serviceable at the after-hours hourly rate plus the cost of materials which will be paid at invoiced cost with a mark-up of 10%. Any follow up work required shall be completed during normal hours using the Schedule of Unit Rates or hourly rates where work is not covered by the Schedule of Unit Rates. NOTE: Where the work is too extensive the contractor is to call the EAHS Call Centre for further direction.
- .6 An EAHS response consists of rendering the situation safe, secure and/or healthy as well as performing work required to avoid significant loss or damage to property (for example, burst water pipes, loss of heat, etc.). NOTE: Where the work is too extensive the contractor is to call the EAHS Call Centre for further direction.
- .7 Process for EAHS call-up:
  - (a) CFHA EAHS Call Centre will make 3 attempts to communicate with the contractor by telephone. In the event that there is no response from the contractor within 20 minutes of the first attempt, CFHA reserves the right to contract with another contractor. Failure to respond will be accounted for during the performance evaluation process as per Part 8 of the Request for Standing Offer (RFSO).
  - (b) Upon the contractor receiving the notification of an emergency, within 10 minutes the contractor shall contact the occupant/customer to obtain further details on the emergency, and if possible fix or render the situation safe while on the telephone with the occupant.
  - (c) If the communication with the occupant is not possible the contractor is to communicate with the CFHA EAHS Call Centre on how the contractor should proceed.
  - (d) Contractors shall always advise the CFHA EAHS Call Centre if a visit to the site is not required. In these cases, the EAHS Call Centre will advise on how the Contractor should proceed.

- (e) The next business day following the completion of the emergency work, the CFHA will issue the confirmation call up for the emergency work performed. The CFHA reserves the right to confirm the actual time worked.

## **5. Business Registration And Trade Licenses Requirement**

- .1 Where legislation of the Province in which the site of the Work is located requires that a contractor or their resources be registered or licensed to carry out any of the Work described in the RFSO documents, the Contractor shall, within 48 hours of their receipt of a notice in writing from the Technical authority, produce evidence that they and/or their resources are so registered or licensed.
- .2 Where the contractor intends to subcontract part of the Work, and Provincial Legislation requires that a person be licensed to carry out that part of the Work, the contractor shall, within 48 hours of their receipt of a notice in writing from the Canada, produce evidence that the proposed subcontractor and/or their trades people to be assigned to that part of the Work are so registered or licensed and carry all required insurance (i.e. Workplace Safety and Insurance Board (WSIB)).
- .3 In the province of Quebec, contractors must also submit their license from the Régie du Bâtiment du Québec (RBQ) for work that is covered under the Quebec Building Act.

## **6. Access To Work Site**

- .1 Where work is to be performed on an occupied RHU, the Contractor shall be responsible for making arrangements at a mutually convenient time with occupants of dwellings owned and/or managed by CFHA for access or entry to premises to carry out Work required under each Call-up. The Contractor shall not at any time enter a residence without the occupant (or a representative of the occupant) present. If an occupant is absent, the Contractor shall leave a card notifying the occupant of his visit and request advice from the occupant as to when access can be obtained to the premises to carry out the Work required. Should the occupant not attend a second appointment, the Contractor is to immediately notify the Technical authority who will make a third appointment for access to carry out the Work.
- .2 If the work identified on the Call-up cannot be performed due to non-access to premises after a third attempt by the Contractor to gain access, the Technical authority shall negotiate the amount of any payment to be made for that Call-up.
- .3 Where access to a premise is to be disturbed due to progress of the Work, twenty-four (24) hours written notice shall be given to the occupant giving specific details of the disturbance and the proposed duration. Pedestrian access must be maintained where required and as directed.

- .4 Where there is a requirement for the Contractor, his employees or agents to obtain an entry permit to a particular secure area the Contractor shall, as early as practical, before any person is required to enter the site for any purposes in connection with the Call-up, furnish to the Technical authority a document setting out in respect of the Contractor, his employees or agents their names, residential addresses and dates and places of birth.
- .5 All persons desiring to enter the site shall comply with all local Base/Wing regulations and requirements relating to the issue of an entry permit and with all conditions relating to entry to the site.

1. Interpretation of Drawings

- .1 The Contractor shall check all relevant dimensions on site before proceeding with the Works.
- .2 The layout of Plant and equipment as shown on the drawings shall be taken as diagrammatic only. The Contractor shall be responsible to obtain all measurements and other information required to carry out the Works. The Contractor shall not be entitled to any extra cost resulting from his/her failure to obtain measurements and other information on the site.

**7. Trade and Brand Names**

- .1 When trade or proprietary names, brands, catalogue or reference numbers are referred to in the Specification, they are intended to set a minimum standard and preference for any particular materials or equipment is not intended or implied. A Contractor may offer material or equipment of similar characteristics or type, quality, appearance, finish, method of construction and performance.
- .2 When “standard of acceptance” and/or, “acceptable products” are referred to in the Specification, the product(s) named are to be the product(s) used. The process of reviewing alternative product(s) is to be as follows:
  - .1 The Technical authority issues a Call-up to the Contractor where products are required as specified in the documents.
  - .2 The Contractor may submit a request to the Technical authority at the time of receiving the Call-up to review alternative product(s) to the one(s) specified as standard of acceptance or acceptable product. The request must demonstrate through product literature and a sample of the product(s) that the product(s) are of equal quality to the product(s) specified.
  - .3 The Contractor shall obtain prior written approval of all items to be used in the Work, where the items have not been specified or differ from those specified.

- .4 The Technical authority shall review the requested alternative product(s), approve or reject the product(s), and advise the Contractor in writing of the approval or rejection.
- .3 CFHA reserves the right to accept or reject any requests for alternative product(s).
- .4 All materials used on site shall be new and of first grade quality as regards design, manufacture and operation under all conditions of service. Materials used shall be approved and suitable for use under all on-site conditions and shall be installed in accordance with manufacturers' instructions.

## **8. Salvaged Materials**

- .1 The Technical authority reserves the right to inspect any part or parts replaced under the terms of a Call-up.
- .2 If the Technical authority, after inspecting the goods, so orders in writing the inspected goods shall be removed from the site and disposed of by the Contractor. Proceeds of the disposal of any goods by the Contractor with the written permission of the Technical authority shall become the property of the Contractor.

## **9. Site Amenities**

- .1 Where Work is to be carried out to unoccupied premises, the existing water, sanitary and other facilities in the unoccupied premises may be used by the Contractor and his personnel upon receipt of written approval from the Technical authority. The Contractor is to ensure that his employees understand any restrictions imposed by the Technical authority, in relation to the use of such facilities.
- .2 Where the facilities are not used properly, the right conferred by this clause may be withdrawn, in which case the Contractor shall provide and maintain in a sanitary condition all statutory and necessary amenities and sanitary facilities for workmen and other persons lawfully upon the site and remove them on completion of the Work.
- .3 In occupied premises the Contractor shall be responsible for providing all statutory and necessary amenities and sanitary facilities unless prior arrangements are made with the occupant. Note that occupant approval is not guaranteed and if so granted can be withdrawn anytime by the occupant. Refer to Appendix 2 - Customer Care Requirements for specific instructions and precautions to be observed while providing services in occupied premises.

## **10. Existing Services**

- .1 The Contractor shall notify the Technical authority of any connection, disconnection, interference or other modification required with or to existing services.
- .2 The Contractor shall, before Work commences, liaise with the Technical authority regarding the location of existing services. The Contractor will be responsible for locating all existing services.
- .3 The Contractor shall immediately notify the Technical authority in the event of damage to any water, gas, steam, compressed air, electric, drainage, sewerage, telephone, fire alarm, control cable or other services in the area. The Contractor shall render any assistance required in connection with any such incident, but otherwise work in that vicinity shall be stopped immediately and not be restarted until instructed by the Technical authority.
- .4 Where the service is indicated on the drawings and/or in the specification, or is evident on the site or has been pointed out by the service provider or Technical authority, the Contractor shall assume responsibility over all damages and shall be liable for the cost of any necessary repairs. For additional information relating to utility interruptions, refer to clause 11.0
- .5 Where the Contractor encounters any services, details of which are not given on the drawings and/or in the specification and which are not evident on the site or which have not been pointed out to him, and has carried out his operations with reasonable care, the cost of reinstatement, diversion or other associated work shall be paid to the Contractor as an extra to the Call-up. The Contractor is to advise the Technical authority and obtain concurrence before proceeding with any reinstatement work.

## **11. Utility Interruptions**

- .1 The Contractor shall notify the Technical authority in writing prior to any proposed interruptions or switching off of utility (e.g. water, electricity, gas supply), stating the date and the expected duration of the shutdown. No utility shall be switched off before prior written approval has been given by the Technical authority except where safety would otherwise be at risk. The Contractor shall be responsible for any loss or damage to property or goods caused by unauthorized interruptions to utility supply.
- .2 The Contractor shall provide temporary heat and power as required to allow the RHU occupants to operate essential equipment. Power shall also be provided to deep freeze and refrigeration units during extended power outages. Light shall be provided during the hours of darkness.

## **12. Site Protection**

### **1. General:**

- .1 The Contractor shall guard or otherwise protect the Work and its site, and protect the Call-up, specifications, plans, drawings, information, material, plant and real property, whether or not they are supplied by Technical authority to the Contractor, against loss or damage from any cause, and the Contractor shall not use, issue, disclose or dispose of them without the written consent of Technical authority, except as may be essential for the performance of the Work.

### **2. Responsibility and Protection of Vegetation, Furniture, Fitments and Buildings**

- .1 The Contractor shall allow for such bending over, staking, covering or other protection of vegetation as may be necessary for both the avoidance of damage, and to enable vegetation to be left in a similar condition as it was when the Work commenced.
- .2 The Contractor shall take all possible care to protect internal furnishings and fitments of buildings. Clean drop sheets shall be used for covering furniture and carpets, and those sheets shall be laundered or replaced as may be necessary before and during the Work.
- .3 The Contractor shall not move furniture for the performance of the Work. Should the area be not ready for the work, the Contractor is to advise Technical authority.
- .4 The Contractor shall be liable for any breakages and damage to Canada property which may take place during the course of the Work and which are directly attributable to any action or lack of appropriate action by the Contractor.

### **3. Preservation of Trees and Shrubs**

- .1 The Contractor shall not destroy, remove or clear any trees or shrubs from any lands used or occupied by the Contractor in the execution of the Works without the prior approval of the Technical authority. Under normal working conditions on any sites where trees, shrubs, lawns or gardens are affected by the Works, the Contractor shall give notice to the Technical authority.

### **4. Protection against Dust, Debris, Water, etc.**

- .1 The Contractor shall arrange the execution of the Work so as to minimize nuisance to the occupants. The occupants and contents are to be protected against unreasonable amounts of dust, dirt, noise or other nuisance. Installed equipment shall be protected against damage by dust, dirt, shock or other cause, and appropriate measures are to be taken to afford such protection. Dust screens and watering shall be used to reduce dust.

5. Soil Conservation

- .1 The Contractor shall take such steps as are necessary to prevent the erosion of any lands used or occupied by the Contractor in the execution of the Works.

6. Noise Control

- .1 The Contractor shall take all practicable precautions to minimize noise arising out of or resulting from any activity associated with the Work. All construction equipment shall be fitted with noise suppressors unless specially designed for quiet operation.

7. Site Control

- .1 Except as otherwise provided in the Call-up, delivery of Materials to the site, space for storage of such Materials and for building sheds, offices, workshops and other temporary structures shall be allowed only in accordance with arrangements entered into between the Contractor and the Technical authority and subject to such conditions as are determined by the Technical authority.
- .2 No new roads or tracks shall be formed, no existing roads shall be altered, camps erected, trees or shrubs removed, fences, water, sewerage or power lines cut or any other thing done that may affect the environment to a significant extent without the prior approval of the Technical authority.
- .3 Contractor's employees or any individual associated with the Contractor shall park their vehicles in areas approved by the Technical authority. Parking on the roads and/or driveways shall be the norm where permitted by local by-laws. No parking on lawn areas is permitted. Refer to clause 8 herein and to Appendix 2 – Customer Care Requirements clause 7.1.6.
- .4 No fires shall be lit on the site.

8. Trucking

- .1 No motor vehicles shall leave the site laden with any material unless it is loaded in a manner that will prevent the discharge or dropping of any of the materials.
- .2 The Contractor shall ensure that the wheels, tracks and body of all construction plant leaving the site are free of mud.

9. Site Restoration

- .1 The Contractor shall keep the site of the Works and areas adjacent to the site in as good a state of repair as they were when he commenced the Work.
- .2 Any and all disturbance to grass areas shall be kept to a minimum. All disturbed grass areas shall be returned to as close as is reasonably possible to their original



condition. This shall include grass areas being raked to a neat and tidy condition to remove any material that has been placed upon them.

- .3 While any portion of the Works is in progress, all restoration of the site shall be carried out concurrent with the progress of that portion of the Works. Restoration of driveways and road pavements shall be completed at intervals of not greater than one (1) week.

#### 10. Cleaning Up

- .1 While any portion of the Works is in progress the Contractor shall, on a daily basis, remove from the site all rubbish, debris and waste resulting from the activities.
- .2 Upon completion of the Works the Contractor shall leave the site in a thoroughly clean condition.
- .3 All refuse arising from the execution of Work (including food scraps and the like) shall be removed from Canada property at the cost to the Contractor.

### 13. Occupational Health & Safety

#### 1. General

- .1 All Contractors are to adhere to applicable provincial regulations and related precautions associated with hazardous materials and health and safety and Appendix 3 - Safety Requirements.
- .2 All Contractors working on, or in federally owned or leased premises / property, acknowledge and accept responsibility for compliance with the applicable health and safety requirements and industry standards. Delays due to safety concerns or issues may result in actions taken by the Canada for non-compliance under 2005 (2017-06-21) General Conditions - Standing Offers - Goods or Services and 2035 (2018-06-21) General Conditions - Higher Complexity - Services. All Contractors shall also follow all local (Base or Wing) health and safety policies and procedures.
- .3 The Canada may stop the Work if, in its opinion, the Work is not being performed safely by the Contractor or the Work is being performed in a manner that is contrary to the requirements of the applicable safety legislation.
- .4 In the event that differences or conflicts arise between legislation, regulations or safety standards that apply to the Work being done, the more stringent provisions shall apply.

#### 2. Basic Requirements

- .1 Following the reporting of a hazard, the Canada shall:



- .1 Make direct arrangements with the Contractor to effect the necessary changes to ensure the health and safety of those exposed, or to protect property.
- .2 Where resolution of the situation is not achieved to the satisfaction of Canada, the provincial, territorial and federal enforcement authorities having jurisdiction may be involved in order to resolve the issue.
- .3 All Contractors, at the discretion of the Canada shall attend / conduct sessions or meetings for the purpose of informing all concerned of health and safety hazards at the work site.
- .4 If the Work involves the generation of sparks, or production of heat by the Contractor in carrying out the Work, the Contractor shall obtain a Hot Work Permit from the Authority Having Jurisdiction at the site. Any fee associated with the Hot Work Permit will be reimbursed “at cost” without mark-up to the Contractor by the Canada as per Annex B, Basis of Payment.

### 3. Prohibited Activities

- .1 Smoking will not be permitted in any of the buildings.
- .2 The Contractor shall not, at any time, use or cause to be used any explosives without the approval of the Technical authority and shall ensure that proper precautions and proper care are taken in respect of such explosives or equipment.
- .3 The Contractor shall not stockpile materials, tools or equipment in or on any DND premises without prior written permission from the Technical authority.

### 4. Hazardous substances

- .1 As part of the Work, the Contractor is advised that hazardous materials may be encountered. Refer to Appendix 3 - Safety Requirements and Appendix 1 - Glossary of Terms for additional information. Hazardous waste must be tracked and reported as per Appendix 4 - Waste Reporting Form.

### 5. Other Precautions in Carrying Out Work

- .1 Unless otherwise specified in the Call-up, the Contractor shall observe, in the absence of any statutory requirement to the contrary, the relevant current standard published by the Canadian Standards Association (CSA) relating to storage, transport, use of materials, explosives, fire precautions in arc or flame cutting, flame heating and arc or gas welding operations, plant and equipment, work processes and safety precautions.

## **14. Environmental Management**

### **1. Spills**

- .1 The Contractor shall take every precaution to ensure that a Spill does not occur;
- .2 In the event that the Contractor causes an intentional or unintentional Spill, the Contractor must stop work and immediately notify the Technical authority and other authorities having jurisdiction; and
- .3 Take all reasonable steps to minimize the environmental damage, which may be caused by the Spill.

### **2. Disposal of Designated Waste and Refuse**

- .1 Disposal of specially designated waste (i.e., hazardous waste) is provincially regulated and therefore shall be carried out in accordance with the applicable provincial acts and regulations dealing with the classification, documentation, packaging, and disposal of such waste. Transportation of specially designated waste shall be carried out in compliance with the Federal Transportation of Dangerous Goods Act and/or provincial equivalents. Hazardous waste must be tracked and reported in Appendix 4 - Waste Reporting Form.

### **3. Contaminated Site Conditions**

- .1 For the purposes of this clause, a contaminated site condition exists when local soil and/or groundwater media is impacted by a substance that occurs at concentrations above background levels and pose, or is likely to pose, an immediate or long-term hazard to human health or the environment; or exceed levels specified in policies and regulations. The definition is not intended to include sites that are only covered by inert debris or are simply aesthetically unpleasant. Similarly, heat, sound, and vibration are excluded as contaminants within the scope of the above definition.
- .2 If the Contractor encounters any latent or previously unidentified/undocumented contaminated site condition, either by olfactory or visual evidence, the Contractor shall observe the requirements described in Section 13 above.
- .3 Upon review of qualifications, additional services may be requested in support of the cleanup of contaminated site conditions. The Work shall be completed in accordance with all relevant federal, provincial, territorial and municipal statutes and other Authorities Having Jurisdiction.
- .4 The Canada may at any time, and at his sole discretion, enlist the services of experts and specialty Contractors to assist in determining the existence of, and the extent and treatment of the contaminated site condition, and the Contractor shall, to the satisfaction of the Canada, allow them access and cooperate with them in the carrying out of their duties and obligations.

#### 4. Environmental Reporting

- .1 CFHA uses the Appendix 4 - Waste Reporting Form to collect data from Contractors who complete work that has an impact on CFHA's construction waste, hazardous waste and hazardous material inventory tracking. Where applicable, the Technical authority shall identify the relevant sections of the form for the Work assigned and the Contractor shall complete the form accordingly. The Contractor shall record accurate information to the best of their ability.

#### 15. Signage/Public Statement

- .1 The Contractor shall not, without the prior written approval of the Canada, erect or permit the erection of any sign or advertisement on the site or issue any public statement as to the subject matter of the Work or anything arising under the SO.

#### 16. Cooperation With Other Contractors

- .1 Where, in the opinion of the Technical authority, it is necessary that other Contractors or workers with or without Plant and Material be sent onto the Work or its site, the Contractor shall, to the satisfaction of the Technical authority, allow them access and cooperate with them in the carrying out of their duties and obligation.

#### 17. Coordination Of Trades

- .1 At the discretion of the Technical authority the Contractor may be required to coordinate trade work outside of their SO for the successful completion of the Work.
- .2 The Contractor will be communicated the requirement for coordination during the Call-up using the Coordination of Multi-Trade.
- .3 The work may include:
  - .1 Ensuring other Contractors are briefed on the scope of work, timing, etc.;
  - .2 Managing both sequential and concurrent phases of the Work;
  - .3 Keeping the Technical authority informed on Work progress;
  - .4 Informing the Technical authority of non-compliant Contractors;

#### 18. Contractor's Competence

- .1 All Work shall be carried out in a neat and competent manner by qualified tradespersons and/or helpers or apprentices supervised on site by qualified tradespersons, using good quality new materials.

## **19. Tests And Inspections**

- .1 The Contractor shall arrange for all tests and inspections required by relevant laws and regulations to be carried out by the Authority Having Jurisdiction. Where the Authority Having Jurisdiction does not accept the Work, the Contractor shall be responsible for all cost incurred to have the Work accepted.

## **20. Matching Existing Work**

- .1 Where the method of joining up of old and new Work is not otherwise specified, the cutting away and joining up shall be carried out in a manner approved by the Technical authority and made good in all trades to match existing adjacent Work.

## **21. Measurement Of The Work**

- .1 Unless otherwise specified in the Call-up, all measurement of Work shall be in accordance with the latest issues, amendments and supplements of the Canadian Standards Association (CSA), CAN/CSA-Z234.1-00, Canadian Metric Practices Guide.

## **22. Acceptance Of The Work**

- .1 All Work shall be demonstrated to the satisfaction of the Technical authority to have been installed and operating correctly upon completion based on the manufacturer's recommendations, and conducted in compliance with provincial and federal legislated requirements and industry standards. Should any part of the Work fail to have been installed and operate correctly, the Contractor shall be responsible for costs incurred during this period to make that part of the Work function correctly.
- .2 Upon completion of the Work the Contractor shall hand to the Technical authority all diagrams, plans/equipment, operation and maintenance manuals and accessories in a clear and legible format, including clearly labelled keys.

## **23. Warranty Provisions**

- .1 All items installed by the Contractor under the Call-up shall be warranted to be free of defective materials, design or workmanship for a period of one (1) year. The full cost of all warranty repairs, including labor, material, plant, travel and accommodation costs, shall be the responsibility of the Contractor.
- .2 For items that remain under Manufacturer's warranty for greater than one (1) year, the Contractor will be compensated for labor, material, plant, travel and accommodation costs on a case by case basis.

## **24. Performance Of Work**

- .1 The Contractor shall:

- .1 Permit the Canada to have access to the Work and its site at all times during the performance of a Call-up;
  - .2 Furnish the Canada with such information respecting the performance of the Call-up as the Canada may require; and
  - .3 Give the Canada every possible assistance to enable the Work to be carried out under the SO and the Call-up.
- .2 Contractor's Superintendent
- .1 The Contractor shall, forthwith upon the SO being put in place, designate a superintendent. The Superintendent is an administration function with knowledge and experience and will be the liaison between all service personnel performing the work and the Technical Authority. In the event of an emergency, the Superintendent will be contacted and an action plan discussed and implemented to mitigate any potential impact on the CFHA's operation.
  - .2 A superintendent designated pursuant to 24.2.1 shall be in full charge of the operations of the Contractor in the performance of the Work and is authorized to accept any notice, consent, order, direction, decision or other communication on behalf of the Contractor that may be given to the superintendent under the SO or Call-ups.
  - .3 The Contractor shall, upon the request of the Canada, remove any superintendent who, in the opinion of the Canada, is incompetent or has been guilty of improper conduct, and shall forthwith designate another superintendent who is acceptable to the Canada.

## **25. Inspect And Report**

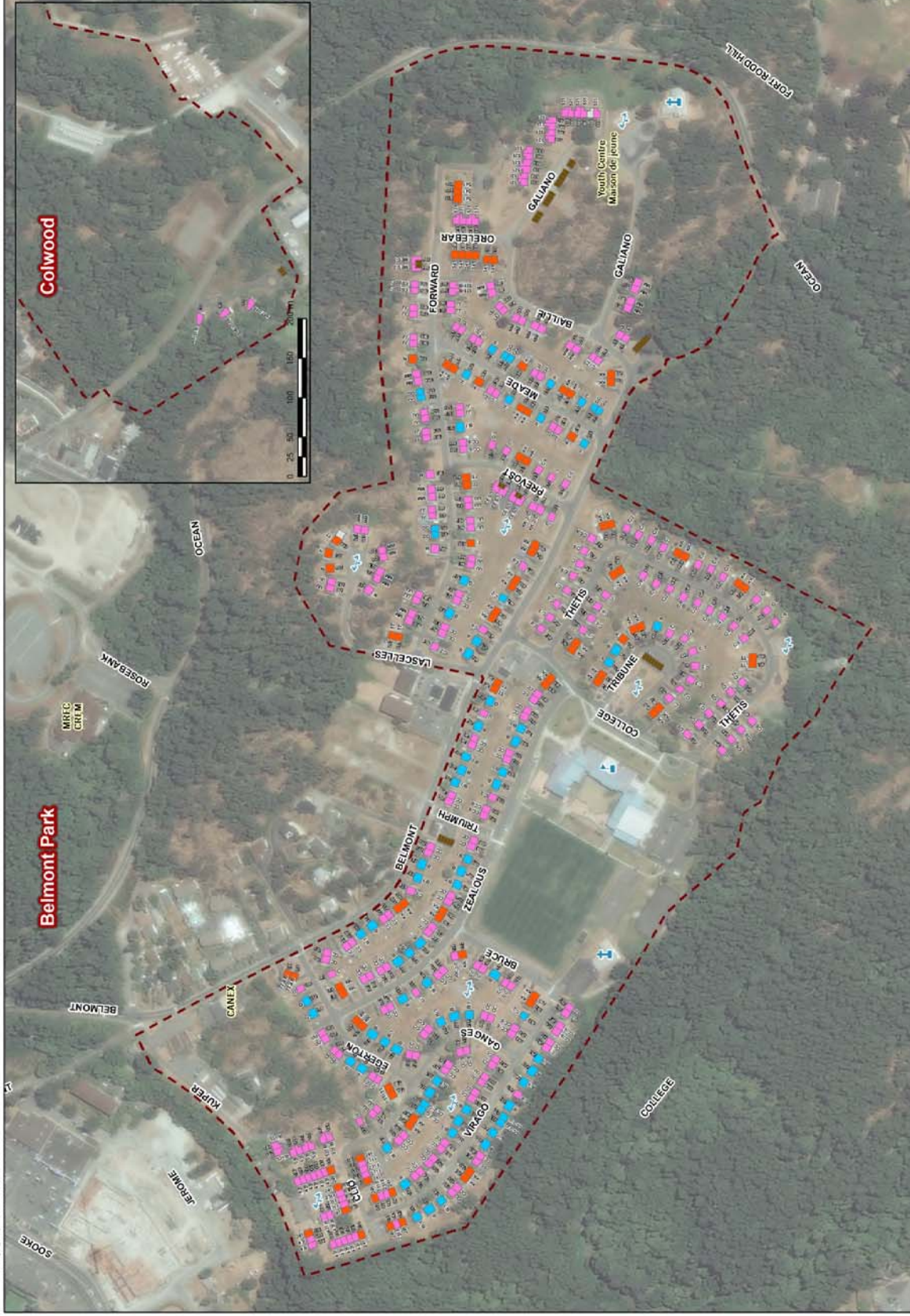
- .1 At the discretion of the Technical authority the contractor may be required to assess, analyze and communicate an issue and its resolution.
- .2 The Contractor is expected to act, if possible, on the resolution of the issue while on site. Basic tools, equipment and material associated with the nature of the issue communicated to them by the Technical authority should be readily available.
- .3 The following applies:
  - .1 The Contractor shall determine and report on the nature of the issue and its resolution.
  - .2 The contractor shall produce a written report that includes a description of the problem, the resolution, required SUR codes, unit of measure, quantity and location. Hand-written or typed are acceptable forms of reporting.
  - .3 The Contractor shall determine if the issue can be resolved while on site.

- (a) If the issue can be resolved while on site:
    - (i) The Contractor shall call the Technical authority to obtain permission to proceed.
    - (ii) Permission may result in a Call-up amendment as per Para 8.3 of Resulting Contract Clauses
    - (iii) The Contractor will be paid for the original “Inspect and Report” fee as well as for the additional work identified in the Call-up amendment.
  - (b) If the issue cannot be resolved while on site:
    - (i) Call-ups with a Priority 1 or 2: The Contractor shall call the Technical authority, while on site, to inform that the issue cannot be resolved.
    - (ii) The Contractor will be paid for the “Inspect and Report” fee.
- .4 The Contractor shall submit the report within the priority timeframe specified in the Call-up.

## **26. Communication**

- .1 Call-ups will be raised and communicated to the Contractor on an as-required basis. Contractors will collect/receive call-ups per site specific methodologies which will be established during the pre-commencement meeting and may include: in-person pick up, telephone notification, fax, or email.
- .2 The Contractor shall have as a minimum the following communication capabilities through which requests for work can be made during:
  - .1 Normal working hours - for all trades: constantly attended telephone, including cellular; and/or e-mail.
  - .2 Outside normal working hours - for trades not required to have emergency response capability; a telephone answering service capable of recording messages, and/or email.
  - .3 Outside normal working hours - for trades with required emergency response capability: constantly attended telephone, including cellular, email, or otherwise.
- .3 The Contractor shall keep the Technical authority informed of the emergency service telephone numbers on which his firm can be contacted both during normal working hours and outside normal working hours.





**CFB / BFC Esquimalt**  
Belmont Park & Colwood

**CFHA Residential Housing Site**  
Secteur de logement résidentiel de l'ALFC

*Legend / Légende*

SS Housing Style / Style d'habitation  
 Church / Église  
 Playground / Terrain de jeu  
 School / École

**Residential Housing Site / Secteur de logement résidentiel**

Garage / Garage

**No. of Bedrooms / Nbre. de chambres**  
(Belmont Park only / et Colwood only / seulement)

2 bedrooms / chambres (77)  
 3 bedrooms / chambres (287)  
 4 bedrooms / chambres (90)

**Total RHUs in / Total ULR à**  
Esquimalt: 708\*

Belmont Park: 451  
 Dockyard: 7  
 Signal Hill: 20  
 Royal Roads: 20  
 Rocky Point: 17  
 Naden North: 22  
 Work Point: 168

**Total garages in / Total garages à**  
Esquimalt: 71

Belmont Park: 38  
 Dockyard: 6  
 Rocky Point: 9  
 Naden North: 11  
 Work Point: 0

\*Excludes emergency housing and storage space  
 Exclut les logements d'urgence et les emplacements de stockage

**Number of Heritage Units /**  
Nombre d'unités patrimoniales: 3

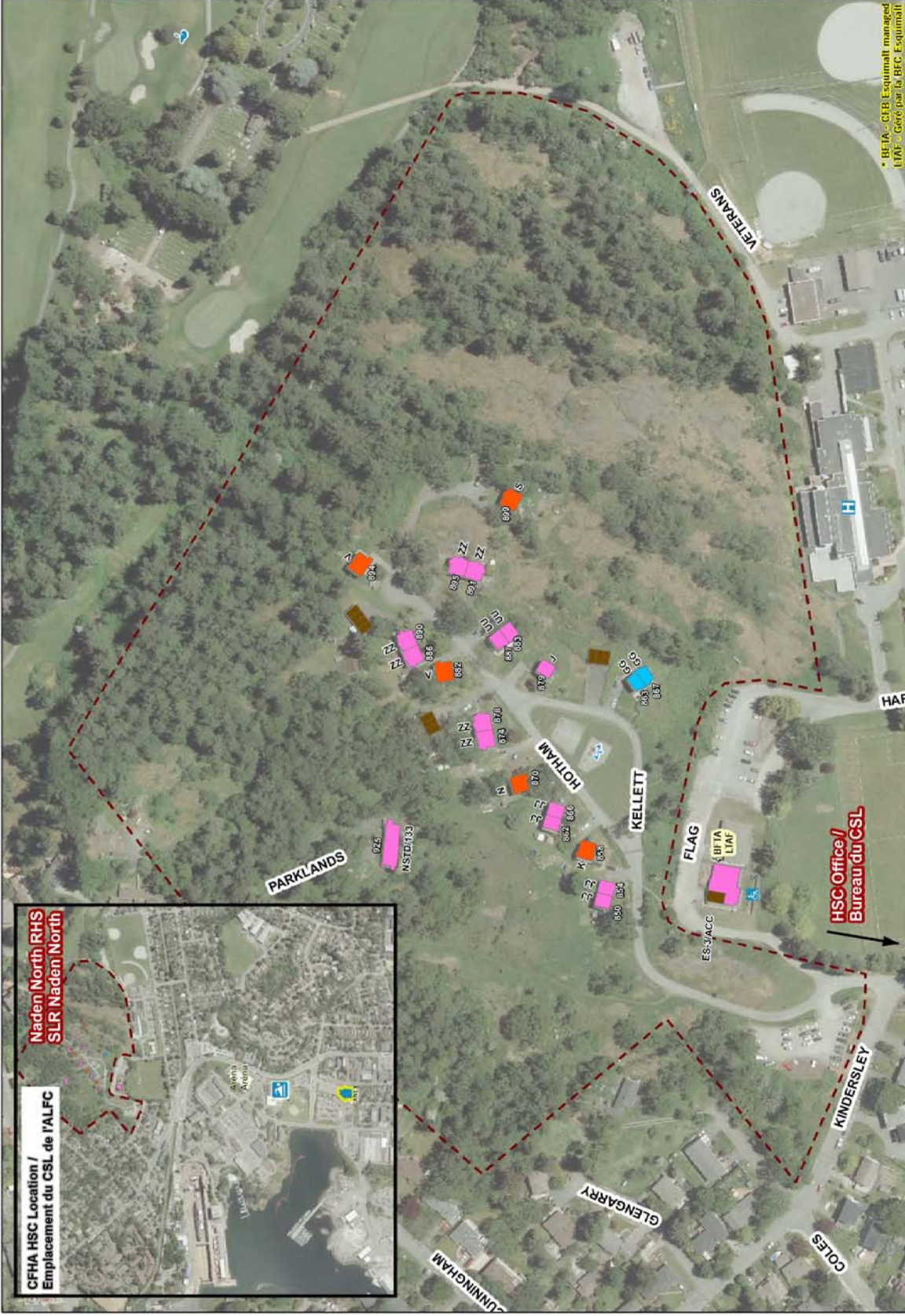
**Housing Site Location**  
Emplacement du secteur d'habitation


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CFB / BFC Esquimalt	
Naden North	
CFHA Residential Housing Site	
Secteur de logement résidentiel de l'ALFC	
<b>Legend / Légende</b> SS Housing Style / Style d'habitation Golf Course / Terrain de golf Hospital / Hôpital Playground / Terrain de jeu Fully Barrier Free Access Unit / Logement entièrement accessible Swimming Pool / Piscine Housing Service Centre / Centre de services de logement Residential Housing Site / Secteur de logement résidentiel Garage / Garage	
<b>No. of Bedrooms / Nbre. de chambres</b> (Naden North only / seulement) 2 bedrooms / chambres (2) 3 bedrooms / chambres (15) 4 bedrooms / chambres (5)	
<b>Total RHUs in / Total ULR à</b> <b>Esquimalt: 708*</b> Naden North: 22 Belmont Park: 451 Rocky Point: 17 Signal Hill: 20 Work Point: 168	
<b>Total garages in / Total garages à</b> <b>Esquimalt: 71</b> Naden North: 11 Belmont Park: 38 Rocky Point: 9 Signal Hill: 6 Work Point: 0 * Excludes emergency houses and storage space ** Excluant les logements d'urgence et les emplacements d'entreposage	
<b>Number of Heritage Units / Nombre d'unités patrimoniales: 3</b>	
	
<b>Housing Site Location</b> <b>Emplacement du secteur d'habitation</b> This map is not a legal survey document and should be used for general information only. Cette carte n'est pas un document d'enquête légale et ne devrait être utilisée que pour l'information.	





<b>CFB / BFC Esquimalt</b> <b>Royal Roads &amp; Rocky Point</b> <b>CFHA Residential Housing Site</b> <b>Secteur de logement résidentiel de l'ALFC</b>	
<b>Legend / Légende</b> SS Housing Style / Style d'habitation 4+ Playground / Terrain de jeu Residential Housing Site / Secteur de logement résidentiel Garage / Garage	
<b>No. of Bedrooms / Nbre. de chambres</b> (Royal Roads and / et Rocky Point only / seulement) 2 bedrooms / chambres (11) 3 bedrooms / chambres (21) 4 bedrooms / chambres (5)	
<b>Total RHUs in / Total ULR à</b> <b>Esquimalt: 708*</b> Royal Roads: 20 Dockyard: 7 Belmont Park: 461 Naden North: 22 Work Point: 168	
<b>Total garages in / Total garages à</b> <b>Esquimalt: 71</b> Royal Roads: 0 Dockyard: 6 Belmont Park: 38 Naden North: 11 Work Point: 0	
* Calculated emergency housing and storage space Calculé les logements d'urgence et les emplacements d'entreposage	
<b>Number of Heritage Units / Nombre d'unités patrimoniales: 3</b>	
	
<b>Housing Site Location</b> <b>Emplacement du secteur d'habitation</b> This map is not a legal survey document and should be used for presentational purposes only. Cette carte n'est pas un document d'arpentage légal et ne devrait être utilisée que pour fin de représentation.	





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NAD 1983, Mercator transverse universelle, zone 10

**Data sources:**  
Sources de données  
DMTI (Cartograph)  
Department of National Defence  
- CFHA Unit Information as of April 2, 2019  
Renseignements sur les unités militaires le 2 avril 2019  
This map is not a legal survey document and should be used for presentation purposes only.  
Cet atlas n'est pas un document d'enquête légale et ne devrait être utilisé que pour fins de présentation.

**Housing Site Location**  
Emplacement du secteur d'habitation

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**Number of Heritage Units /**  
Nombre d'unités patrimoniales: 3

**Total RHUs in / Total ULR à**  
Esquimalt: 708\*

Work Point: 168  
Signal Hill: 20  
Royal Roads: 20  
Cowood: 3  
Naden North: 22

**Total garages in / Total garages à**  
Esquimalt: 71

Work Point: 0  
Signal Hill: 4  
Royal Roads: 0  
Cowood: 3  
Naden North: 11

\* Excludes emergency houses and storage space  
Excluant les logements d'urgence et les emplacements d'entreposage



**No. of Bedrooms / Nbre. de chambres**  
(Work Point only / seulement)

2 bedrooms / chambres (47)  
3 bedrooms / chambres (93)  
4 bedrooms / chambres (28)

**Residential Housing Site /**  
Secteur de logement résidentiel

**Legend / Légende**

Housing Style / Style d'habitation  
Playground / Terrain de jeu  
School / École

**CFHA Residential Housing Site**  
Secteur de logement résidentiel de l'ALFC

**CFB / BFC Esquimalt**  
Work Point