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d'une soumission

NA
Ontario

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

Public Works and Government Services Canada
Supply and Services Operation
Petawawa Procurement
Building S-111, Rm C-114
101 Menin Rd. Garrison Petawawa
Petawawa
Ontario
K8H 2X3

Title - Sujet Catering Services/Dispersed Meals	
Solicitation No. - N° de l'invitation W3659-190004/C	Date 2020-08-06
Client Reference No. - N° de référence du client W3659-19-0004	Amendment No. - N° modif. 001
File No. - N° de dossier PET-9-51012 (908)	CCC No./N° CCC - FMS No./N° VME
GETS Reference No. - N° de référence de SEAG PW-\$PET-908-1637	
Date of Original Request for Standing Offer Date de la demande de l'offre à commandes originale 2020-07-23	
Solicitation Closes - L'invitation prend fin at - à 02:00 PM on - le 2020-08-17	
Address Enquiries to: - Adresser toutes questions à: McCartney, Sharon	Buyer Id - Id de l'acheteur pet908
Telephone No. - N° de téléphone (613) 217-2807 ()	FAX No. - N° de FAX () -
Delivery Required - Livraison exigée	
Destination - of Goods, Services, and Construction: Destination - des biens, services et construction: Department of National Defence To be Identified on Call-up	
Security - Sécurité 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

Acknowledgement copy required	Yes - Oui	No - Non
Accusé de réception requis	<input type="checkbox"/>	<input type="checkbox"/>
The Offeror hereby acknowledges this revision to its Offer. Le proposant constate, par la présente, cette révision à son offre.		
Signature	Date	
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)		
For the Minister - Pour le Ministre		

Amendment 001 is being raised to:

- 1. Amend the Solicitation Closing Date.**
 - 2. Amend Annex "A" – Statement of Work**
 - 3. Provide a response back from Public Works and Government Services Canada to questions received from bidders.**
-

1. Solicitation Closing Date

DELETE: In its entirety

Solicitation Closes at 02:00 PM on 2020-08-10

INSERT:

Solicitation Closes at 02:00PM on 2020-08-17

2. Annex "A" Statement of Work

DELETE: In its entirety

INSERT:

ANNEX "A"

STATEMENT OF WORK

1.0 Scope

1.1 Objective

The Department of National Defence (DND), 33 Canadian Brigade Group (33 CBG) requires a three (3) year Regional Individual Standing Offer (RISO) for the provision of Catering Services for the supply and delivery of Dispersed Hot Meals, Boxed/Bag Cold Meals, Between Meal Supplements and Workplace Refreshments on an "as and when requested" basis to various Military Reserve Units operating in Zone 2 (Central Ontario) and Zone 3 (Eastern Ontario) as illustrated on the Delivery Zones map in Appendix "E".

1.2 Background

33 Canadian Brigade Group (33 CBG) is responsible for providing meals and meal supplements when access to food services establishment are not available due to operational and training requirements. The meals and meal supplements must be nutritional, fulfilling and meet the standards of the Canadian Food Guide.

1.3 Terminology

1.3.1 Acronyms and Definitions

The following is a glossary of acronyms and definitions that apply to the content of any resulting Standing Offer.

- a. **33 CBG** - 33 Canadian Brigade Group.
- b. **Between Meal Supplements** – are between meal food and beverage items provided when access to food services establishment are not available due to operational and training requirements.
- c. **Boxed/Bag Cold Meals** – are refrigerated cold meal that travels well and are individually packed in boxes or bags (including vegetarian and halal cold meals).
- d. **Boxed/Bag Cold Meal Pattern** – defines the Boxed/Bag Cold Meal components for Lunch and Supper which constitute an all-inclusive meal.
- e. **Boxed/Bag Meal Pick-up Service** - a method of providing cold food wherein boxed/bag cold meals are made available pick-up by a DND Establishment using a military vehicle.
- f. **Boxed/Bag Meal Delivery Service** - a method of providing cold food wherein boxed/bag cold meals are delivered to remote site locations away from a dining facility by the Caterer's Staff using the Caterer's delivery vehicle.
- g. **Cafeteria (Buffet-Style) Meal Service** - a buffet-style method of providing hot food wherein catering staff serves a variety of meal items and condiments to a diner from chafing dishes at a serving table and includes without limitation the supply of delivery vehicles, staff, mobile hot food holding equipment, chafing dishes, serving utensils, waste containers and waste removal, and disposable wares.
- h. **Catering Services** – is the provision of food to various locations away from the Caterer's food production facility.
- i. **Caterer** – a business that provides food, supplies and service to remote site locations away from a dining facility.
- j. **Diner** - the individual consuming food.
- k. **Dispersed Hot Meals** – are hot meals that travels well and can withstand being held at the required temperature for reasonable periods of time in insulated containers that meets the Safe Food for Canadians Regulations (including vegetarian and halal hot meals).
- l. **Dispersed Hot Meal Pattern** - defines the Dispersed Hot Meal components for Breakfast, Lunch and Supper which constitute an all- inclusive meal.
- m. **Disposable Wares** – are single-use disposable plastic utensils and disposable paper dinnerware and includes but is not limited to bowls, plates, cups, knives, forks, spoons and napkins (Note: paper products must contain a minimum of 30% post-consumer recycle content and no Styrofoam).
- n. **DND** - Department of National Defence.
- o. **DND Establishment** - Base, Camp, Unit or other organization where the work is performed or delivered.
- p. **DND Food Quality Specifications** – are the specifications that must be met or exceeded when providing and/or suppling Food Products and Food Services to DND.
- l. **DND Food Services Inspector** - a DND Food Services representative appointed by the supporting Base/Unit Commander or his representative to conduct unannounced periodic inspections of the Contractor's facilities for sanitation and hygiene purposes. The Contractor must not unreasonably deny the DND Food Services representative access to the Contractor's facilities for the purpose of Facility Inspections.
- m. **DND On-Site Representative** - a DND representative appointed to act as the On-site point of contact for the Caterer.
- n. **DND Representative** – a DND representative appointed to liaise with the Caterer when DND pick-up services are requested.
- q. **Insulated Food Container/Carriers** - individual or bulk insulated containers/carriers used for the transportation of Dispersed Hot Meal, Boxed/Bag Cold Meals, Between Meal

Supplements and Workplace Refreshments to locations away from a dining facility that meets the Safe Food for Canadians Regulations.

- r. **Meal Unsatisfactory Checklist (Appendix "D")** - a satisfaction report completed by a DND On-Site Representative that has received the Catering Service and indicate the Caterer's performance, the quality of the catered meal and any deficiencies.
- s. **Portion Size Standard (Appendix "C")** - identifies the quantity of each food item that constitutes a portion size for all DND feeding.
- t. **Standard Meal Entitlement Pattern (Appendix "A")** - defines the combination of meal components for Dispersed Hot Meals, Boxed/Bag Cold Meals, Between Meal Supplements and Workplace Refreshments. Diners are free to choose any reasonable combination of choices from the menu offerings, within the meal entitlement pattern.
- u. **Standard Meal Item Availability (Appendix "B")** – provides the number of types and/or varieties of food and beverage choices that must be offered for each meal component. It also provides the minimum requirements for the provision of healthier choices at all meals.
- v. **Workplace Refreshments** - are hot and/or cold beverage items provided when access to food services establishment are not available due to operational and training requirements.

1.3.2 Appendices

The following Appendices are incorporated into and form part of Annex "A".

- a. Appendix "A" - Standard Meal Entitlement Pattern
- b. Appendix "B" - Standard Meal Item Availability
- c. Appendix "C" - Portion Size Standard
- d. Appendix "D" - Meal Unsatisfactory Checklist
- e. Appendix "E" - Delivery Zones
- f. Appendix "F" - Call-up Authorities

2.0 Reference Documents

2.1 Standards

All foods must comply with the following Standards and Regulations, but not limited to:

- i. The Canadian Food and Drug Regulations;
- ii. Canadian Food Inspection Agency (CFIA) Inspection Standards;
- iii. Canada Agriculture Products Act; and
- iv. Consumer Packaging and Handling Act (as it relates to food).

2.2 DND Food Quality Specifications

All DND Food Quality Specifications documents can be found at the following website:

<http://publications.gc.ca/site/eng/search/search.html?st=1&ssti=1&ast=food+quality+specifications+food+purchased+by+federal+government+departments&cnst=& e=on& f=on& adof=on>

FQS # & Description	Catalogue #
FQS-01 Eggs	D2-531/01-2018E-PDF
FQS-02 Beef	D2-531/02-2018E-PDF
FQS-03 Veal	D2-531/03-2018E-PDF
FQS-04 Pork	D2-531/04-2018E-PDF
FQS-05 Lamb	D2-531/05-2018E-PDF
FQS-06 Poultry	D2-531/06-2018E-PDF
FQS-07 Variety Meats	D2-531/07-2018E-PDF
FQS-08 Prepared Meat and Meat by Products	D2-531/08-2018E-PDF
FQS-09 Fish and Seafood	D2-531/09-2018E-PDF
FQS-10 Fresh Fruit	D2-531/10-2018E-PDF
FQS-11 Fresh Vegetables	D2-531/11-2018E-PDF
FQS-12 Frozen Fruit	D2-531/12-2018E-PDF
FQS-13 Frozen Vegetables	D2-531/13-2018E-PDF
FQS-14 Canned Fruit	D2-531/14-2018E-PDF
FQS-15 Canned Vegetables	D2-531/15-2018E-PDF
FQS-16 Dried Fruit	D2-531/16-2018E-PDF
FQS-17 Dehydrated Vegetables	D2-531/17-2018E-PDF
FQS-18 Milk and Milk Products	D2-531/18-2018E-PDF
FQS-19 Cheese	D2-531/19-2018E-PDF
FQS-20 Misc Groceries	D2-531/20-2018E-PDF
FQS-21 Pasta	D2-531/21-2018E-PDF
FQS-22 Rice	D2-531/22-2018E-PDF
FQS-23 Legumes	D2-531/23-2018E-PDF
FQS-24 Grains	D2-531/24-2018E-PDF
FQS-25 Shortenings, Fats and Oils	D2-531/25-2018E-PDF

FQS # & Description	Catalogue #
FQS-26 Butter and Margarine	D2-531/26-2018E-PDF
FQS-27 Sugar and Preserves	D2-531/27-2018E-PDF
FQS-28 Coffee and Tea	D2-531/28-2018E-PDF
FQS-29 Ice Cream and Sorbets	D2-531/29-2018E-PDF
FQS-30 Pie Fillings and Pie Fruits	D2-531/30-2018E-PDF
FQS-31 Herbs, Spices and Seasonings	D2-531/31-2018E-PDF
FQS-32 Soups, Sauces and Gravies	D2-531/32-2018E-PDF
FQS-33 Condiments and Condiment Sauces	D2-531/33-2018E-PDF
FQS-34 Bread and Baked Products	D2-531/34-2018E-PDF
FQS-35 Fruit Juice	D2-531/35-2018E-PDF
FQS-36 Cereals	D2-531/36-2018E-PDF
FQS-37 Flour and Mixes	D2-531/37-2018E-PDF
FQS-38 Game	D2-531/38-2018E-PDF

3.0 Requirements

3.1 Requirements

The Department of National Defence (DND), 33 Canadian Brigade Group (33 CBG) requires a three (3) year Regional Individual Standing Offer (RISO) for the provision of Catering Service for the supply and delivery of Dispersed Hot Meals, Boxed/Bag Cold Meals, Between Meal Supplements and Workplace Refreshments on an "as and when requested" basis to various Military Reserve Units operating in Ontario.

The Catering Service provided must satisfy the following:

- a. Be diner focused;
- b. Provide flexible and responsive support to the Military Reserve Units;
- c. Provide a good variety of nutritious, wholesome, tasty food choices that are well prepared to Canadian standards, preferences and cooking styles;
- d. Provide timely and courteous service; and
- e. Be cost effective.

The Contractor must be available throughout the year and must be available to provide services throughout the entire week and on weekends. The Contractor must provide contact information for an individual who can be reached on weekends and statutory holidays.

The majority of service is expected to be during September to June period to coincide with weekend training of the various Military Reserve Units.

3.2 Orders

All Orders for Dispersed Hot Meals, Boxed/Bag Cold Meals, Between Meal Supplements and Workplace Refreshments are to be placed using a Call-Up document.

3.2.1 Regular Orders

The Contractor will be given a minimum of seven (7) calendar days' notice by DND.
The Contractor must acknowledge receipt of all Call-Up document within twenty-four (24) hours.

3.2.2 Emergency Orders

There will be occasions where Dispersed Hot Meals, Boxed/Bag Cold Meals, Between Meal Supplements and Workplace Refreshments must be provided within twenty-four (24) hours of the Call-Up document. The Contractor must respond within six (6) hours of receiving the Call-Up document if service can be provided.

3.2.3 Regular Orders Amendments

The Contractor must accept amendments (changes/quantity increases/ quantity decreases) to Call-Up document if they occur forty-eight (48) hours in advance of delivery of the service. Notification of amendments may be made verbally or by telephone, but will be confirmed in writing with by DND with amended Call-Up document.

3.2.4 Regular Orders Cancellations

The Contractor must accept cancellation to Call-Up document if they occur forty-eight (48) hours in advance of delivery without financial penalty. Notification of cancellation may be made verbally or by telephone, but will be confirmed in writing with by DND with a cancelled Call-Up document.

3.3 Deliverables and Acceptance Criteria

3.3.1 Capacity

The Contractor must have the capability to feed between seventy-five (75) and one hundred and twenty (120) diners. The number of meals on average is estimated at fifty plus (50+) for Dispersed Hot Meals, twenty-five plus (25+) for Boxed/Bag Cold Meals, fifty plus (50+) for Between Meal Supplements and fifty plus (50+) for Workplace Refreshments.

3.3.2 Menus

3.3.2.1 Dispersed Hot Meals

The Contractor must prepare and provide a rotating seven (7) day menu cycle for Dispersed Hot Meals that includes meal menu options for vegetarian and halal meals. The menu must incorporate the food category as listed in the Standard Meal Entitlement Pattern (Appendix "A"), the food category quantities/varieties as listed in the Standard Meal Item Availability (Appendix "B"), and follow the Portion Size Standards as listed in Portion Size Standard (Appendix "C") to ensure that a variety in the menu is offered and available. The Contractor must ensure that all meals follow standardized recipes, are prepared as close as possible to the actual time of consumption, and are prepared from ingredients which meet the standards described herein.

The menus must comply with the Standard Meal Entitlement Pattern, the Standard Meal Item Availability and Portion Size Standard as listed in Appendix "A" to "C".

3.3.2.2 Boxed/Bag Cold Meals

The Contractor must prepare and provide a rotating seven (7) day menu cycle for Boxed/Bag Cold Meals that includes meal menu options for vegetarian and halal meals. The menus must incorporate the food category as listed in the Standard Meal Entitlement Pattern (Appendix "A"), the food category quantities/varieties as listed in the Standard Meal Item Availability (Appendix "B"), and follow the Portion Size Standards as listed in Portion Size Standard (Appendix "C") to ensure that a variety in the menu is offered and available. The Contractor must ensure that all meals follow standardized recipes, are prepared as close as possible to the actual time of consumption, and are prepared from ingredients which meet the standards described herein.

The menus must comply with the Standard Meal Entitlement Pattern, the Standard Meal Item Availability and Portion Size Standard as listed in Appendix "A" to "C".

3.3.2.3 Between Meal Supplements

The Contractor must prepare and provide a menu for Between Meal Supplements. The menus must incorporate the food category as listed in the Standard Meal Entitlement Pattern (Appendix "A"), the food category quantities/varieties as listed in the Standard Meal Item Availability (Appendix "B"), and follow the Portion Size Standards as listed in Portion Size Standard (Appendix "C") to ensure that a variety in the menu is offered and available. The Contractor must ensure that all meals follow standardized recipes, are prepared as close as possible to the actual time of consumption, and are prepared from ingredients which meet the standards described herein.

The menus must comply with the Standard Meal Entitlement Pattern, the Standard Meal Item Availability and Portion Size Standard as listed in Appendix "A" to "C".

3.3.2.4 Workplace Refreshments

The Contractor must prepare and provide a menu for Workplace Refreshments. The menus must incorporate the food category as listed in the Standard Meal Entitlement Pattern (Appendix "A"), the food category quantities/varieties as listed in the Standard Meal Item Availability (Appendix "B"), and follow the Portion Size Standards as listed in Portion Size Standard (Appendix "C") to ensure that a variety in the menu is offered and available. The Contractor must ensure that all meals follow standardized recipes, are prepared as close as possible to the actual time of consumption, and are prepared from ingredients which meet the standards described herein.

The menus must comply with the Standard Meal Entitlement Pattern, the Standard Meal Item Availability and Portion Size Standard as listed in Appendix "A" to "C".

3.4 Food Services

3.4.1 Food Services Style

The Contractor must provide the following food services style during the hours of operation as identified in the Call-Up document:

- a. Cafeteria (Buffet-Style) Meal Service for Dispersed Hot Meals;
- b. Delivery Service for Boxed/Bag Cold Meals;
- c. Delivery Service for Between Meal Supplements;
- d. DND Pick-up Service for Dispersed Hot Meals;
- e. DND Pick-up Service for Boxed/Bag Cold Meals;
- f. DND Pick-up Service for Between Meal Supplements; and
- g. DND Pick-up Service for Workplace Refreshments.

3.4.1.1 Cafeteria (Buffet-Style) Meal Service for Dispersed Hot Meals

When providing Cafeteria (Buffet-Style) Meal Service for Dispersed Hot Meals the Contractor must:

- a. Provide sufficient qualified management and non-management staff to provide the Cafeteria (Buffet-Style) Meal Service.
- b. Ensure all staff wear disposable gloves, disposable hats and apron. Hats that are worn to and from location are not allowed.
- c. Ensure that on-site staff are equipped with and trained to use food service quality thermometers to verify holding temperatures.
- d. Provide the DND On-site Representative with Statement of Meals with each Cafeteria (Buffet-Style) Meal Service for Dispersed Hot Meals. This document must reference the call-up number in order to confirm that the food received was what was ordered.
- e. Provide the DND On-site Representative with a Food Equipment Checklist. The Food Equipment Checklist must detail the equipment delivered to remote site location. The form must be verified the On-site Representative at the time of delivery of the meal service and initialed. The Food Equipment Checklist must be signed by both parties after the meal service.
- f. Ensure that all serving areas are clean prior to set up of the area and after meal service has been completed and includes the removal of garbage.
- g. Provide nutritious Dispersed Hot Meals to the standards outlined in the Appendixes to Annex "A".
- h. Present a sufficient quantity of each menu item to provide for a well-balanced food intake, generally pleasing to the diner. An adequate quantity of each selection on the menu must be prepared to ensure that the last diners have the same choice as the first diners. The quantity for the main protein dish and starch choice must be 10% greater than the number of meals requested.
- i. A display a card at each chafing dish, detailing the portion of food to be allocated to each individual (e.g. Pork Chop - 1, Boiled Potato - 2 pieces, Cookies - 3, Scramble Eggs – 1 ladle, etc.).
- j. Provide the DND On-site Representative (upon request) with a Meal Unsatisfactory Checklist, attached herein as Appendix "D". The form is to be filled out by the DND On-site Representative when the meal was unsatisfactory. Copies must be forwarded to the Standing Offer Authority, to the Project Authority, and to the Contractor's representative(s) within 48 hours of meal service.

All Cafeteria (Buffet-Style) Meal Service for Dispersed Hot Meals must be provided in a timely manner that promotes safe service of foods and observes the following maximum hold times and procedures:

- a. Hot foods that have been prepared, cooked, and are to be served hot, must be held at room temperature for at least 140° F (60° C). Hot food must be served within two (2) hours of preparation. Frozen vegetables must be cooked directly from frozen.
- b. Salads containing mayonnaise, salad dressing, poultry, eggs, fish, meat, cheese or whipped cream must be served no more than 12 hours after preparation and must be refrigerated at all times after preparation. Once removed from refrigeration, these items must be served within one (1) hour - after which time they must be discarded.
- c. Other salads must be served no more than 24 hours after preparation and must be refrigerated at all times following preparation. Once removed from refrigeration, these items must be served within one and a half (1.5) hours - after which time they must be discarded.
- d. Desserts containing custard, milk, eggs, cream, whipped egg, edible oil, simulated fillers, etc. must be served no more than 24 hours after preparation and must be refrigerated at all times following preparation. Once removed from refrigeration, these items must be served within

- one and a half (1.5) hours, after which time they must be discarded. These items must be chilled prior to service.
- e. Other bakery items must be served no more than twelve (12) hours after preparation and must be covered during storage.
 - f. Fresh milk must be dispensed from the original container and must not be held at room temperature for more than one (1) hour.

3.4.1.2 Delivery Service for Boxed/Bag Cold Meals

When providing Delivery Service for Boxed/Bag Cold Meals the Contractor must:

- a. Provide sufficient qualified management and non-management staff to provide the Delivery Service for Boxed/Bag Cold Meals.
- b. Ensure all staff wear disposable gloves when off-loading the Boxed/Bag Meals at the remote site location.
- c. Provide the DND On-site Representative with Statement of Meals with each Delivery Service for Boxed/Bag Cold Meals. This document must reference the call-up number in order to confirm that the food received was what was ordered.
- d. Provide nutritious Boxed/Bag Cold Meals to the standards outlined in the Appendixes to Annex "A".
- e. Ensure each Boxed/Bag Cold Meal is stamped with a preparation date.
- f. Ensure each Boxed/Bag Cold Meal is stamped or labeled in English and French with **"Consumption must be within four (4) hours and "Doit être consommé dans les quatre (4) heures"**.
- g. Ensure each Boxed/Bag Cold Meal is stamped with the Boxed/Bag Cold Meal menu cycle day and menu type (e.g. Boxed/Bag Cold Meal Menu Cycle Day 1/Lunch).
- h. Provide the DND On-site Representative (upon request) with a Meal Unsatisfactory Checklist, attached herein as Appendix "D". The form is to be filled out by the DND On-site Representative when the meal was unsatisfactory. Copies must be forwarded to the Standing Offer Authority, to the Project Authority, and to the Contractor's representative(s) within 48 hours of meal service.

All Delivery Service for Boxed/Bag Cold Meals must be provided in a timely manner that observes the following procedures:

- a. During meal preparation and service, cold foods must be kept below 45° F (7° C).
- b. Foods used for Boxed/Bag Meals must be freshly prepared.
- c. At no time may leftovers be used.
- d. Boxed/Bag Meals must be consumed within four (4) hours.
- e. All Boxed/Bag Meals are to be provided in an appropriate box or bag to accommodate the meal.

3.4.1.3 Delivery Service for Between Meal Supplements

When providing Delivery Service for Between Meal Supplements the Contractor must:

- a. Provide sufficient qualified management and non-management staff to provide the Delivery Service for Between Meal Supplements.
- b. Ensure all staff wear disposable gloves when off-loading the Between Meal Supplements at the remote site location.
- c. Provide the DND On-site Representative with Statement of Meals with each Delivery Service for Between Meal Supplements. This document must reference the call-up number in order to confirm that the food received was what was ordered.
- d. Provide nutritious Boxed/Bag Cold Meals to the standards outlined in the Appendixes to Annex "A".

-
- e. Provide the DND On-site Representative (upon request) with a Meal Unsatisfactory Checklist, attached herein as Appendix "D". The form is to be filled out by the DND On-site Representative when the meal was unsatisfactory. Copies must be forwarded to the Standing Offer Authority, to the Project Authority, and to the Contractor's representative(s) within 48 hours of meal service.

All Delivery Service for Between Meal Supplements must be provided in a timely manner that observes the following procedures:

- a. During meal preparation and service, cold foods must be kept below 45° F (7° C).
- b. Foods used for Between Meal Supplements must be fresh with an expiration date not less than ten (10) calendar days.
- c. At no time may leftovers be used.
- d. All Between Meal Supplements are to be provided in their original packaging.
- e. All Between Meal Supplements are to be provided in a cardboard box/boxes to accommodate transportation.

3.4.1.4 DND Pick-up Service for Dispersed Hot Meals

When providing DND Pick-up Service for Dispersed Hot Meals the Contractor must:

- a. Provide the DND On-site Representative with Statement of Meals with each Cafeteria (Buffet-Style) Meal Service for Dispersed Hot Meals. This document must reference the call-up number in order to confirm that the food received was what was ordered.
- b. Fill all DND supplied insulated containers with the various hot food menu items.
- c. Provide DND all dry/cold food menu items in a cardboard box/boxes for transportation.
- d. Provide nutritious Dispersed Hot Meals to the standards outlined in the Appendixes to Annex "A".
- e. Present a sufficient quantity of each menu item to provide for a well-balanced food intake, generally pleasing to the diner. An adequate quantity of each selection on the menu must be prepared to ensure that last diners have the same choice as the first diners. The quantity for the main protein dish and starch choice must be 10% greater than the number of meals requested.
- f. Provide the DND On-site Representative (upon request) with a Meal Unsatisfactory Checklist, attached herein as Appendix "D". The form is to be filled out by the DND On-site Representative when the meal was unsatisfactory. Copies must be forwarded to the Standing Offer Authority, to the Project Authority, and to the Contractor's representative(s) within 48 hours of meal service.

All DND Pick-up Service for Dispersed Hot Meals must be provided in a timely manner that promotes safe service of foods and observes the following maximum hold times and procedures:

- a. Hot foods that have been prepared, cooked, and are to be served hot, must be held at room temperature for at least 140° F (60° C). Hot food must be served within two (2) hours of preparation. Frozen vegetables must be cooked directly from frozen.
- b. Salads containing mayonnaise, salad dressing, poultry, eggs, fish, meat, cheese or whipped cream must be served no more than 12 hours after preparation and must be refrigerated at all times after preparation. Once removed from refrigeration, these items must be served within one (1) hour - after which time they must be discarded.
- c. Other salads must be served no more than 24 hours after preparation and must be refrigerated at all times following preparation. Once removed from refrigeration, these items must be served within one and a half (1.5) hours - after which time they must be discarded.
- d. Desserts containing custard, milk, eggs, cream, whipped egg, edible oil, simulated fillers, etc. must be served no more than 24 hours after preparation and must be refrigerated at all times following preparation. Once removed from refrigeration, these items must be served within

- one and a half (1.5) hours, after which time they must be discarded. These items must be chilled prior to service.
- e. Other bakery items must be served no more than 12 hours after preparation and must be covered during storage.
 - f. Fresh milk must be dispensed from the original container and must not be held at room temperature for more than one (1) hour.

3.4.1.5 DND Pick-up Service for Boxed/Bag Cold Meals

When providing DND Pick-up Service for Boxed/Bag Cold Meals the Contractor must:

- a. Provide the DND representative with Statement of Meals with each DND Pick-up Service for Boxed/Bag Cold Meals. This document must reference the call-up number in order to confirm that the food received was what was ordered.
- b. Provide nutritious Boxed/Bag Cold Meals to the standards outlined in the Appendixes to Annex "A".
- c. Ensure each Boxed/Bag Cold Meal is stamped with a preparation date.
- d. Ensure each Boxed/Bag Cold Meal is stamped or labeled in English and French with **"Consumption must be within four (4) hours and "Doit être consommé dans les quatre (4) heures"**.
- e. Ensure each Boxed/Bag Cold Meal is stamped with the Boxed/Bag Cold Meal menu cycle day and menu type (e.g. Boxed/Bag Cold Meal Menu Cycle Day 1/Lunch).
- f. Provide the DND Representative (upon request) with a Meal Unsatisfactory Checklist, attached herein as Appendix "D". The form is to be filled out by the DND Representative when the meal was unsatisfactory. Copies must be forwarded to the Standing Offer Authority, to the Project Authority, and to the Contractor's representative(s) within 48 hours of meal service.

All DND Pick-up Service for Boxed/Bag Cold Meals must be provided in a timely manner that observes the following procedures:

- a. During meal preparation and service, cold foods must be kept below 45° F (7° C).
- b. Foods used for Boxed/Bag Cold Meals must be freshly prepared.
- c. At no time may leftovers be used.
- d. Boxed/Bag Cold Meals must be consumed within four (4) hours.
- e. All Boxed/Bag Cold Meals are to be provided in an appropriate bag or box to accommodate the meal.
- f. All Boxed/Bag Cold Meals are to be provided in a cardboard box/boxes to accommodate transportation.

3.4.1.6 DND Pick-up Service for Between Meal Supplements

When providing DND Pick-up Service for Between Meal Supplements the Contractor must:

- a. Provide the DND representative with Statement of Meals with each DND Pick-up Service for Between Meal Supplements. This document must reference the call-up number in order to confirm that the food received was what was ordered.
- b. Provide nutritious Between Meal Supplements to the standards outlined in the Appendixes to Annex "A".
- c. Provide the DND Representative (upon request) with a Meal Unsatisfactory Checklist, attached herein as Appendix "D". The form is to be filled out by the DND Representative when the meal was unsatisfactory. Copies must be forwarded to the Standing Offer Authority, to the Project Authority, and to the Contractor's representative(s) within 48 hours of meal service.

All Delivery Service for Between Meal Supplements must be provided in a timely manner that observes the following procedures:

- a. Foods used for Between Meal Supplements must be fresh with an expiration date not less than ten (10) calendar days.
- b. At no time may leftovers be used.
- c. All Between Meal Supplements are to be provided in their original packaging.
- d. All Between Meal Supplements are to be provided in a cardboard box/boxes to accommodate transportation.

3.4.1.7 DND Pick-up Service for Workplace Refreshments

When providing DND Pick-up Service for Workplace Refreshments the Contractor must:

- a. Provide the DND representative with Statement of Meals with each DND Pick-up Service for Workplace Refreshments. This document must reference the call-up number in order to confirm that the food received was what was ordered.
- b. Fill all DND supplied insulated containers with the various hot/cold beverage items.
- c. Provide DND all dry/cold food menu items in a cardboard box/boxes for transportation.
- d. Provide nutritious Workplace Refreshments to the standards outlined in the Appendixes to Annex "A".
- e. Provide the DND Representative (upon request) with a Meal Unsatisfactory Checklist, attached herein as Appendix "D". The form is to be filled out by the DND Representative when the meal was unsatisfactory. Copies must be forwarded to the Standing Offer Authority, to the Project Authority, and to the Contractor's representative(s) within 48 hours of meal service.

All Delivery Service for Workplace Refreshments must be provided in a timely manner that observes the following procedures:

- a. Hot beverages must be held at room temperature of at least 140° F (60° C).
- b. Cold beverages must be held at room temperature between 32° F (0° C) and 55° F (12° C)
- c. At no time may leftovers be used.

3.5 Equipment

3.5.1 Contractor Supplied Equipment for Delivery Service

The Contractor is responsible to provide all equipment deemed necessary for the following Food Service Style requested in the Call-Up document:

- a. Cafeteria (Buffet-Style) Meal Service for Dispersed Hot Meals;
- b. Delivery Service for Boxed/Bag Cold Meals;
- c. Delivery Service for Between Meal Supplements;

The equipment to be provided is to include but not limited to the following:

- a. All packaging materials related to the supply and delivery various meals, supplements and refreshments;
- b. Serving dishes including chafing dishes;
- c. Appropriate serving utensils;
- d. All disposable plates, bowls, tumblers, and cutlery;
- e. Paper napkins; and
- f. Garbage Bags.

3.5.2 Contractor Supplied Equipment for Pick-up Service

The Contractor is responsible to provide all equipment deemed necessary for the following Food Service Style requested in the Call-Up document:

- a. DND Pick-up Service for Dispersed Hot Meals;
- b. DND Pick-up Service for Between Meal Supplements; and
- c. DND Pick-up Service for Workplace Refreshments.

The equipment to be provided is to include but not limited to the following:

- g. All packaging materials related to the supply and delivery various meals, supplements and refreshments;
- h. Appropriate disposable serving utensils;
- i. All disposable plates, bowls, tumblers, and cutlery;
- j. Paper napkins; and
- k. Garbage Bags.

3.5.3 DND Supplied

DND is responsible to provide all equipment deemed necessary for the following Food Service Style requested in the Call-Up document:

- d. DND Pick-up Service for Dispersed Hot Meals;
- e. DND Pick-up Service for Between Meal Supplements; and
- f. DND Pick-up Service for Workplace Refreshments.

The equipment to be provided is to include the following:

- a. Insulated food and beverage containers.

3.6 Constraints

3.6.1 Dispersed Hot Meals Portion Size

Portion sizes and/or quantities for Dispersed Hot Meals, for all units, provided by the Contractor must conform to the specifications outlined in Appendix "C" - Portion Size Standard (attached). All condiments must be portion control pack sizes to prevent cross contamination.

3.6.2 Boxed/Bag Cold Meals Portion Size

Portion sizes and/or quantities for Boxed/Bag Cold Meals, for all units, provided by the Contractor must conform to the specifications outlined in Appendix "C" - Portion Size Standard (attached). All condiments must be portion control pack sizes to prevent cross contamination.

3.6.3 Between Meal Supplements Portion Size

Portion sizes and/or quantities for Between Meal Supplements, for all units, provided by the Contractor must conform to the specifications outlined in Appendix "C" - Portion Size Standard (attached). All condiments must be portion control pack sizes to prevent cross contamination.

3.6.4 Workplace Refreshments Portion Size

Portion sizes and/or quantities for Workplace Refreshments, for all units, provided by the Contractor must conform to the specifications outlined in Appendix "C" - Portion Size Standard (attached). All condiments must be portion control pack sizes to prevent cross contamination.

3.6.5 Food Handler Training

The Contractor's Staff (charge with the preparation and handling of food) must have a valid Ontario Food Handler Certification. At such times as Canada may reasonably request the Contractor must provide evidence that their personnel are in compliance and hold a valid Ontario Food Handler Certification.

3.6.6 Staff Meals

The Contractor is responsible for all of the Contractor's Staff meals and are to be at the Contractor's expense.

3.6.7 Transportation Cost

The Contractor is responsible for all transportation costs in support of the food service operation. Only one meal service in a vehicle for each delivery location.

3.6.8 Food Preparation

The Contractor must follow the following guidelines for food preparation:

- a. Maintain control, receive and store food supplies, properly ensuring storage and first-in, first-out basis with minimum wastage.
- b. Ensure that all food preparation/cooking takes place as close as possible to actual time of consumption and that Dispersed Hot Meals, Boxed/Bag Cold Meals, Between Meal Supplements and Workplace Refreshments are prepared from ingredients as per the minimum standards set out in the Appendixes to Annex "A".
- c. During meal preparation and service, cold foods must be kept below 45° F (7° C) while hot foods must be maintained at a minimum of 140° F (60° C).

3.6.9 Hazardous Materials

The Contractor must not bring chemicals and hazardous materials onto the DND property except as may be necessary in connection with food services. Any such materials must be transported, labeled, used, stored and any waste in respect thereof must be removed, all in accordance with applicable laws. Further, for any such materials, the Contractor must supply Material Safety Data Sheets which must be provided to the Camp Food Services Officer before transport, use or storage of any such materials on the premises. The Contractor must ensure compliance with all Workplace Hazardous Materials Information System or similar laws applicable to Food Services; and must dedicate specific, appropriate locations within the premises for Material Safety Data Sheets.

3.6.10 Hygiene and Sanitation

The standards of Preparation, Handling, Storage and Serving of Food and Food Waste and Garbage listed in the Canada Occupational Health and Safety Regulations must be adhered to.

3.7 Support Provided by Canada

3.7.1 Service Validation

DND will provide the Contractor with the following information for each Call-Up against a Standing Offer:

- a. The name of the Unit being served;
- b. The food service style requested;
- c. The delivery location of the Unit being served or pick-up time;
- d. The DND On-site Representative name and contact number for the Unit being served;
- e. The meal service hours requested for the Unit being served;
- f. The food service style requested for the Unit being served;
- g. The meal menu requested for the Unit being served; and
- h. The numbers of diners to be fed for the Unit being served.

3.8 Timeframe and Delivery Dates

3.8.1 Meal Hours

As and when requested, the Contractor will provide meal service for up to three (3) meals per day.

The following are typical meal service hours but are subject to change to reflect training requirements:

Breakfast - 0630 hours to 0800 hours inclusive

Lunch - 1100 hours to 1300 hours inclusive (Sunday 1030 hours to 1330 hours inclusive)

Supper - 1630 hours to 1800 hours inclusive

The Contractor will be notified at time of call-up, of any changes to the meal times described above.

Delivery Services – All Dispersed Hot Meals, Boxed/Bag Cold Meals and Between Meal Supplements must be available for delivery upon request by a DND representative.

Dispersed Hot Meals, Boxed/Bag Cold Meals, Between Meal Supplements and Workplace Refreshments maybe requested for multiple units at the same location or to multiple locations at one time.

The Contractor must have sufficient transportation available to make multiple deliveries to different locations at the same time to meet the meal time specified.

The Contractor must deliver Dispersed Hot Meals, Boxed/Bag Cold Meals, Between Meal Supplements and Workplace Refreshments to the destination address request by a DND.

Transport Dispersed Hot Meals, Boxed/Bag Cold Meals, Between Meal Supplements and Workplace Refreshments must be delivered at the recommended food service temperatures during transport.

The Contractor's vehicles used for transportation of these meals must be clean to prevent cross contamination.

All food must be properly covered for protection from the elements.

Food requiring refrigeration must be kept on ice or in insulated containers that meets the Safe Food for Canadians Regulations.

Hot food must be transported in insulated containers that will maintain holding temperatures that meets the Safe Food for Canadians Regulations.

3.8.2 Pick-up Services

All Dispersed Hot Meals, Boxed/Bag Cold Meals, Between Meal Supplements and Workplace Refreshments must be available for pick-up upon request by a DND representative.

3.8.3 Delivery

Reserve units are established across Ontario, from Sault Ste. Marie to Ottawa. In general, feeding will occur in the locations identified below, although the Project Authority may occasionally request services at other locations and will be identified on the Call-Up against a Standing Offer.

3.8.3.1 Delivery Zones

In order to address factors such as distance, travel time, the effects of inclement weather, regional costs, and, most importantly, food quality, safety and presentation, the delivery areas for Ontario have been divided into three (3) Zones.

Postal codes listed below and the Delivery Zones map (Appendix “E” – Delivery Zones) are to be used to determine a delivery area zone.

Zone 1 – (Northern Ontario – (does not form part of this requirement) – postal codes starting with P1B, P3E, P4N and P6B;

Zone 2 – (Central Ontario) – postal codes starting with K8N, K9A, K9H and L1G;

Zone 3 – (Eastern Ontario) – postal codes starting with K1A, K1G, K1V, K2P, K6H and K6V.

3.8.3.2 Delivery Locations

The required Delivery Locations for Zones 2 and 3 are illustrated on the Delivery Zones map in Appendix “E”.

The Delivery Zones and Delivery Locations listed in the table below are the anticipated delivery locations for this Standing Offer.

Delivery Zones	#	Delivery Locations/Invoice Address
Zone 2 – Central Ontario	1	Belleville Armoury 187 Pinnacle St Belleville, ON K8N 3A5
	2	Peterborough Armoury 220 Murray St. Peterborough, ON K9H 2S8
	3	Cobourg Armoury 210 Willmott St. Cobourg, ON K9A 0E9
	4	Col R.S. McLaughlin Armoury 53 Simcoe St. N Oshawa, ON L1G 4R9

Zone 3 – Eastern Ontario	1	7 Intelligence Company Canadian Army Intelligence Regiment 1745 Alta Vista Drive Ottawa, ON K1A 0K6
	2	28 Field Ambulance 1745 Alta Vista Drive Ottawa, ON K1A 0K6
	3	30th Field Artillery Regiment, RCA Morrison Artillery Park 307 De Niverville Rd Ottawa, ON K1V 0N5
	4	The Cameron Highlanders of Ottawa Cartier Square Drill Hall 2 Queen Elizabeth Dr. Ottawa, ON K2P 2H9
	5	Governor General's Foot Guards Cartier Square Drill Hall 2 Queen Elizabeth Drive Ottawa, ON K2P 2H9

Deliveries are required for the Delivery Locations for which the Contractor holds a Standing Offer(s).

Deliveries must be made directly to the delivery location detailed in the Call-up.

4.0 Deliverables

At the request of Canada the Contractor must provide copies of the various menus as detailed in Article 3.3.2 Menus.

3. Provide a response back from Public Works and Government Services Canada to questions received from bidders.

Q1. In Annex “A” Statement of Work Article 3.3.2 Menus it states that the Contractor must prepare and provide menus for each type of service requested. The menus are to be approved by the Project Authority. Do any menus need to be submitted for approval with the offer?

R1. No, the menus do not have to be submitted for approval with the offer but must comply with Annex “A” Statement of Work and Appendix “A” to “C”. Menus must be provided by the Contractor when requested by Canada.

If your offer has already been submitted and you wish to provide an amended offer, the amended offer must be submitted using epost Connect service to PWGSC Ontario Region Bid Receiving Unit by the date and time indicated on page 1 of the RFSO.