



SEN-015 20/21

**WORKWEAR AND ACCESSORIES**

**QUESTIONS AND ANSWERS # 4**

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**Question 9:**

- a) Is there a Canadian content requirement for this RFSO?
- b) Are imported goods permitted?

**Answer 9:**

- a) There is no minimum Canadian content requirement for this RFSO.
  - b) Imported goods that would satisfy the requirements stated in the RFSO are permitted.
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**Question 10:**

I have a question regarding the difference between 'summer cargo pant' and 'winter cargo pant' ( I see that for the regular work pants, a season isn't specified). Most work pants tend to be a poly/twill fabric, 100% cotton, or 65% Polyester, 35% Viscose - which are considered all season cargo pant material. Are you able to provide any further details in the difference between the two options?

**Answer 10:**

The cargo pants (summer and winter) have been replaced by 4 seasons cargo pants. **Annex "A"- Statement of Requirements and Annex "B" – Basis of Payment have been modified as follows:**

# ANNEX A – STATEMENT OF REQUIREMENT

## 1. Background

The Building Services section supports Senators and the Senate Administration by providing customer service to parliamentarians, their staff and visitors to the Parliamentary Precinct.

## 2. Senate Service Groups

The Senate requires the services of a supplier to provide work clothing and accessories for the staff members of the following Senate Services groups:

- Transportation Services  
Much of the work is performed while driving a motor vehicle, including a bus, van or truck. There is exposure to all weather conditions, particularly when loading and unloading the contents of the vehicle.
- Installation Services  
The role requires constant standing, bending, lifting of furniture, materials, equipment, and painting, sanding of interior walls and other surfaces. The work also involves climbing and working from ladders, and on occasion scaffolds and aerial platforms. The work also involves continuous exposure to extremes of weather.
- Maintenance Services  
Work includes walking to all of the Senate buildings on a regular basis. The role also involves daily work such as moving large numbers of boxes, operating heavy maintenance equipment, floor scrubbers, and similar activities. Employees often work with chemical products.
- Printing Services  
The work requires long periods of standing to operate printing equipment. Employees often work with chemical products in the printing processes.
- Asset Management  
The nature of the work includes climbing stools and ladders, bending to move items in and out of storage, stocking shelves, and loading and unloading trucks. The work also requires the incumbent to operate self-propelled material handling equipment such as forklifts.
- Furniture Finisher and Painting  
The role consists of brushing, spray, or hand-rub finishing ingredients, such as paint, oil, stain, or wax, onto and into wood grain; then apply lacquer or other sealers. The work also requires the employee to remove old finishes and damaged or deteriorated parts, using hand tools, stripping tools, sandpaper, steel wool, abrasives and solvents.
- Committee attendant  
Work includes walking to all of the Senate buildings on a regular basis with exposure to all weather conditions, the role also requires constant standing, bending, lifting of a variety of objects not exceeding 50 pounds.
- Mail room  
Work includes standing for long period of time, the role also requires bending and lifting of a variety of objects not exceeding 50 pounds

## 3. Type of Clothing

The supplier must supply clothing and accessories as described in Annex B – Basis of Payment. Clothing must be durable, able to withstand repetitive manual labour and heavy equipment work five (5) days per week. Section 2 – Senate Service Groups, provides information on the type of work wear required and clothing must accommodate these work groups.

**Note: The quantities per employee provided below are an estimation and should not be taken as a fixed order amount.**

**a. Clothing**

- Polo or Work Shirts Long sleeve or Short sleeve Grey: 7 per employee
- ~~Work and Cargo Trousers Winter/ Summer or Knee Length Shorts: 7 per employee~~
- Jacket Winter (-35 degrees Celcius): 1 per employee
- Jacket Summer: 1 per employee
- Gloves: 1 per employee
- V-Neck Sweater or Cardigan: 2 per employee
- Hat: 1 per employee
- Tuque or Earmuffs: 1 per employee
- Socks Winter or Summer: 7 per employee
- Raincoat: 1 per employee
- **Work Pants (not cargo) - Women and Men : 7 per employee**
- **Knee Length Shorts: 7 per employee**
- **Cargo Pants 4 Seasons: 7 per employee**

**b. Accessories**

- Smock or Apron: if needed
- Belt: 1 per employee
- Umbrella – if needed
- Sunglasses or Clip-on: 1 per employee

**4. Colour**

The supplier should have a wide range of colours for all products. From time to time the Senate may request supplier to provide, at no charge, fabric and colour samples (i.e. swatches). The colour finishes may vary depending on the fabric, however the Supplier should advise the Senate on any colour changes due to fabrics or if a colour is going to be discontinued.

The current colour of the Senate is grey – colour code 940.

**5. Fabric make-up**

The supplier must recommend clothing that meet the requirements of the Senate Service groups listed in item 2, Senate Service Groups of Annex A – Statement of Requirements.

The supplier may be requested to provide alternative options to cotton products in the event of allergies to cotton if needed.

**6. Manufacturer's Identification / Brand**

- Where possible, no manufacturer's or brand identification or advertising labels or tabs on, or visible on the exterior of any clothing garment.
- Brand name Products refer to branded Products marketed by manufacturers (e.g. Roots, Nike, Levi's, etc.).

**7. Clothing Labelling**

Each article must have a durable care label attached to the inside of the garment which displays, at a minimum, information pertaining to cleaning instructions and size of garment, product composition, and country of origin.

## 8. Size

### I. Clothing Products

The supplier must have all its clothing products available in the following adult sizes:

- Female:
  - From extra-small (“XS”) to two (2) extra-large (“2XL”); and/or
  - From Size two (2) to twenty (20).
- Male:
  - From **small** (“S”) to three (3) extra-large (“3XL”).
  - From **thirty (32)** to Fourty-four (44)

All sizes should be based on a recognized designation such as the US standard clothing size.

The supplier shall not charge the Senate an extra amount for oversized products. From time to time, the Senate may require alternate cuts and fits such as petite, tall, sizes 3XL or larger for women or 4XL or larger for men.

## 9. Product Quality

All the purchased products must be new.

The Senate understands that textiles are made in various strengths and degrees of durability, however, the supplier shall provide quality Products. As a minimum requirement all the proposed Products must be washable (e.g. laundered) and/or dry cleaned and wrinkle resistant.

To ensure the quality, the Senate, may require the supplier to provide information related to the Products such as but not limited to:

- Fabric blend; and
- Durability (e.g. pilling, Colour fast, shrink resistant, seam strength, hem strength, stitch count, tearing strength).

## 10. Samples

All bidders must provide samples of the following clothing and accessories for both women and men with their bid:

### Clothing – (Size Medium Men and Medium Women)

#### a. Clothing

- Work Shirts - short sleeves Grey – Women and Men
- Work Shirts - long sleeves Grey – Women and Men
- Polo Shirts – short sleeves – Women and Men
- Polo Shirts – long sleeves – Women and Men
- ~~Cargo Pants Summer – Women and Men~~
- ~~Cargo Pants Winter – Women and Men~~
- Work Pants (not cargo) - Women and Men
- Painter Pants – Women and Men
- Knee Length Shorts – Women and Men
- Splash pants (rain pants) -Woman and Men

- Jacket - Summer –Women and Men
- Jacket – Winter (-35 degrees Celcius) or 5 in 1 –Women and Men
- V-Neck Sweater – Women and Men
- Cardigan with Zip – Woman and Men
- Hoodie with zip front - Women and Men
- Socks winter and summer – Women and Men
- Raincoat – Women and Men
- **Cargo Pants 4 Seasons – Women and Men**

#### **b. Accessories**

- Smock or Apron – Unisex
- Gloves - Winter – Women and Men
- Gloves - Work – Women and Men
- Hats / tuque / earmuffs - Unisex
- Belt – leather
- Heavy duty belt
- Umbrella – standard size (not golf umbrella)
- Sunglasses

The Senate of Canada may retain the samples of the successful bidder in order to do quality comparison throughout the term of the resulting Standing Offer Agreement. Samples not selected will be returned. Unsuccessful bidders shall have their samples returned.

### **11. Product Ordering, Delivery and Pick-up**

#### **I. Product Lists**

The supplier shall provide the following Product lists to The Senate as required:

- An electronic list of all Products in its published standard catalogue; and
- Standard printed published catalogue.

French Product list shall be provided as requested.

#### **II. Product Ordering**

The Senate shall place order's via Purchase Order.

### **12. Pick-up location**

From time to time, due to the urgency of the situation, the Senate of Canada may have to pick up products at the Supplier's location. (e.g. retail store, mobile store).

### **13. Minimum Order**

Proponent shall not apply any minimum order (e.g. spend and/or volume).

### **14. Lead Time for in-stock Products**

The Senate of Canada expects to receive orders within a maximum of ten (10) days. The supplier and the Senate may mutually agree upon other lead times and/or terms which are mutually beneficial to both parties.

The Senate will work with the supplier to determine the appropriate stock levels.

### **15. Return items**

Any items returned will be at no cost to the Senate. There shall be no cost for the delivery of the correct item.

## **16. Damaged or Defective Shipment**

Products will not be accepted upon delivery if:

- The products or packaging of products are defective (e.g. broken and/or damaged);
- The products or packaging of products are not delivered as agreed; or
- The products were substituted without prior approval of the Senate.

The supplier will be responsible for all shipping costs related to the return and replacement of any damaged or defective products from the Senate's location. The Senate will not be responsible for any re-stocking charges due to damaged or defective Products received.

## **17. Back Order**

Back orders should be confirmed at the time of the order confirmation with an estimated delivery date, the Senate will have an option to cancel or keep the back orders.

## **18. Discontinued Products**

The supplier shall notify the Senate of Canada project authority prior to discontinuation in writing as soon as they are aware of one of the Senate's products being discontinued.

## **19. Product Warranty**

The supplier shall warrant all its products from the date of receipt by the Senate against, but not limited to the following conditions:

- Faulty material; and
- Manufacturing defects.

Where a manufacturer's warranty applies to the products, the Supplier shall be responsible for arranging product exchange. All shipping costs related to approved warranty exchanges shall be at no cost to the Senate.

## **20. Recall Products**

The supplier shall have a recall product process in place in order to advise the Senate on any defective products recalled by the manufacturer or any Standards Development Organization ("SDO") (e.g. Canadian Standards Association).

Regardless of the nature of the recall (e.g. voluntary) the Supplier shall be responsible for all shipping costs related to the return of the recalled products. The Supplier shall also be responsible for the replacement of the recalled products.

## **21. Environmental Considerations**

The Senate of Canada remains informed about any environment-friendly products, new technologies and/or green initiatives. The supplier should, in consultation with the Senate, make any environment-friendly products, new technologies and/or green initiatives available to Senate as required.

## **22. Optional Additional Products and Services**

The Senate of Canada reserves the right to add or delete items throughout the term of the resulting Standing Offer Agreement.

### 23. Customer Support

The supplier or any part of consortium or dealer network shall provide effective customer support to the Senate including, but not limited to:

- A responsive account executive (or a team of personnel lead by an account executive) assigned to the Senate to support their needs by providing day-to-day and ongoing administrative support;
- The Supplier’s team must be responsive to the needs of the Senate (i.e. next Business Day response), provide requested information and documentation in a timely manner and issue resolution;
- Ensuring minimal disruption to the Senate;
- Easy access to the supplier (i.e. by toll free telephone number, email, voicemail, and fax);
- Day-to-day support;
- Establishing an ongoing communications program with the Senate (e.g. new Products and initiatives, substitution Products, discontinued Products);
- Providing written notice to Senate on any scheduled shut down that would impact services (e.g. inventory count, relocation of warehouse, website maintenance);
- Attending quarterly business reviews with Senate or other meetings, as requested; and
- Providing reports to Senate, as required.

### 24. Performance Management

The Senate may review the Key Performance Indicators (“KPIs”) with the Supplier as and when required. The KPIs, related definitions and measurement may include one (1), several or all of the following:

Service-level Category	KPIs	Definition	Report Frequency	Expect Outcome
Delivery	Product Delivery Lead Time	Actual lead time per order (e.g. in-stock and special Products)	Monthly	Shall be met ninety- eight percent (98%) of the time per the Senate
	Defective Delivered Products	Defective delivered Products that have to be replaced	Monthly	All delivered Products shall be less than two percent (2%)

### 25. Reporting to the Senate of Canada

The supplier shall be responsible for providing sales report upon request to the Senate. The Senate of Canada reserves the right to request reporting on a regular basis.

The reporting shall at a minimum include the following fields of information:

- The Senate of Canada’s name;
- Invoice date;
- Invoice number;
- Supplier’s Product number;
- Product/Service description;
- Unit of measure;

- Unit price;
- Order quantity;
- Quantity backordered;
- Quantity shipped;
- Extended total (unit price x quantity shipped, excluding taxes);
- Service Centre

The Supplier shall be responsible for any other ad hoc reports requested by the Senate of Canada.

## **26. Catalogue Refresh**

The supplier shall provide an English (Bilingual would be an asset) custom (electronic and upon request hard copy) catalogue identifying all Senate of Canada products and the Colours available.

The supplier may refresh the custom catalogue (i.e. adding new products) at any time during the Term of the Standing Offer Agreement. The Senate shall request a catalogue refresh by providing a written notice forty-five (45) days prior to refresh its catalogue.

The Senate require a minimum of thirty (30) days prior notice on any product change. If for any reason, the supplier and Senate cannot agree on the new products within the specified timeframe, the effective date of new catalogue will be adjusted to allow for thirty (30) days prior notice to the Senate.

## **27. Measurement of employees**

The supplier may be required to come to a Senate location within the National Capital Region (exact location to be determined) to measure and record measurements of staff, for whom clothing is being purchased. It is the supplier's responsibility to ensure measurements are taken in a non-invasive manner, and measurements accurately recorded. The measurements are required to ensure proper fit upon delivery of garments, and to ensure that no further alterations are required after delivery.

It is anticipated that up to three (3) visits may be required for the initial taking of measurements in order to cover the working shifts. Additional measurements may be required for new employees or other staff turnover.

Measurements, for each individual employee, are to be formally recorded on a standard form, provided by the supplier. Once measurements are taken, the supplier will be required to obtain the employee's signature, certifying the measurements. A copy of signed form must be submitted to the Manager of Materiel Management and Logistic.

The supplier's employee(s) taking measurements must be fully qualified and sufficiently skilled to take measurements for final adjustments to garments.

## **28. Inspection and Quality Assurance**

The Senate may inspect the delivered items upon delivery as part of its quality assurance process to ensure the articles of clothing and accessories conform to the specified requirements. For the purpose of inspection, clothing and accessories may be compared to the accepted product samples presented. If found to be inferior or not in accordance with the samples, all articles will be returned at no cost to the Senate. The entire delivery may also be rejected if it is found that articles previously rejected due to non-repairable defects are redelivered for inspection.

The supplier will be promptly notified when any articles are not accepted, and such articles will be returned at the supplier's expense.

## **29. Product Delivery**



The supplier must make all deliveries to the Senate of Canada, 2303 Stevenage Drive, Ottawa, Ontario K1G 3W1 during business hours (7:00 am to 3:00 pm local time) on any business day. The Senate will not accept any deliveries made outside the stated hours. Deliveries will be made FOB Destination. The supplier will be solely responsible for the condition of the garments until the unloading of garments at the delivery location.

All delivery costs must be included in your prices.

Products shall be packaged appropriately to ensure safe delivery. The packing slip must include the following information and if multiple orders are packaged together each item must have the following information clearly identified:

- Name of employee
- Senate Purchase Order Number
- Quantity
- Product high level description (ie, Polo Shirt, Pants, Socks)
- Quantity ordered and shipped
- Quantity not shipped or back-ordered

Deliveries must be made by the supplier's own transportation fleet or a reputable transportation company that allows for tracking of the shipments.

### **30. Packaging**

The lot of garments for each employee must be packaged individually and clearly labeled for each shipment.

All individual shipments (box/carton or hangers/bags) must be clearly marked on the outside with the Senate employee name, identification of contents, number of containers, number of articles and Purchase Order reference number. Unmarked boxes

The supplier must include a packing slip, attached to the outside of the shipment with the Purchase Order number and the contents of the shipment.

The garments must be packaged in accordance with the current best commercial standards and practices to ensure the garments do not get damaged or lost during transportation.

Where more than one container is required per shipment for a purchase order, the supplier must number each container consecutively to ensure receipt of all containers (i.e. 1 of 2, 2 of 2, etc.).

### **31. Substitute Products**

The supplier must provide the Senate's Project Authority with thirty (30) days written notice for any proposed changes to products described in the Standing Offer Agreement. This notification must include the description of the proposed substitute product or a sample of such for testing by the Senate. In such cases the Project Authority may accept the substitute product or in cases of rejection, the Senate may request that the selected supplier provide alternative items for testing.

The Senate may request samples to validate the quality or other properties of the proposed substitute products.

## ANNEX B – BASIS OF PAYMENT

The prices given below for the products listed shall remain in force for the initial period of the Standing Offer Agreement

All disbursements including packaging, delivery etc. must be included in your cost and will not be reimbursed separately

**NOTE:** Bidders must provide all inclusive price(s) for **all items** listed.

Pricing must include all requirements as set forth in the RFSO.

### ITEM PRICING LIST

All applicable taxes are extra to these prices

<b>Clothing and Accessories</b>					
Item No.	Description	Colour	Size / Each	Applicable Discount	Unit Price including applicable discount
1a	Work shirts – Short sleeves - Women	Grey	All Sizes		
1b	Work shirts – Short sleeves - men	Grey	All Sizes		
2a	Work shirts – Long sleeves - Women	Grey	All Sizes		
2b	Work shirts – Long sleeves - Men	Grey	All Sizes		
3a	Polo Shirts – Long sleeves - Women	Grey-White	All Sizes		
3b	Polo Shirts – Long sleeves - Men	Grey-White	All Sizes		
4a	Polo Shirts – Short sleeves - Women	Grey-White	All Sizes		
4b	Polo Shirts – Short sleeves - Men	Grey-White	All Sizes		
<b>5a</b>	<b><del>Cargo Pant – Summer – Women</del></b>	<b><del>Black</del></b>	<b><del>All Sizes</del></b>	<b><del>Removed</del></b>	<b><del>Removed</del></b>
<b>5b</b>	<b><del>Cargo Pants – Summer – Men</del></b>	<b><del>Black</del></b>	<b><del>All Sizes</del></b>	<b><del>Removed</del></b>	<b><del>Removed</del></b>
<b>6a</b>	<b><del>Cargo Pant – Winter – Women</del></b>	<b><del>Black</del></b>	<b><del>All Sizes</del></b>	<b><del>Removed</del></b>	<b><del>Removed</del></b>
<b>6b</b>	<b><del>Cargo Pants – Winter – Men</del></b>	<b><del>Black</del></b>	<b><del>All Sizes</del></b>	<b><del>Removed</del></b>	<b><del>Removed</del></b>
7a	Painters Pant – Women	White	All Sizes		
7b	Painters Pant – Men	White	All Sizes		
8a	Work Pants (no side lower pocket)- Women	Black	All Sizes		
8b	Work Pants (no side lower pocket) - Men	Black	All Sizes		
9a	Knee length Shorts – Women	Black	All Sizes		
9b	Knee length Shorts - Men	Black	All Sizes		
10a	Splash pants (rain pants) - Women	Black	All Sizes		

## Clothing and Accessories

Item No.	Description	Colour	Size / Each	Applicable Discount	Unit Price including applicable discount
10b	Splash pants (rain pants) - Men	Black	All Sizes		
11a	Jacket – Winter (-35 degrees Celcius) – Women	Black	All Sizes		
11b	Jacket – Winter (-35 degrees Celcius) - Men	Black	All Sizes		
12a	Jacket – Summer - Women	Black	All Sizes		
12b	Jacket – Summer - Men	Black	All Sizes		
13a	Jacket – 5 in 1 - Women	Black	All Sizes		
13b	Jacket – 5 in 1 - Men	Black	All Sizes		
14a	V-Neck Sweater – Women	Black	All Sizes		
14b	V-Neck Sweater – Men	Black	All Sizes		
15a	Cardigan with full zip - Women	Black	All Sizes		
15b	Cardigan with full zip - Men	Black	All Sizes		
16a	Hoodie with front zip - Women	Black	All Sizes		
16b	Hoodie with front zip - Men	Black	All Sizes		
17a	Ankle Socks - Women	Black	All Sizes		
17b	Ankle Socks - Men	Black	All Sizes		
18a	Socks Cotton Women	Black	All Sizes		
18b	Socks Cotton- Men	Black	All Sizes		
19a	Socks Wool/Nylon Women	Black	All Sizes		
19b	Socks Wool/Nylon - Men	Black	All Sizes		
20a	Raincoat - Women	Black	All Sizes		
20b	Raincoat - Men	Black	All Sizes		
21a	Belt - leather - Women	Black	All Sizes		
21b	Belt – leather - Men	Black	All Sizes		
22a	Heavy duty belt - Women	Black	All Sizes		
22b	Heavy duty belt - Men	Black	All Sizes		
23a	Gloves –Winter Women,	Black	All Sizes		
23b	Gloves –Winter Men	Black	All Sizes		
24a	Gloves –Work Women	Black	All Sizes		
24b	Gloves – Work Men	Black	All Sizes		
25	Smock or Apron -- Unisex	Black	All Sizes		
26	Tuques– Unisex	Black	All Sizes		
27	Ear muffs/headband – Unisex	Black	All Sizes		
28	Ball cap – Unisex	Black	All Sizes		
29	Sunglasses	Black	Each		
30	Umbrella Standard size	Black	Each		
<b>31a</b>	<b>Cargo Pants – 4 Seasons – Women</b>	<b>Black</b>	<b>All Sizes</b>		
<b>31b</b>	<b>Cargo Pants – 4 Seasons - Men</b>	<b>Black</b>	<b>All Sizes</b>		
<b>Total all inclusive cost</b>					
<b>For evaluation purposes only</b>					\$