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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

Title - Sujet SO - Canadien Forces Housing Mainte OC -Services d'entretien des Logements des Forces Canadiennes - Shilo	
Solicitation No. - N° de l'invitation W3721-21SL01/B	Date 2020-12-09
Client Reference No. - N° de référence du client HAVSL01	Amendment No. - N° modif. 002
File No. - N° de dossier fk317.W3721-21SL01	CCC No./N° CCC - FMS No./N° VME
GETS Reference No. - N° de référence de SEAG PW-\$\$FK-317-79356	
Date of Original Request for Standing Offer 2020-11-26 Date de la demande de l'offre à commandes originale	
Solicitation Closes - L'invitation prend fin at - à 02:00 PM Eastern Standard Time EST on - le 2020-12-18 Heure Normale du l'Est HNE	
Address Enquiries to: - Adresser toutes questions à: Gauthier, Martin	Buyer Id - Id de l'acheteur fk317
Telephone No. - N° de téléphone (613) 404-8642 ()	FAX No. - N° de FAX () -
Delivery Required - Livraison exigée	
Destination - of Goods, Services, and Construction: Destination - des biens, services et construction:	
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 Accusé de réception requis	Yes - Oui <input type="checkbox"/>	No - Non <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		

Solicitation No. - N° de l'invitation
W3721-21SL01/B
Client Ref. No. - N° de réf. du client
W3721-21SL01/B

Amd. No. - N° de la modif.
002
File No. - N° du dossier
W3721-21SL01/B

Buyer ID - Id de l'acheteur
FK317
CCC No./N° CCC - FMS No./N° VME

Amendment 002 is raised to:

- 1- Replace Attachment 1 to part 4 - Mandatory Technical Criteria; and
- 2- Replace Annexe A - Statement of Work.

1. DELETE Attachment 1 to part 4 - Mandatory Technical Criteria in its entirety and **replace** with attachment one below.

2. DELETE Annexe A - Statement of Work in its entirety and replace with attachment two below.

ALL REMAINING TERMS AND CONDITIONS ARE UNCHANGED

ATTACHMENT 1 TO PART 4
TECHNICAL CRITERIA

1- Mandatory Technical Criteria

Mandatory Technical Criterion #1

The Offeror must demonstrate organizational experience of a minimum of 48 months in managing contracts (Standing Offers, Supply Arrangements or Standing Offer Agreements) of **comparable duration*, size** and scope***** by providing examples of such contracts.

* **Duration.** The total cumulative duration of all contracts must amount to a minimum duration of 4 years (48 months). Each contract must be of a minimum duration of 1 year and carried out within the last 10 years. If a contract is ongoing, only actual completed duration up to the solicitation closing date will be considered. A minimum of 1 and a maximum of 4 contracts will be considered for evaluation. In excess of four contracts, the first four contracts will be evaluated.

****Comparable size.** Each eligible contract must demonstrate experience in facilitating work conducted on a portfolio that is at least 50% of either the number of units (suites or addresses) OR area measurement listed in section 1.3 of Annex A Statement of Work (SOW).

*****Comparable scope.** Each contract must demonstrate experience in the facilitation of three or more trades listed in section 3.1 of Annex A S, excluding Cleaning (CL), Landscaping (LA), Snow Removal (SN), Grass Cutting (GC).

Method of Compliance: The Bidder must provide a response by completing the table below. For each Contract listed, the Bidder must complete all fields in the respective column. The Bidder must provide a minimum of one (1) and a maximum of four (4) contract examples to demonstrate how they meet the minimum 48-months of experience. Only contracts that meet the definition of **comparable duration, size and scope** will be eligible for evaluation.

Evaluation Methodology: The Offeror must complete all fields in the table below. To be considered eligible for the evaluation, all contracts must meet the definition of duration, size and scope.

All fields must be completed.

Failure to complete any field in the table below will eliminate a contract from the evaluation.

DESCRIPTION		Contract #1	Contract #2	Contract #3	Contract #4
1.1	A. Contract Title/Number	Title: _____	Title: _____	Title: _____	Title: _____
	B. Description of the services provided				

C. Name of client organization and contact information Client name and contact information may be used to verify the contract information provided and/or solicit references. Offeror is to ensure that the client contact is informed of the potential for the check. Where a check conflicts with the information provided, the corresponding contract will be eliminated from the evaluation.	Client Organization: _____ Client representative contact name and title: _____ _____ Contact e-mail: _____ Contact telephone: _____	Client Organization: _____ Client representative contact name and title: _____ _____ Contact e-mail: _____ Contact telephone: _____	Client Organization: _____ Client representative contact name and title: _____ _____ Contact e-mail: _____ Contact telephone: _____	Client Organization: _____ Client representative contact name and title: _____ _____ Contact e-mail: _____ Contact telephone: _____
1.2 Contract Duration: Start Date & End Date The total cumulative duration of all contracts must amount to a minimum of 4 years (48 months). All contracts must be of the duration of no less than one year (12 months). Contracts with duration of less than 1 year will not be considered in the total evaluation. A maximum of 4 contracts will be accepted for evaluation. A minimum of 1 contract may be considered if the total duration is 48 months or longer. If a contract is ongoing, only actual completed duration up to the solicitation closing date will be considered. All contracts must be carried out within the last ten years, before solicitation closing date.	Start Date (month and year): _____ End Date (month and year): _____ Duration (number of months): _____	Start Date (month and year): _____ End Date (month and year): _____ Duration (number of months): _____	Start Date (month and year): _____ End Date (month and year): _____ Duration (number of months): _____	Start Date (month and year): _____ End Date (month and year): _____ Duration (number of months): _____

1.3	<p>Size:</p> <p>Only contracts that have been performed on a portfolio of the size of at least 50% of either the number of units (suites or addresses) OR area measurement listed in section 1.3 of Annex A Statement of Work (SOW) will be evaluated</p> <p>Only contracts that have been performed on a portfolio of the size of :</p> <p>a. A minimum of 318 units* (suites, houses, apartments)</p> <p>OR</p> <p>b. A minimum of 34,500** (sq.m.) area measurement</p> <p>will be evaluated.</p> <p>*50% of the number of units listed in section 1.3 of Annex A Statement of Work (SOW).</p> <p>** 50% of area measurement listed in section 1.3 of Annex A Statement of Work (SOW).</p>	<p>a. Number of units _____</p> <p>OR</p> <p>b. Assets size (sq.m) _____</p>	<p>a. Number of units _____</p> <p>OR</p> <p>b. Assets size (sq.m) _____</p>	<p>a. Number of units _____</p> <p>OR</p> <p>b. Assets size (sq.m) _____</p>	<p>Select the trades that were facilitated as part of this contract:</p> <p><input type="checkbox"/> Asphalt (AS)</p> <p><input type="checkbox"/> Carpentry (CP)</p> <p><input type="checkbox"/> Concrete and Foundation (CF)</p> <p><input type="checkbox"/> Electrical (EL)</p> <p><input type="checkbox"/> Hardwood Flooring (HF)</p> <p><input type="checkbox"/> Hazardous Materials Abatement (HZ)</p> <p><input type="checkbox"/> Heating and Air Conditioning (HA)</p> <p><input type="checkbox"/> Masonry (MA)</p> <p><input type="checkbox"/> Painting (PT)</p> <p><input type="checkbox"/> Plumbing (PL)</p> <p><input type="checkbox"/> Resilient Tile, Sheet Flooring & Carpet (VC)</p> <p><input type="checkbox"/> Roofing (RF)</p>
1.4	<p>Scope:</p> <p>Trades delivered in performance of work</p> <p>Only contracts where the Offeror delivered services in a minimum of 3 trades listed in section 3.1 of Annex A Statement of Work will be evaluated.</p> <p>Excludes experience with CL, LA, SN, GC.</p>	<p>Select the trades that were facilitated as part of this contract:</p> <p><input type="checkbox"/> Asphalt (AS)</p> <p><input type="checkbox"/> Carpentry (CP)</p> <p><input type="checkbox"/> Concrete and Foundation (CF)</p> <p><input type="checkbox"/> Electrical (EL)</p> <p><input type="checkbox"/> Hardwood Flooring (HF)</p> <p><input type="checkbox"/> Hazardous Materials Abatement (HZ)</p> <p><input type="checkbox"/> Heating and Air Conditioning (HA)</p> <p><input type="checkbox"/> Masonry (MA)</p> <p><input type="checkbox"/> Painting (PT)</p> <p><input type="checkbox"/> Plumbing (PL)</p> <p><input type="checkbox"/> Resilient Tile, Sheet Flooring & Carpet (VC)</p> <p><input type="checkbox"/> Roofing (RF)</p>	<p>Select the trades that were facilitated as part of this contract:</p> <p><input type="checkbox"/> Asphalt (AS)</p> <p><input type="checkbox"/> Carpentry (CP)</p> <p><input type="checkbox"/> Concrete and Foundation (CF)</p> <p><input type="checkbox"/> Electrical (EL)</p> <p><input type="checkbox"/> Hardwood Flooring (HF)</p> <p><input type="checkbox"/> Hazardous Materials Abatement (HZ)</p> <p><input type="checkbox"/> Heating and Air Conditioning (HA)</p> <p><input type="checkbox"/> Masonry (MA)</p> <p><input type="checkbox"/> Painting (PT)</p> <p><input type="checkbox"/> Plumbing (PL)</p> <p><input type="checkbox"/> Resilient Tile, Sheet Flooring & Carpet (VC)</p> <p><input type="checkbox"/> Roofing (RF)</p>	<p>Select the trades that were facilitated as part of this contract:</p> <p><input type="checkbox"/> Asphalt (AS)</p> <p><input type="checkbox"/> Carpentry (CP)</p> <p><input type="checkbox"/> Concrete and Foundation (CF)</p> <p><input type="checkbox"/> Electrical (EL)</p> <p><input type="checkbox"/> Hardwood Flooring (HF)</p> <p><input type="checkbox"/> Hazardous Materials Abatement (HZ)</p> <p><input type="checkbox"/> Heating and Air Conditioning (HA)</p> <p><input type="checkbox"/> Masonry (MA)</p> <p><input type="checkbox"/> Painting (PT)</p> <p><input type="checkbox"/> Plumbing (PL)</p> <p><input type="checkbox"/> Resilient Tile, Sheet Flooring & Carpet (VC)</p> <p><input type="checkbox"/> Roofing (RF)</p>	<p>Select the trades that were facilitated as part of this contract:</p> <p><input type="checkbox"/> Asphalt (AS)</p> <p><input type="checkbox"/> Carpentry (CP)</p> <p><input type="checkbox"/> Concrete and Foundation (CF)</p> <p><input type="checkbox"/> Electrical (EL)</p> <p><input type="checkbox"/> Hardwood Flooring (HF)</p> <p><input type="checkbox"/> Hazardous Materials Abatement (HZ)</p> <p><input type="checkbox"/> Heating and Air Conditioning (HA)</p> <p><input type="checkbox"/> Masonry (MA)</p> <p><input type="checkbox"/> Painting (PT)</p> <p><input type="checkbox"/> Plumbing (PL)</p> <p><input type="checkbox"/> Resilient Tile, Sheet Flooring & Carpet (VC)</p> <p><input type="checkbox"/> Roofing (RF)</p>

Mandatory Technical Criteria #2 Reference Letter

The Offeror must provide a minimum of one client reference following the TEMPLATE FOR THE REFERENCE LETTER below.

The reference letter must be from one of the clients (end users) on the contracts that the Offeror provided as an example of their organizational experience in their response to MT1. References from other clients will not be accepted.

To be considered compliant, in the reference letter the Referencee must indicate that the Offeror's performance was Satisfactory in (1) Quality Of Work, (2) Timeliness of Service Delivery, (3) Customer Service, and (4) Overall Satisfaction **AND** answer YES to the question (5) "Would you continue doing business with the Offeror?". It is also recommended that the Referencee provide comments to support their rating.

TEMPLATE FOR THE REFERENCE LETTER:

1. Quality of Work	Satisfactory / Not Satisfactory (circle the applicable) Comments:
2. Timeliness of Service Delivery	Satisfactory / Not Satisfactory (circle the applicable) Comments:
3. Customer Service	Satisfactory / Not Satisfactory (circle the applicable) Comments:
4. Overall Satisfaction	Satisfactory / Not Satisfactory (circle the applicable) Comments:
5. Would you continue doing business with the Offeror	YES / NO (circle the applicable) Comments:

6. Name of client organization providing the reference and their address	Company Name: _____ Address: _____
7. Name, title and the contact information representing the client organization	Name: _____ Title: _____ Phone No.: _____ Email Address: _____
Reference's signature (MANDATORY) (ink signature or electronic signature is acceptable) If not signed, reference is invalid.	

To be responsive the reference letter must:

- A. Be from one of the clients (end users) on one of the contracts that the Offeror provided as an example of their organization experience in their response to MT1 AND
- B. Rate the Offeror's (1) Quality Of Work, (2) Timeliness, (3) Customer Service and (4) Overall Satisfaction as satisfactory AND
- C. Answer "YES" to the question "Would you continue doing business with the Offeror?" AND
- D. Be signed

Mandatory Technical Criteria #3 Ability To Provide Qualified Workers

To be declared responsive to MT3, the Offeror must complete Table 3. The table 3 must be populated with the list of individuals AND/OR firms qualified and intended for the performance of the work for each trade specified in section 3.1 of Annex A Statement of Work.

The Offeror will be non-responsive if the table 3 is incomplete. The list may include Subcontractors. No Subcontractor who holds a restricted license under any provincial legislation can be included by the Offeror in its list.

Table 3
All fields must be completed.

Trades Specified in section 3.1 Annex A Statement of Work	Name of Individual and/or Name of Firm
1. Asphalt (AS)	
2. Carpentry (CP)	
3. Cleaning (CL)	
4. Concrete and Foundation (CF)	
5. Electrical (EL)	
6. Grass Cutting (GC)	
7. Hardwood Flooring (HF)	
8. Hazardous Materials Abatement (HZ)	
9. Heating & Air Conditioning (HA)	
10. Landscaping (LA)	
11. Masonry (MA)	
12. Painting (PT)	
13. Plumbing (PL)	
14. Resilient Tile, Sheet Flooring & Carpet (VC)	
15. Roofing (RF)	
16. Snow Removal (SN)	

2- Point Rated Technical Criteria

Offers which meet all the mandatory technical criteria will be evaluated and scored as specified in the tables inserted below.

Each point rated technical criterion must be addressed separately.

Offers that do not obtain the required minimum points specified for each criterion will be given no further consideration.

The Evaluation Board members will evaluate the strengths and weaknesses of the Offeror's response to the evaluation criteria and will rate each criterion with even numbers (1, 2, 3, 4) using the generic evaluation table below:

Rating		
1	Unacceptable/ Non-responsive	Response is not provided or response is poor, missing key information and/or does not demonstrate the Offeror's approach on meeting the stated criteria.
2	Weak	Response partially demonstrates the Offeror's approach on meeting the stated criteria.
3	Acceptable	Response generally demonstrates the Offeror's approach on meeting the stated criteria.
4	Very Good or Excellent	Response clearly demonstrates the Offeror's approach on meeting the stated criteria.

Point Rated Technical Criteria #1 Ability To Meet The Response Times

The Offeror must demonstrate the ability to meet the response times identified in section 4.2 of Annex A Statement of Work by submitting a response to each criterion below.

Statement of Work, section 4.2. Response times

- Priority 1. Urgent or emergency work undertaken during regular working hours. 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.
- Emergency After Hours Response Service (EAHRS). There are 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.

Point Rated Technical Criteria #RT1				
RT 1.1	In 500 words or less, explain how the Offeror will ensure access to tools and materials to meet the response times in HSC Shilo.	1	2	Maximum Number of Points
				4
Point Rated Technical Criteria #RT2				
RT 1.2	In 500 words or less, explain how the Offeror will ensure timely communication with the Technical Authority (i.e. technology and process).	1	2	Maximum Number of Points
				4

Point Rated Technical Criteria #RT3				
RT 1.3	In 500 words or less, explain how the Offeror will respond to potential significant increases in workload, specifically during Active Posting Season (May through September).	1	2	Minimum Number of Points 3 Maximum Number of Points 4
Point Rated Technical Criteria #RT4				
RT 1.4	In 500 words or less, explain how the Offeror will provide Emergency After Hours services 365 days per year in EAHS trades: Carpentry (CP), Roofing (RF), Heating and Air Conditioning (HA), Electrical (EL), Plumbing (PL).	1	2	Minimum Number of Points 3 Maximum Number of Points 4

Point Rated Technical Criteria #RT5				
RT 1.5	In 500 words or less, explain how the Offeror will ensure timely service delivery for the work priority 2 through 6.	1	2	Minimum Number of Points Maximum Number of Points
				34

ANNEX A

STATEMENT OF WORK

CANADIAN FORCES HOUSING AGENCY

Housing Services Centre Shilo

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CANADIAN FORCES HOUSING AGENCY

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1. Introduction

1.1 Aim

- 1.1.1 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.
- 1.1.2 CFHA, as a customer oriented organization striving for excellence, requires that its staff and contractors understand and comply with its philosophies regarding customer service.
- 1.1.3 Through contractors, the CFHA aims to provide a cost effective maintenance and minor improvement service for the Crown 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.
- 1.1.4 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.
- 1.1.5 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.
- 1.1.6 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.

1.2 Background

- 1.2.1 CFHA mandate is to manage Crown-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.
- 1.2.2 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.
- 1.2.3 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.

- 1.2.4 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.

1.3 HSC Portfolio Overview

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

Site	Province	Residential Housing Unit Type				Total Units
		Apartment	Row Units	Semi-Detached Units	Single Units	
		Units				
Shilo	MB	30	116	288	203	637

- 1.3.2 Area measurement of all assets is 69,001.00 square meters, this includes garages and represents external measurements and excludes emergency houses, trailer pads, non-residential properties (HMO/Garages/etc.) and disposed units.

2. Applicable Documents

2.1 Documents

- 2.1.1 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.

2.1.1.1	Appendix 1	Glossary of Terms
2.1.1.2	Appendix 2	Customer Care Requirements
2.1.1.3	Appendix 3	Safety Requirements
2.1.1.4	Appendix 4	Waste Reporting Form
2.1.1.5	Appendix 5	Schedule of Unit Rates

Appendix 5.1	Schedule of Unit Rates	Asphalt (AS)
Appendix 5.2	Schedule of Unit Rates	Carpentry (CP)
Appendix 5.3	Schedule of Unit Rates	Cleaning (CL)
Appendix 5.4	Schedule of Unit Rates	Concrete and Foundation (CF)
Appendix 5.5	Schedule of Unit Rates	Electrical (EL)
Appendix 5.6	Schedule of Unit Rates	Grass Cutting (GC)
Appendix 5.7	Schedule of Unit Rates	Hardwood Flooring (HF)
Appendix 5.8	Schedule of Unit Rates	Hazardous Materials Abatement (HZ)
Appendix 5.9	Schedule of Unit Rates	Heating and Air Conditioning (HA)
Appendix 5.10	Schedule of Unit Rates	Landscaping (LA)

Appendix 5.11	Schedule of Unit Rates	Masonry (MA)
Appendix 5.12	Schedule of Unit Rates	Painting (PT)
Appendix 5.13	Schedule of Unit Rates	Plumbing (PL)
Appendix 5.14	Schedule of Unit Rates	Resilient Tile, Sheet Flooring & Carpet (VC)
Appendix 5.15	Schedule of Unit Rates	Roofing (RF)
Appendix 5.16	Schedule of Unit Rates	Snow Removal (SN)

2.1.1.6 Appendix 6.X 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	Electrical (EL)
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Appendix 6.9	Schedule of Unit Rates Specification	Heating and Air Conditioning (HA)
Appendix 6.10	Schedule of Unit Rates Specification	Landscaping (LA)
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Appendix 6.12	Schedule of Unit Rates Specification	Painting (PT)
Appendix 6.13	Schedule of Unit Rates Specification	Plumbing (PL)
Appendix 6.14	Schedule of Unit Rates Specification	Resilient Tile, Sheet Flooring & Carpet (VC)
Appendix 6.15	Schedule of Unit Rates Specification	Roofing (RF)
Appendix 6.16	Schedule of Unit Rates Specification	Snow Removal (SN)

2.1.1.7 Appendix 7.X 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

3.1 Scope of Work

- 3.1.1 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), Electrical (EL), Grass Cutting (GC), Hardwood Flooring (HF), Hazardous Materials Abatement (HZ), Heating and Air Conditioning (HA), Landscaping (LA), Masonry (MA), Painting (PT), Plumbing (PL), Resilient Tile, Sheet Flooring & Carpet (VC), Roofing (RF), Snow Removal (SN) general trade services in HSC Shilo.
- 3.1.2 Services are to be provided on an “as and when requested basis” in accordance with call up and the Statement of Work.
- 3.1.3 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.
- 3.1.4 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.
- 3.1.5 If the work cannot be identified through the Schedule of Unit Rates, CFHA can authorize work by providing the general work description. Hourly rate will apply.

4. Time Frames For Completion Of The Work

4.1 Working Hours

- 4.1.1 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 defined in para 4.1.2.), except designated emergency Work, Where the Contractor voluntarily elects to Work outside the specified hours, he shall first obtain the approval of the Project 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.

- 4.1.2 The following are considered Statutory Holidays for the purposes of this Standing Offer:

- 4.1.2.1 New Year's Day – January 1
- 4.1.2.2 Good Friday
- 4.1.2.3 Easter Monday
- 4.1.2.4 Victoria Day – First Monday preceding May 25
- 4.1.2.5 Quebec National Holiday – June 24 (Province of Quebec only)
- 4.1.2.6 Canada Day – July 1
- 4.1.2.7 Civic Holiday (first Monday of August in British Columbia, New Brunswick, Northwest Territories, Nunavut, and Saskatchewan, Alberta, Manitoba, Ontario, Nova Scotia, Prince Edward Island)
- 4.1.2.8 Labour Day – First Monday in September
- 4.1.2.9 Thanksgiving Day – Second Monday in October
- 4.1.2.10 Remembrance Day – November 11
- 4.1.2.11 Christmas Day – December 25
- 4.1.2.12 Boxing Day – December 26

4.2 Response times

- 4.2.1 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:

- | | | |
|---------|------------|--------------------------------------|
| 4.2.1.1 | Priority 1 | Respond within 1 hour |
| 4.2.1.2 | Priority 2 | Respond within 24 consecutive hours |
| 4.2.1.3 | Priority 3 | Respond within 7 calendar days |
| 4.2.1.4 | Priority 4 | Respond within 14 calendar days |
| 4.2.1.5 | Priority 5 | Respond within 28 calendar days |
| 4.2.1.6 | Priority 6 | Respond as specified on the Call-up. |

- 4.2.2 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.

- 4.2.3 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 CFHA representative. CFHA representative may then adjust the time frame(s) or, at their sole discretion, re-assign the Call-up.

- 4.2.4 Urgent/Emergency Work and Emergency After Hours Response Service (EAHRS)

- 4.2.4.1 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 Offer Form will apply.

- 4.2.4.2 Urgent or Emergency work that was started during normal hours and that is required by the CFHA Representative 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.
- 4.2.4.3 Urgent or Emergency work excludes work done by choice of the Contractor outside normal working hours.
- 4.2.4.4 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. Offerers 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 CFHA Representative full details of all acceptable means of emergency communication.
- 4.2.4.5 EAHRS shall be provided within one hour of notification of a requirement. For EAHRS 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 EAHRS Call Centre for further direction.
- 4.2.4.6 An EAHRS 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 EAHRS Call Centre for further direction.
- 4.2.4.7 Process for EAHRS call-up:
 - (a) CFHA EAHRS 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 EAHRS Call Centre on how the contractor should proceed.
- (d) Contractors shall always advise the CFHA EAHRS Call Centre if a visit to the site is not required. In these cases, the EAHRS 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

- 5.1 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 CFHA Representative, produce evidence that they and/or their resources are so registered or licensed
- 5.2 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 Crown Representative, 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)).
- 5.3 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

- 6.1 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 CFHA Representative who will make a third appointment for access to carry out the Work.
 - 6.1.1 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 CFHA Representative shall negotiate the amount of any payment to be made for that Call-up.
 - 6.1.2 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.

- 6.1.3 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 CFHA Representative a document setting out in respect of the Contractor, his employees or agents their names, residential addresses and dates and places of birth.
- 6.1.4 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.
- 6.2 Interpretation of Drawings
 - 6.2.1 The Contractor shall check all relevant dimensions on site before proceeding with the Works.
 - 6.2.2 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**
 - 7.1 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.
 - 7.2 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:
 - 7.2.1 The CFHA Representative issues a Call-up to the Contractor where products are required as specified in the documents.

- 7.2.2 The Contractor may submit a request to the CFHA Representative 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.
- 7.2.3 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.
- 7.2.4 The CFHA Representative shall review the requested alternative product(s), approve or reject the product(s), and advise the Contractor in writing of the approval or rejection.
- 7.3 CFHA reserves the right to accept or reject any requests for alternative product(s).
- 7.4 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

- 8.1 The CFHA Representative reserves the right to inspect any part or parts replaced under the terms of a Call-up.
- 8.2 If the CFHA Representative, 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 CFHA Representative shall become the property of the Contractor.

9. Site Amenities

- 9.1 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 CFHA Representative. The Contractor is to ensure that his employees understand any restrictions imposed by the CFHA Representative, in relation to the use of such facilities.
- 9.2 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.
- 9.3 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

- 10.1 The Contractor shall notify the CFHA Representative of any connection, disconnection, interference or other modification required with or to existing services.
- 10.2 The Contractor shall, before Work commences, liaise with the CFHA Representative regarding the location of existing services. The Contractor will be responsible for locating all existing services.
- 10.3 The Contractor shall immediately notify the CFHA Representative 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 CFHA Representative.

- 10.4 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 CFHA Representative, 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
- 10.5 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 CFHA Representative and obtain concurrence before proceeding with any reinstatement work.

11. Utility Interruptions

- 11.1 The Contractor shall notify the CFHA Representative 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 CFHA Representative 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.
- 11.2 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

- 12.1 General:
 - 12.1.1 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 CFHA Representative 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 CFHA Representative, except as may be essential for the performance of the Work.
- 12.2 Responsibility and Protection of Vegetation, Furniture, Fitments and Buildings
 - 12.2.1 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.

- 12.1.2 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.
- 12.1.3 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 CFHA Representative.
- 12.1.4 The Contractor shall be liable for any breakages and damage to Crown 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.
- 12.3 Preservation of Trees and Shrubs
 - 12.3.1 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 CFHA Representative. 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 CFHA Representative.
- 12.4 Protection against Dust, Debris, Water, etc.
 - 12.4.1 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.
- 12.5 Soil Conservation
 - 12.5.1 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.
- 12.6 Noise Control
 - 12.6.1 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.

12.7 Site Control

- 12.7.1 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 CFHA Representative and subject to such conditions as are determined by the CFHA Representative.
- 12.7.2 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 CFHA Representative.
- 12.7.3 Contractor's employees or any individual associated with the Contractor shall park their vehicles in areas approved by the CFHA Representative. 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.
- 12.7.4 No fires shall be lit on the site.

12.8 Trucking

- 12.8.2 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.
- 12.8.3 The Contractor shall ensure that the wheels, tracks and body of all construction plant leaving the site are free of mud.

12.9 Site Restoration

- 12.9.1 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.
- 12.9.2 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.
- 12.9.3 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.

12.10 Cleaning Up

- 12.10.1 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.
- 12.10.2 Upon completion of the Works the Contractor shall leave the site in a thoroughly clean condition.
- 12.10.3 All refuse arising from the execution of Work (including food scraps and the like) shall be removed from Crown property at the cost to the Contractor.

13. Occupational Health & Safety

13.1 General

- 13.1.1 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.
- 13.1.2 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 Crown Representative for non-compliance under 2005 (2017-06-21) General Conditions - Standing Offers - Goods or Services. All Contractors shall also follow all local (Base or Wing) health and safety policies and procedures.
- 13.1.3 The Crown Representative 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.
- 13.1.4 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.

13.2 Basic Requirements

- 13.2.1 Following the reporting of a hazard, the Crown Representative shall:
 - 13.2.1.1. Make direct arrangements with the Contractor to effect the necessary changes to ensure the health and safety of those exposed, or to protect property.
 - 13.2.1.2. Where resolution of the situation is not achieved to the satisfaction of Crown Representative, the provincial, territorial and federal enforcement authorities having jurisdiction may be involved in order to resolve the issue.
 - 13.2.1.3. All Contractors, at the discretion of the Crown Representative shall attend / conduct sessions or meetings for the purpose of informing all concerned of health and safety hazards at the work site.
 - 13.2.1.4. 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 Crown Representative.

13.3 Prohibited Activities

13.3.1 Smoking will not be permitted in any of the buildings.

13.1.2 The Contractor shall not, at any time, use or cause to be used any explosives without the approval of the CFHA Representative and shall ensure that proper precautions and proper care are taken in respect of such explosives or equipment.

13.1.3 The Contractor shall not stockpile materials, tools or equipment in or on any DND premises without prior written permission from the CFHA Representative.

13.4 Hazardous substances

13.4.1 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.

13.5 Other Precautions in Carrying Out Work

13.5.1 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

14.1 Spills

14.1.1 The Contractor shall take every precaution to ensure that a Spill does not occur;

14.1.2 In the event that the Contractor causes an intentional or unintentional Spill, the Contractor must stop work and immediately notify the CFHA Representative and other authorities having jurisdiction; and

14.1.3 Take all reasonable steps to minimize the environmental damage, which may be caused by the Spill.

14.2 Disposal of Designated Waste and Refuse

14.2.1 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.

14.3 Contaminated Site Conditions

- 14.3.1 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.
- 14.3.2 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.
- 14.3.3 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.
- 14.3.4 The Crown Representative 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 Crown Representative, allow them access and cooperate with them in the carrying out of their duties and obligations.

14.4 Environmental Reporting

- 14.4.1 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 CFHA representative 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

- 15.1 The Contractor shall not, without the prior written approval of the Crown Representative, 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

- 16.1 Where, in the opinion of the CFHA Representative, 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 CFHA Representative, allow them access and cooperate with them in the carrying out of their duties and obligation.

17. Coordination Of Trades

- 17.1 At the discretion of the CFHA Representative the Contractor may be required to coordinate trade work outside of their SO for the successful completion of the Work.
- 17.2 The Contractor will be communicated the requirement for coordination during the Call-up using the Coordination of Multi-Trade.
- 17.3 The work may include:
- 17.3.1 Ensuring other Contractors are briefed on the scope of work, timing, etc.;
- 17.3.2 Managing both sequential and concurrent phases of the Work;
- 17.3.3 Keeping the CFHA Representative informed on Work progress;
- 17.3.4 Informing the CFHA Representative of non-compliant Contractors;

18. Contractor's Competence

- 18.1 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

- 19.1 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

- 20.1 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 CFHA Representative and made good in all trades to match existing adjacent Work.

21. Measurement Of The Work

- 21.1 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

- 22.1 All Work shall be demonstrated to the satisfaction of the CFHA Representative 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.
- 22.2 Upon completion of the Work the Contractor shall hand to the CFHA Representative all diagrams, plans/equipment, operation and maintenance manuals and accessories in a clear and legible format, including clearly labelled keys.

23. Warranty Provisions

- 23.1 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.
- 23.2 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

- 24.1 The Contractor shall:
- 24.1.1 Permit the Crown Representative to have access to the Work and its site at all times during the performance of a Call-up;
- 24.1.2 Furnish the Crown Representative with such information respecting the performance of the Call-up as the Crown Representative may require; and
- 24.1.3 Give the Crown Representative every possible assistance to enable the Work to be carried out under the SO and the Call-up.
- 24.2 Contractor's Superintendent
- 24.2.1 The Contractor shall, forthwith upon the SO being put in place, designate a superintendent.

- 24.2.2 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.
- 24.2.3 The Contractor shall, upon the request of the Crown Representative, remove any superintendent who, in the opinion of the Crown Representative, is incompetent or has been guilty of improper conduct, and shall forthwith designate another superintendent who is acceptable to the Crown Representative.

25. Inspect And Report

- 25.1 At the discretion of the CFHA Representative the contractor may be required to assess, analyze and communicate an issue and its resolution.
- 25.2 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 CFHA Representative should be readily available.
- 25.3 The following applies:
 - 25.3.1 The Contractor shall determine and report on the nature of the issue and its resolution.
 - 25.3.2 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.
 - 25.3.3 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 CFHA Representative 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 CFHA Representative, while on site, to inform that the issue cannot be resolved.

(ii) The Contractor will be paid for the “Inspect and Report” fee.

25.4 The Contractor shall submit the report within the priority timeframe specified in the Call-up.

26. Communication

26.1 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.

26.2 The Contractor shall have as a minimum the following communication capabilities through which requests for work can be made during:

26.2.1 Normal working hours - for all trades: constantly attended telephone, including cellular; and/or e-mail.

26.2.2 Outside normal working hours - for trades not required to have emergency response capability; a telephone answering service capable of recording messages, and/or email.

26.2.3 Outside normal working hours - for trades with required emergency response capability: constantly attended telephone, including cellular, email, or otherwise.

26.3 The Contractor shall keep the CFHA Representative informed of the emergency service telephone numbers on which his firm can be contacted both during normal working hours and outside normal working hours.