



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

**Bid Receiving - PWGSC / Réception des
soumissions - TPSGC**
11 Laurier St./ 11 rue, Laurier
Place du Portage, Phase III
Core 0B2 / Noyau 0B2
Gatineau, Québec K1A 0S5
Bid Fax: (819) 997-9776

**Request For a Standing Offer
Demande d'offre à commandes**

National Individual Standing Offer (NISO)
Offre à commandes individuelle nationale (OCIN)

Canada, as represented by the Minister of Public Works and
Government Services Canada, hereby requests a Standing Offer
on behalf of the Identified Users herein.

Le Canada, représenté par le ministre des Travaux Publics et
Services Gouvernementaux Canada, autorise par la présente,
une offre à commandes au nom des utilisateurs identifiés
énumérés ci-après.

Comments - Commentaires

**Vendor/Firm Name and Address
Raison sociale et adresse du
fournisseur/de l'entrepreneur**

Issuing Office - Bureau de distribution
Scientific, Medical and Photographic Division / Division
de l'équipement scientifique, des produits photographiques
et pharmaceutiques
L'Esplanade Laurier
140 O'Connor Street,
East Tower, 7th Floor
Ottawa
Ontario
K1A 0S5

Title - Sujet Radon detectors and analysis	
Solicitation No. - N° de l'invitation HT226-213771/A	Date 2021-10-29
Client Reference No. - N° de référence du client HT226-213771	GETS Ref. No. - N° de réf. de SEAG PW-\$\$PV-964-80524
File No. - N° de dossier pv964.HT226-213771	CCC No./N° CCC - FMS No./N° VME
Solicitation Closes - L'invitation prend fin at - à 02:00 PM Eastern Standard Time EST on - le 2021-11-16 Heure Normale du l'Est HNE	
Delivery Required - Livraison exigée See Herein – Voir ci-inclus	
Address Enquiries to: - Adresser toutes questions à: Fortin, Marie-Claire	Buyer Id - Id de l'acheteur pv964
Telephone No. - N° de téléphone (418)571-7258 ()	FAX No. - N° de FAX () -
Destination - of Goods, Services, and Construction: Destination - des biens, services et construction: Health Canada Radiation Protection Bureau 775 Brookfield Rd Ottawa, Ontario K1A 1C1	
Security - Sécurité This request for a Standing Offer does not include provisions for security. Cette Demande d'offre à commandes ne comprend pas des dispositions en matière de sécurité.	

Instructions: See Herein

Instructions: Voir aux présentes

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

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PART 1 - GENERAL INFORMATION

1.1 Introduction

The Request for Standing Offers (RFSO) is divided into seven parts plus attachments and annexes, as follows:

- Part 1 General Information: provides a general description of the requirement;
- Part 2 Offeror Instructions: provides the instructions applicable to the clauses and conditions of the RFSO;
- Part 3 Offer Preparation Instructions: provides offerors with instructions on how to prepare their offer to address the evaluation criteria specified;
- Part 4 Evaluation Procedures and Basis of Selection: indicates how the evaluation will be conducted, the evaluation criteria which must be addressed in the offer, and the basis of selection;
- Part 5 Certifications and Additional Information: includes the certifications and additional information to be provided;
- Part 6 Security, Financial and Insurance Requirements: includes specific requirements that must be addressed by offerors; and
- Part 7 7A, Standing Offer, and 7B, Resulting Contract Clauses:
 - 7A, includes the Standing Offer containing the offer from the Offeror and the applicable clauses and conditions;
 - 7B, includes the clauses and conditions which will apply to any contract resulting from a call-up made pursuant to the Standing Offer.

The Annexes include:

- Annex A : Requirement
- Annex B : Basis of Payment
- Annex C : List of Products
- Annex D : Standing Offer Reporting
- Attachment 1: Electronic Payments Instruments
- Attachment 2 : Mandatory Technical Evaluation Criteria
- Attachment 3 : Complete List of Directors
- Attachment 4 : OEM Certification
- Attachment 5 : Other information required with the offer

1.2 Summary

1.2.1 Radon detectors and analysis

1.2.2 In order to facilitate current and future research projects for its Radon Program, Health Canada (HC) has a requirement to purchase radon detectors (hereinafter referred to as Detector(s)) which include analysis services and test results from a Canadian – National Radon Proficiency Program (C-NRPP) certified laboratory.

The Detectors will be required on an “as and when” requested basis and the quantity may fluctuate annually. As such the intent is to issue a Standing offer to meet ongoing requirements. The detector will be delivered to Radiation Protection Bureau in Ottawa.

The Offeror offers to fulfill the requirement in accordance with the **Annex A - Requirement**.

- 1.2.3 Canada may issue one (1) Standing Offer for a period of one (1) year from the date of issue with the option to extend the period for four (4) additional one-year (1) periods.
- 1.2.4 The Request for Standing Offers (RFSO) is to establish a National Individual Standing Offer (NISO) for the requirement detailed in the RFSO, to the Identified Users across Canada, excluding locations within Yukon, Northwest Territories, Nunavut, Quebec, and Labrador that are subject to Comprehensive Land Claims Agreements (CLCAs). Any requirement for deliveries to locations within CLCAs areas within Yukon, Northwest Territories, Nunavut, Quebec, or Labrador will have to be treated as a separate procurement, outside of the resulting standing offers.

1.3 Trade Agreements

The requirement is subject to the provisions of the Canadian Free Trade Agreement (CFTA), the Canada–Chile Free Trade Agreement, the Canada–Colombia Free Trade Agreement, the Canada–Honduras Free Trade Agreement, the Canada–Korea Free Trade Agreement and the Canada–Panama Free Trade Agreement.

1.4 Epost Connect

This RFSO allows offerors to use the epost Connect service provided by Canada Post Corporation to transmit their offers electronically. Offerors must refer to Part 2 of the RFSO entitled Offeror Instructions and Part 3 of the RFSO entitled Offer Preparation Instructions, for further information on using this method.

1.5 Debriefings

Offerors may request a debriefing on the results of the request for standing offers process. Offerors should make the request to the Standing Offer Authority within 15 working days of receipt of the results of the request for standing offers process. The debriefing may be in writing, by telephone or in person.

1.6 Anticipated migration to an e-Procurement Solution (EPS)

Canada is currently developing an online EPS for faster and more convenient ordering of goods and services. In support of the anticipated transition to this system and how it may impact any resulting Standing Offer that is issued under this solicitation, refer to 7.13 Transition to an e-Procurement Solution (EPS).

The Government of Canada’s [press release](#) provides additional information.

PART 2 - OFFEROR INSTRUCTIONS

2.1 Standard Instructions, Clauses and Conditions

All instructions, clauses and conditions identified in the Request for Standing Offers (RFSO) by number, date and title are set out in the [Standard Acquisition Clauses and Conditions Manual](https://buyandsell.gc.ca/policy-and-guidelines/standard-acquisition-clauses-and-conditions-manual) (<https://buyandsell.gc.ca/policy-and-guidelines/standard-acquisition-clauses-and-conditions-manual>) issued by Public Works and Government Services Canada.

Offerors who submit an offer agree to be bound by the instructions, clauses and conditions of the RFSO and accept the clauses and conditions of the Standing Offer and resulting contract(s).

The [2006](#) (2020-05-28) Standard Instructions - Request for Standing Offers - Goods or Services - Competitive Requirements, are incorporated by reference into and form part of the RFSO.

Subsection 5.4 of [2006](#), Standard Instructions - Request for Standing Offers - Goods or Services - Competitive Requirements, is amended as follows:

Delete: 60 days

Insert: 90 days

2.1.1 SACC Manual Clauses

[M0019T](#) (2007-05-25), Firm Price and/or Rates

[M1004T](#) (2016-01-28), Condition of Material – Offer

2.2 Submission of Offers and Pre-issuance Samples

2.2.1 Offers, excluding the Pre-Issuance Samples, must be submitted electronically either through epost connect or Facsimile to Public Works and Government Services Canada (PWGSC) Bid Receiving Unit, as specified below, by the date, and time indicated on page 1 of the bid solicitation. If the Pre-Issuance Samples are sent to this address they will not be considered.

PWGSC Bid Receiving Unit

Fax No.: (819) 997-9776

epost Connect: tpsgc.dgareceptiondessaoumissions-abbidreceiving.pwgsc@tpsgc-pwgsc.gc.ca

Note: Offers will not be accepted if emailed directly to this email address. This email address is to be used to open an epost Connect conversation, as detailed in Standard Instruction [2006](#), or to send offers through an epost Connect message if the bidder is using its own licensing agreement for epost Connect.

No offer shall be sent directly to the PWGSC Contracting Authority.

Due to the nature of the request for solicitation offer, hard copy bids (paper or soft copies on media) submitted to PWGSC will not be accepted.

2.2.2 Pre-Issuance Samples must only be submitted to Health Canada location indicated below by the closing date and time indicated in the RFSO. If the Offer is sent to this address it will not be considered.

Delivery to:

Michel Gauthier

Radon Technical Operations, Health Canada

775 Brookfield Rd, room 229
Ottawa ON
K1A 0K9
Solicitation Number : HT226-213771/A

- 2.2.3** The addresses in 2.2.1 and 2.2.2 are for the sole purpose of offer and Pre-Issuance Samples submissions respectively. No other communications are to be forwarded to these addresses.

No offers nor Pre-Issuance Samples shall be sent directly to the PWGSC Contracting Authority. Offers and Pre-Issuance Samples sent directly to the PWGSC Contracting Authority will not be considered.

2.3 Enquiries - Request for Standing Offers

All enquiries must be submitted in writing to the Standing Offer Authority, marie-claire.fortin@tpsgc-pwgsc.gc.ca, no later than ten (10) calendar days before the Request for Standing Offers (RFSO) closing date. Enquiries received after that time may not be answered.

Offerors should reference as accurately as possible the numbered item of the RFSO to which the enquiry relates. Care should be taken by offerors to explain each question in sufficient detail in order to enable Canada to provide an accurate answer. Technical enquiries that are of a proprietary nature must be clearly marked "proprietary" at each relevant item. Items identified as "proprietary" will be treated as such except where Canada determines that the enquiry is not of a proprietary nature. Canada may edit the question(s) or may request that offerors do so, so that the proprietary nature of the question(s) is eliminated, and the enquiry can be answered to all offerors. Enquiries not submitted in a form that can be distributed to all offerors may not be answered by Canada.

2.4 Applicable Laws

The Standing Offer and any contract resulting from the Standing Offer must be interpreted and governed, and the relations between the parties determined, by the laws in force in Ontario.

Offerors may, at their discretion, substitute the applicable laws of a Canadian province or territory of their choice without affecting the validity of their offer, by deleting the name of the Canadian province or territory specified and inserting the name of the Canadian province or territory of their choice. If no change is made, it acknowledges that the applicable laws specified are acceptable to the offerors.

2.5 Bid Challenge and Recourse Mechanisms

- (a) Several mechanisms are available to potential offerors to challenge aspects of the procurement process up to and including contract award.
- (b) Canada encourages offerors to first bring their concerns to the attention of the Contracting Authority. Canada's [Buy and Sell](#) website, under the heading "[Bid Challenge and Recourse Mechanisms](#)" contains information on potential complaint bodies such as:
 - Office of the Procurement Ombudsman (OPO)
 - Canadian International Trade Tribunal (CITT)
- (c) Offerors should note that there are **strict deadlines** for filing complaints, and the time periods vary depending on the complaint body in question. Offerors should therefore act quickly when they want to challenge any aspect of the procurement process.

PART 3 - OFFER PREPARATION INSTRUCTIONS

3.1 Offer Preparation Instructions

- If the Offeror chooses to submit its offer electronically, Canada requests that the Offeror submits its offer in accordance with section 08 of the 2006 standard instructions. The epost Connect system has a limit of 1GB per single message posted and a limit of 20GB per conversation. The offer must be gathered per section and separated as follows:

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

- If the Offeror is simultaneously providing copies of its offer using multiple acceptable delivery methods, and if there is a discrepancy between the wording of any of these copies and the electronic copy provided through epost Connect service, the wording of the electronic copy provided through epost Connect service will have priority over the wording of the other copies.

Prices must appear in the financial offer only. No prices must be indicated in any other section of the offer.

Section I: Technical Offer

The technical offer consists of the following:

(a) **Pre-Issuance Samples :**

Description	Quantity
Detectors (as described in Annex A - Requirement)	2

The Offeror must ensure that the required Pre-Issuance Samples are manufactured in accordance with the technical requirement and are fully representative of the offer submitted. Rejection of the Pre-Issuance Samples will result in the offer being declared non-responsive.

The Offeror must deliver the required Pre-Issuance Samples at no charge to Canada and must ensure that they are received with the offer at the date, time and place of Request for Standing Offer closing as described in Section 2.2. Failure to submit the required Pre-Issuance Samples with the offer at the date, time and place of Request for Standing offer closing, will result in the offer being declared non-responsive. The samples submitted by the Offeror will remain the property of Canada.

- (b) **Supporting Technical documentation:** Offerors must include technical data (eg approval, certification, accreditation) to demonstrate compliancy with the mandatory technical criteria listed in **ATTACHMENT 2 –Mandatory Technical Evaluation Criteria**.
- (c) **List of Products:** Offerors must include a complete product list identifying: the product name; the name of manufacturer; the model and part number of each component of the Detectors. The Offerors are requested to use the form provided in **Annex C – List of Products**.

Section II: Financial Offer

- (a) **Pricing:** Offerors must submit their financial offer in accordance with the **Annex B - Basis of Payment**.
- (b) **All Costs to be Included:** The financial offer must include all costs for the requirement described in the standing offer for the entire Standing Offer Period, including any option years. The identification of all necessary equipment, software, peripherals, cabling and components required to meet the requirements of the standing offer and the associated costs of these items is the sole responsibility of the Offeror.
- (c) **Blank Prices:** Offerors are requested to insert "\$0.00" for any item for which it does not intend to charge or for items that are already included in other prices set out in the tables. If the Offeror leaves any price blank, Canada will treat the price as "\$0.00" for evaluation purposes and may request that the Offeror confirm that the price is, in fact, \$0.00. No Offeror will be permitted to add or change a price as part of this confirmation. Any Offeror who does not confirm that the price for a blank item is \$0.00 will be declared non-responsive.

3.1.1 Electronic Payment of Invoices – Offer

If you are willing to accept payment of invoices by Electronic Payment Instruments, complete **ATTACHMENT 1 - Electronic Payment Instruments**, to identify which ones are accepted.

If **ATTACHMENT 1 - Electronic Payment Instruments** is not completed, it will be considered as if Electronic Payment Instruments are not being accepted for payment of invoices.

Acceptance of Electronic Payment Instruments will not be considered as an evaluation criterion.

3.1.2 Exchange Rate Fluctuation

[C3011T](#) (2013-11-06), Exchange Rate Fluctuation

Section III: Certifications Offerors must submit the certifications and additional information required under Part 5.

Section IV: Additional Information

Offerors must provide the additional information required in **ATTACHMENT 5 – OTHER INFORMATION REQUIRED WITH THE OFFER**.

PART 4 - EVALUATION PROCEDURES AND BASIS OF SELECTION

4.1 Evaluation Procedures

- (a) Offers will be assessed in accordance with the entire requirement of the Request for Standing Offers including the technical and financial evaluation criteria.
- (b) An evaluation team composed of representatives of Canada will evaluate the offers.

4.1.1 Technical Evaluation

All offers submitted must be completed in full and provide all of the information requested in the Request for Standing Offer (RFSO) package to enable a full and complete evaluation. If the requirement is not addressed in the Offeror's offer, the offer will be considered incomplete or non-responsive and will be rejected. The onus is on the Offeror to provide all the information necessary to ensure a complete and accurate assessment.

4.1.1.1 Mandatory Technical Criteria

The Pre-Issuance Samples will be evaluated against the Mandatory Technical Evaluation Criteria detailed in **ATTACHMENT 2 – Mandatory Technical Evaluation Criteria**.

4.1.2 Financial Evaluation

The financial evaluation will be conducted by calculating the Total Aggregated Bid Price in accordance with **Annex B – Basis of Payment**.

Evaluation of Price - Offer

The price of the offer will be evaluated in Canadian dollars, Applicable Taxes excluded, DDP Ottawa Incoterms® 2010, Canadian customs duties and excise taxes included.

Unless the Standing Offer specifically requires offers to be submitted in Canadian currency, offers submitted in foreign currency will be converted to Canadian currency for evaluation purposes. The rate given by the Bank of Canada in effect on the request for standing offer closing date, or on another date specified in the Standing Offer, will be applied as a conversion factor to the offers submitted in foreign currency.

4.1.3 Estimated Quantity

The estimated quantity of goods specified in **Annex B – Basis of payment** is for evaluation purposes only and in no way represent any commitments from Canada.

4.2 Basis of Selection - Mandatory Technical Criteria Only

An offer must comply with the requirements of the Request for Standing Offers and meet all mandatory technical evaluation criteria to be declared responsive. The responsive offer with the lowest evaluated price will be recommended for issuance of a standing offer.

PART 5 – CERTIFICATIONS AND ADDITIONAL INFORMATION

Offerors must provide the required certifications and additional information to be issued a standing offer.

The certifications provided by offerors to Canada are subject to verification by Canada at all times. Unless specified otherwise, Canada will declare an offer non-responsive, will have the right to set-aside a standing offer, or will declare a contractor in default if any certification made by the Offeror is found to be untrue whether made knowingly or unknowingly during the offer evaluation period, during the Standing Offer period, or during the contract period.

The Standing Offer Authority will have the right to ask for additional information to verify the Offeror's certifications. Failure to comply and to cooperate with any request or requirement imposed by the Standing Offer Authority will render the offer non-responsive, result in the setting aside of the Standing Offer or constitute a default under the Contract.

5.1 Certifications Required with the Offer

Offerors must submit the following duly completed certifications as part of their offer.

5.1.1 Integrity Provisions - Declaration of Convicted Offences

In accordance with the Integrity Provisions of the Standard Instructions, all offerors must provide with their offer, **if applicable**, the declaration form available on the [Forms for the Integrity Regime](http://www.tpsgc-pwgsc.gc.ca/ci-if/declaration-eng.html) website (<http://www.tpsgc-pwgsc.gc.ca/ci-if/declaration-eng.html>), to be given further consideration in the procurement process.

5.2 Certifications Precedent to the Issuance of a Standing Offer and Additional Information

The certifications and additional information listed below should be submitted with the offer, but may be submitted afterwards. If any of these required certifications or additional information is not completed and submitted as requested, the Standing Offer Authority will inform the Offeror of a time frame within which to provide the information. Failure to provide the certifications or the additional information listed below within the time frame provided will render the offer non-responsive.

5.2.1 Integrity Provisions – Required Documentation

In accordance with the section titled Information to be provided when bidding, contracting or entering into a real property agreement of the [Ineligibility and Suspension Policy](http://www.tpsgc-pwgsc.gc.ca/ci-if/politique-policy-eng.html) (<http://www.tpsgc-pwgsc.gc.ca/ci-if/politique-policy-eng.html>), the Offeror must provide the required documentation, as applicable, to be given further consideration in the procurement process.

5.2.2 Federal Contractors Program for Employment Equity - Standing Offer Certification

By submitting an offer, the Offeror certifies that the Offeror, and any of the Offeror's members if the Offeror is a Joint Venture, is not named on the Federal Contractors Program (FCP) for employment equity "FCP Limited Eligibility to Bid" list) available at the bottom of the page of the [Employment and Social Development Canada-Labour's](https://www.canada.ca/en/employment-social-development/canada-labour's) website (<https://www.canada.ca/en/employment-social-development/programs/employment-equity/federal-contractor-program.html#s4>).

Canada will have the right to declare an offer non-responsive, or to set-aside a Standing Offer, if the Offeror, or any member of the Offeror if the Offeror is a Joint Venture, appears on the "FCP Limited Eligibility to Bid" list at the time of issuing of a Standing Offer or during the period of the Standing Offer.

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5.2.3 Proofs of approval, certification and accreditation

Offerors must provide with their offers proofs of approval, certification and accreditation identified in **ATTACHMENT 2 – MANDATORY TECHNICAL EVALUATION CRITERIA.**

5.3 Additional Certifications Precedent to Issuance of a Standing Offer

5.3.1 Product Conformance

The Offeror certifies that all goods proposed conform, and will continue to conform throughout the period of the Standing offer, to the requirement detailed under **Annex A - Requirement.**

Offeror's authorized representative signature

Date

5.3.2 OEM Certification

(i) Any Offeror that is not the Original Equipment Manufacturer (OEM) for every item of hardware or equipment proposed as part of its offer is required to submit the OEM's certification regarding the Offeror's authority to provide and maintain the OEM's hardware or equipment, which must be signed by the OEM (not the Offeror). No Standing Offer will be awarded to an Offeror who is not the OEM of the hardware or equipment it proposes to supply to Canada, unless the OEM certification has been provided to Canada. Offerors are requested to use the OEM Certification Form included with the offer solicitation at **ATTACHMENT 4.** Although all the contents of the OEM Certification Form are required, using the form itself to provide this information is not mandatory. For Offeror/OEMs who use an alternate form, it is in Canada's sole discretion to determine whether all the required information has been provided. Alterations to the statements in the form may result in the offer being declared non-responsive.

(ii) If the hardware or equipment proposed by the Offeror originates with multiple OEMs, a separate OEM certification is required from each OEM.

(iii) For the purposes of this offer solicitation, OEM means the manufacturer of the hardware or equipment, as evidenced by the name appearing on the hardware or equipment and on all accompanying documentation.

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PART 6 - SECURITY, FINANCIAL AND INSURANCE REQUIREMENTS

6.1 Security Requirements

There are no security requirements associated with the requirement.

6.2 Financial Capability

SACC Manual clause [M9033T](#) (2011-05-16) Financial Capability

6.3 Insurance Requirements

SACC Manual clause [G1005C](#) (2016-01-28) Insurance - No Specific Requirement

PART 7 - STANDING OFFER AND RESULTING CONTRACT CLAUSES

A. STANDING OFFER

7.1 Offer

7.1.1 The Offeror offers to fulfill the requirement in accordance with the Requirement at **Annex A**.

7.2 Security Requirements

7.2.1 There is no security requirement applicable to the Standing Offer.

7.3 Standard Clauses and Conditions

All clauses and conditions identified in the Standing Offer and resulting contract(s) by number, date and title are set out in the [Standard Acquisition Clauses and Conditions Manual](https://buyandsell.gc.ca/policy-and-guidelines/standard-acquisition-clauses-and-conditions-manual) (<https://buyandsell.gc.ca/policy-and-guidelines/standard-acquisition-clauses-and-conditions-manual>) issued by Public Works and Government Services Canada.

7.3.1 General Conditions

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

7.3.2 Standing Offers Reporting

The Offeror must compile and maintain records on its provision of goods and services to Canada under contracts resulting from the Standing Offer. This data must include all purchases done by Canada, including those acquired and paid for by Canada acquisition cards.

The Offeror must provide this data in accordance with the reporting requirements detailed in **Annex D – Standing offer reporting**. If some data is not available, the reason must be indicated in the report. If no goods or services is provided during a given period, the Offeror must provide a "nil" report.

The data must be submitted on a semester basis to the Standing Offer Authority.

The semesters reporting are defined as follows:

- first semester: April 1 to September 30
- second semester: October 1 to March 31

The data must be submitted to the Standing Offer Authority no later than fifteen (15) calendar days after the end of the reporting period.

7.4 Term of Standing Offer

7.4.1 Period of the Standing Offer

The period for making call-ups against the Standing Offer is from date of issue to one (1) year later inclusive; and;

the period during which the Standing Offer is extended, if Canada chooses to exercise the options set out in the Standing Offer.

7.4.2 Extension of Standing Offer

If the Standing Offer is authorized for use beyond the initial period, the Offeror offers to extend its offer for an additional four (4) one-year periods, under the same conditions and at the rates or prices specified in the Standing Offer, or at the rates or prices calculated in accordance with the formula specified in the Standing Offer.

The Offeror will be advised of the decision to authorize the use of the Standing Offer for an extended period by the Standing Offer Authority thirty (30) days before the expiry date of the Standing Offer. A revision to the Standing Offer will be issued by the Standing Offer Authority.

7.4.3 Comprehensive Land Claims Agreements (CLCAs)

The Standing Offer (SO) is for the delivery of the requirement detailed in the SO to the Identified Users across Canada, excluding locations within Yukon, Northwest Territories, Nunavut, Quebec, and Labrador that are subject to Comprehensive Land Claims Agreements (CLCAs). Any requirement for deliveries to locations within CLCAs areas within Yukon, Northwest Territories, Nunavut, Quebec, or Labrador will have to be treated as a separate procurement, outside of the standing offer.

7.4.4 Delivery Points

Delivery of the requirement will be made to delivery point(s) specified in the call-up.

7.5 Authorities

7.5.1 Standing Offer Authority

The Standing Offer Authority is:

Name : Marie-Claire Fortin
Title : Supply Specialist

Public Services and Procurement Canada
Pharmaceuticals Procurement Directorate
Scientific, Medical and Photographic Division

Telephone : 418-571-7258
E-mail : Marie-Claire.Fortin@tpsgc-pwgsc.gc.ca

The Standing Offer Authority is responsible for the establishment of the Standing Offer, its administration and its revision, if applicable. Upon the making of a call-up, as Contracting Authority, he is responsible for any contractual issues relating to individual call-ups made against the Standing Offer by any Identified User.

7.5.2 Technical Authority

The Project Authority for the Standing Offer is identified in the call-up against the Standing Offer.

The Project Authority is the representative of the department or agency for whom the Work will be carried out pursuant to a call-up against the Standing Offer and is responsible for all the technical content of the Work under the resulting Contract.

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7.5.3 Offeror's Representative

1. Offeror's Representative

General enquiries

Name: _____
Telephone No.: _____
(with extension, if applicable) _____
E-mail address: _____

Delivery Follow-Up

Name: _____
Telephone No.: _____
(with extension, if applicable) _____
E-mail address: _____

2. Technical Support

The telephone number for Technical Support is: _____

7.6 Identified Users

The Identified User authorized to make call-ups against the Standing Offer is: Health Canada.

7.7 Call-up Procedures

7.7.1 Authorized Call-ups against this Standing Offer must be made using duly completed 942 call-up form by methods such as facsimile, electronic mail or any other method deemed acceptable by both the Identified User and the Offeror.

7.7.2 No costs incurred before the receipt of a signed Call-up or equivalent document can be charged to this Standing Offer.

7.7.3 If by error or omission the Identified User fails to apply the correct price to an item, it is the responsibility of the Offeror to notify the Identified User of the error prior to delivery.

7.7.4 Any modifications to the original call-up must be supported by the issuance of a subsequent form in accordance with the Standing Offer terms and conditions in effect at the time of call-up.

7.7.5 For urgent requirement only Identified Users may request goods/services by telephone/facsimile/e-mail, which must be followed up by issuing a call-up or equivalent document no later than the next working day, to confirm the request for goods.

Call-ups paid for by Acquisition Cards as an alternative to other payment methods identified in the Standing Offer must be made as specified above.

7.8 Call-up Instrument

The Work will be authorized or confirmed by the Identified User(s) using the duly completed forms or their equivalents as identified in paragraphs 2 below, or by using Canada acquisition cards (Visa or MasterCard) for low dollar value requirements.

1. Call-ups must be made by Identified Users' authorized representatives under the Standing Offer and must be for goods or services or combination of goods and services included in the Standing Offer at the prices and in accordance with the terms and conditions specified in the Standing Offer.
2. Any of the following forms could be used which are available through [PWGSC Forms Catalogue](#) website:
 - PWGSC-TPSGC 942 Call-up Against a Standing Offer

- PWGSC-TPGSC 942-2 Call-up Against a Standing Offer - Multiple Delivery
- PWGSC-TPSGC 944 Call-up Against Multiple Standing Offers (English version)
- PWGSC-TPSGC 945 Commande subséquente à plusieurs offres à commandes (French version)

7.9 Limitation of Call-ups

Individual call-ups against the Standing Offer must not exceed \$10,000.00 (Applicable Taxes included) for the Identified User.

Individual requirements exceeding these amounts must be submitted to PSPC in the form of a funded requisition (9200) for processing.

The Standing Offer Authority (or their delegated representatives) may issue call-ups in excess of \$10,000.00

7.10 Priority of Documents

If there is a discrepancy between the wording of any documents that appear on the list, the wording of the document that first appears on the list has priority over the wording of any document that subsequently appears on the list.

- a) the call up against the Standing Offer, including any annexes;
- b) the articles of the Standing Offer;
- c) the general conditions [2005](#) (2017-06-21), General Conditions - Standing Offers - Goods or Services;
- d) the general conditions [2010A](#) (2020-05-28) General Conditions - Goods (Medium Complexity);
- e) Annex A - Requirement;
- f) Annex B - Basis of Payment;
- g) Annex C - List of Products;
- h) Annex D : Standing Offer Reporting
- i) the Offeror's offer dated _____ (*insert date of offer*).

7.11 Certifications and Additional Information

7.11.1 Compliance

Unless specified otherwise, the continuous compliance with the certifications provided by the Offeror with its offer or precedent to issuance of the Standing Offer (SO), and the ongoing cooperation in providing additional information are conditions of issuance of the SO and failure to comply will constitute the Offeror in default. Certifications are subject to verification by Canada during the entire period of the SO and of any resulting contract that would continue beyond the period of the SO.

7.12 Applicable Laws

The Standing Offer and any contract resulting from the Standing Offer must be interpreted and governed, and the relations between the parties determined, by the laws in force in Ontario.

7.13 Transition to an e-Procurement Solution (EPS)

During the period of the Standing Offer, Canada may transition to an EPS for more efficient processing and management of individual call-ups for any or all of the SO's applicable goods and services. Canada reserves the right, at its sole discretion, to make the use of the new e-procurement solution mandatory.

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Canada agrees to provide the Offeror with at least a three-month notice to allow for any measures necessary for the integration of the Offer into the EPS. The notice will include a detailed information package indicating the requirements, as well as any applicable guidance and support.

If the Offeror chooses not to offer their goods or services through the e-procurement solution, the Standing Offer may be set aside by Canada.

B. RESULTING CONTRACT CLAUSES

The following clauses and conditions apply to and form part of any contract resulting from a call-up against the Standing Offer.

7.1 Requirement

The Contractor must provide the items detailed in the call-up against the Standing Offer.

7.2 Standard Clauses and Conditions

7.2.1 General Conditions

[2010A](#) (2020-05-28), General Conditions - Goods (Medium Complexity) apply to and form part of the Contract.

The following clause will be insert if payment by credit cards is accepted by the Offeror.

Section 16 Interest on Overdue Accounts, [2010A](#) (2020-05-28), General Conditions - Goods (Medium Complexity) will not apply to payments made by credit cards.

7.2.2 Additional General Conditions

7.2.2.1 Conduct of the Work

- 1) The Contractor represents and warrants that:
 - a. it is competent to perform the Work;
 - b. it has everything necessary to perform the Work, including the resources, facilities, labour, technology, equipment, and materials; and
 - c. it has the necessary qualifications, including knowledge, skill, know-how and experience, and the ability to use them effectively to perform the Work.
- 2) The Contractor must:
 - a. perform the Work diligently and efficiently;
 - b. except for Government Property, supply everything necessary to perform the Work;
 - c. use, as a minimum, quality assurance procedures, inspections and controls generally used and recognized by the industry to ensure the degree of quality required by the Contract;
 - d. select and employ a sufficient number of qualified people;
 - e. perform the Work in accordance with standards of quality acceptable to Canada and in full conformity with the specifications and all the requirements of the Contract;
 - f. provide effective and efficient supervision to ensure that the quality of workmanship meets the requirements of the Contract.

7.2.2.2 Subcontracts

The Contractor may subcontract the supply of goods or services that are customarily subcontracted by the Contractor. Subcontracting does not relieve the Contractor from any of its obligations under the Contract or impose any liability upon Canada to a subcontractor. In any subcontract, the Contractor agrees to bind the subcontractor by the same conditions by which the Contractor is bound under the Contract, unless the Contracting Authority agrees otherwise, with the exception of requirements under the Federal Contractors Program for employment equity which only apply to the Contractor.

7.2.2.3 Harassment in the workplace

- 1) The Contractor acknowledges the responsibility of Canada to ensure, for its employees, a healthy work environment, free of harassment. A copy of the [Policy on Harassment Prevention and Resolution](#), which is also applicable to the Contractor, is available on the Treasury Board Web site.
- 2) The Contractor must not, either as an individual, or as a corporate or unincorporated entity, through its employees or subcontractors, harass, abuse, threaten, discriminate against or intimidate any employee, contractor or other individual employed by, or under contract with Canada. The Contractor will be advised in writing of any complaint and will have the right to respond in writing. Upon receipt of the Contractor's response, the Contracting Authority will, at its entire discretion, determine if the complaint is founded and decide on any action to be taken.

7.2.2.4 Access to information

Records created by the Contractor, and under the control of Canada, are subject to the [Access to Information Act](#). The Contractor acknowledges the responsibilities of Canada under the [Access to Information Act](#) and must, to the extent possible, assist Canada in discharging these responsibilities. Furthermore, the Contractor acknowledges that section 67.1 of the [Access to Information Act](#) provides that any person, who destroys, alters, falsifies or conceals a record, or directs anyone to do so, with the intent of obstructing the right of access that is provided by the [Access to Information Act](#) is guilty of an offence and is liable to imprisonment or a fine, or both.

7.3 Term of Contract

7.3.1 Period of the Contract

The period of the contract is from date of Contract to one year from date of acceptance.

7.3.2 Delivery Date

Delivery must be made within fifteen (15) calendar days from receipt of a Call-up against the Standing Offer.

7.4 Shipping Instructions – Delivery at Destination

Goods must be consigned to the destination specified in the Contract and delivered:

Delivered Duty Paid (DDP) to the destination specified in the contract Incoterms® 2010 for shipments from a commercial contractor.

7.5 Payment

7.5.1 Basis of Payment

In consideration of the Contractor satisfactorily completing all of its obligations under the Contract, the contractor will be paid a firm price. Customs duties are included and Applicable Taxes are extra.

Canada will not pay the contractor for any design changes, modification or interpretations of the Work, unless they have been approved, in writing, by the Contracting Authority before their incorporation into the Work.

7.5.2 Method of Payment

[H1000C](#) (2008-05-12), Single Payment

7.5.3 SACC Manual Clauses

C2000C (2007-11-30), Taxes – Foreign-based Contractor *(if applicable)*

7.5.4 Electronic Payment of Invoices – Call-up *(Note to Offeror: this clause will be updated based on response in ATTACHMENT 1)*

The Contractor accepts to be paid using any of the following Electronic Payment Instrument(s):

- a. Visa Acquisition Card;
- b. MasterCard Acquisition Card;
- c. Direct Deposit (Domestic and International);
- d. Electronic Data Interchange (EDI);
- e. Wire Transfer (International Only).

7.6 Invoicing Instructions

1. The Contractor must submit invoices in accordance with the section entitled “Invoice Submission” of the general conditions. Invoices cannot be submitted until all work identified in the invoice is completed and delivered in accordance with the Contract and has been accepted by the Authorized User to whom the Work is delivered.
2. Invoices must be distributed as follows:
 - a. The original and one (1) copy must be forwarded to the address included in the call-up for certification and payment.
 - b. One (1) copy must be forwarded to the Contracting Authority identified under the section entitled “Authorities” of the Contract.

7.7 Insurance

SACC Manual clause G1005C (2016-01-28) Insurance – No Specific Requirement

7.8 SACC Manual Clauses

B7500C (2006-06-16) Excess Goods

7.9 Dispute Resolution

- (a) The parties agree to maintain open and honest communication about the Work throughout and after the performance of the contract.
- (b) The parties agree to consult and co-operate with each other in the furtherance of the contract and promptly notify the other party or parties and attempt to resolve problems or differences that may arise.
- (c) If the parties cannot resolve a dispute through consultation and cooperation, the parties agree to consult a neutral third party offering alternative dispute resolution services to attempt to address the dispute.
- (d) Options of alternative dispute resolution services can be found on Canada's Buy and Sell website under the heading “Dispute Resolution”.

ANNEX A

REQUIREMENT

1. Title

Radon detectors and analysis

2. Scope

In order to facilitate current and future research projects for its Radon Program, Health Canada (HC) has a requirement to purchase radon detectors (hereinafter referred to as Detector(s)) which include analysis services and test results from a Canadian – National Radon Proficiency Program (C-NRPP) certified laboratory. The Detectors will be required on an “as and when” requested basis and the quantity may fluctuate annually. As such the intent is to issue a Standing offer to meet ongoing requirements. The detector will be delivered to Radiation Protection Bureau in Ottawa.

Upon completion of a radon survey by Health Canada in various places occupied by anonymous participants, Detectors will be shipped back to the Contractor for processing. The frequency of shipments from Health Canada to the Contractor will vary depending on the survey activities conducted at Health Canada. The Contractor must analyze the Detectors and return the detailed results following the conditions and in the format described below.

The purchase of a Detector must include both the Detector sent to Health Canada for data collection and the laboratory analysis of the Detector once returned to the Contractor. The cost of shipping of the Detectors to Health Canada must be included in the price of the Detector, but the cost of shipping back to the Contractor for analysis must not be included.

The Detectors and analysis services must meet all of the mandatory technical requirements as specified below.

3. Requirement

3.1 The Detectors:

- Must be C-NRPP approved Detectors;
- Must be Long-Term Radon tests (91 days or more);
- Must be Alpha track type;
- Must be individually sealed;
- Must be identified with a unique barcode that can be used by Health Canada for scanning and processing purposes without breaking the sealed package (the bar code must be readable using the Wasp WLS9500 or the Wasp WDI4700 barcode scanners working in the Microsoft Window environment (Excel and Access files));
- Must be stable and maintain their operating property for a minimum of eighteen (18) months following their acceptance after delivery;
- Must include analysis as described in article 3.3;
- Must be delivered to Health Canada within fifteen (15) working days calendar days from receipt of a Call-up against the Standing Offer.

Delivery Address

Attn: *(To be inserted at Contract Award)*

Health Canada
Radiation Protection Bureau
775 Brookfield Rd
Ottawa, Ontario K1A 1C1

3.2 The Contractor's laboratory:

- Must be a C-NRPP certified laboratory;
- Must have an ISO/IEC 17025 *Testing and calibration laboratories* accreditation;

3.3 Analysis services

Once the radon survey has been completed by Health Canada, the Detectors to be analyzed will be returned to the Contractor at Health Canada's expense. At the same time an email with a Microsoft Excel 2010 spreadsheet containing the following information (a paper copy will be provided if necessary) will be sent to the Contractor:

- Health Canada participant code
- Alpha track detector barcode
- Test Start Date and Time
- Test End Date and Time
- Deployment room
- Deployment floor
- Time Duration (hours or days)

The participant's identity and addresses will not be disclosed and no personal information will be provided.

Health Canada may request re-analysis at their discretion if necessary up to two (2) years after the first analysis. Therefore, the Contractor must keep the Detectors for two (2) years before disposal.

3.4 Analysis information requirements

The Contractor must analyse the Detectors and populate the spreadsheet provided with the detailed results within fifteen (15) business days. When reporting the radon test data to Health Canada, the following data must be added to the Microsoft Excel 2010 spreadsheet described above and sent back to Health Canada via e-mail :

- Exposure (KBq*h/m³)
- Exposure error (KBq*h/m³)
- Radon concentration (Bq/m³)
- Radon concentration error (Bq/m³)

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ANNEX B

BASIS OF PAYMENT

Price is all inclusive of all components and services required to meet the mandatory requirements as specified in **ANNEX A - Requirement**, including all shipping and delivery charges upon purchase. Customs Duties included, GST/HST extra, if applicable. The cost of returning the detectors to the laboratory is not included and will be the responsibility of Health Canada.

Price of the Radon Detectors includes the laboratory analysis and the ability of the Health Canada to request a re-analysis at their discretion up to two (2) years after the first analysis.

TABLE 1 - REQUIREMENT – Year 1						
FIRM ALL INCLUSIVE UNIT PRICES						
Item # (A)	Description (B)	Order Size (C)	Unit of Measure (D)	Firm Unit Price including delivery (E)	Average Firm Unit Price (F)	Evaluated Price calculation for evaluation Purposes Only (G)
1	Radon Detectors and services, in accordance with Annex A - Year 1 (dates will be insert at issuance of standing offer)	From 10 to 100 units	Each	\$ _____	Sum of the firm all-inclusive prices per unit from Column E divided by 3	Average Firm Unit Price from Column F x 1000
		From 101 to 500 units	Each	\$ _____		
		From 501 to 1000 units	Each	\$ _____		

TABLE 2 - REQUIREMENT – Year 2 (optional)

FIRM ALL INCLUSIVE UNIT PRICES						
Item # (A)	Description (B)	Order Size (C)	Unit of Measure (D)	Firm Unit Price including delivery (E)	Average Firm Unit Price (F)	Evaluated Price calculation for evaluation Purposes Only (G)
2	Radon Detectors and services, in accordance with Annex A - Year 2 (dates will be insert at issuance of standing offer)	From 10 to 100 units	Each	\$ _____	Sum of the firm all-inclusive prices per unit from Column E divided by 3	Average Firm Unit Price from Column F x 1000
		From 101 to 500 units	Each	\$ _____		
		From 501 to 1000 units	Each	\$ _____		

TABLE 3 - REQUIREMENT – Year 3 (optional)

FIRM ALL INCLUSIVE UNIT PRICES						
Item # (A)	Description (B)	Order Size (C)	Unit of Measure (D)	Firm Unit Price including delivery (E)	Average Firm Unit Price (F)	Evaluated Price calculation for evaluation Purposes Only (G)
3	Radon Detectors and services, in accordance with Annex A - Year 3 (dates will be insert at issuance of standing offer)	From 10 to 100 units	Each	\$ _____	Sum of the firm all-inclusive prices per unit from Column E divided by 3	Average Firm Unit Price from Column F x 1000
		From 101 to 500 units	Each	\$ _____		
		From 501 to 1000 units	Each	\$ _____		

TABLE 4 - REQUIREMENT – Year 4 (optional)

FIRM ALL INCLUSIVE UNIT PRICES						
Item # (A)	Description (B)	Order Size (C)	Unit of Measure (D)	Firm Unit Price including delivery (E)	Average Firm Unit Price (F)	Evaluated Price calculation for evaluation Purposes Only (G)
4	Radon Detectors and services, in accordance with Annex A - Year 4 <i>(dates will be insert at issuance of standing offer)</i>	From 10 to 100 units	Each	\$ _____	Sum of the firm all-inclusive prices per unit from Column E divided by 3	Average Firm Unit Price from Column F x 1000
		From 101 to 500 units	Each	\$ _____		
		From 501 to 1000 units	Each	\$ _____		

TABLE 5 - REQUIREMENT – Year 5 (optional)

FIRM ALL INCLUSIVE UNIT PRICES						
Item # (A)	Description (B)	Order Size (C)	Unit of Measure (D)	Firm Unit Price including delivery (E)	Average Firm Unit Price (F)	Evaluated Price calculation for evaluation Purposes Only (G)
5	Radon Detectors and services, in accordance with Annex A - Year 5 <i>(dates will be insert at issuance of standing offer)</i>	From 10 to 100 units	Each	\$ _____	Sum of the firm all-inclusive prices per unit from Column E divided by 3	Average Firm Unit Price from Column F x 1000
		From 101 to 500 units	Each	\$ _____		
		From 501 to 1000 units	Each	\$ _____		

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Table 6: Total Aggregated Bid Price for evaluation:

Item	Description	Column (G) Total from Table 1-5
1	Table 1 - Requirement – Year 1 - Evaluated Price	\$ _____
2	Table 2 - Requirement – Year 2 – optional – Evaluated Price	\$ _____
3	Table 3 - Requirement – Year 3 – optional – Evaluated Price	\$ _____
4	Table 4 - Requirement – Year 4 – optional – Evaluated Price	\$ _____
5	Table 5 - Requirement – Year 5 – optional – Evaluated Price	\$ _____
6	Total Aggregated Bid Price (Sum of Column G Total from Table 1-5)	\$ _____

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ANNEX C

LIST OF PRODUCTS

Note : Offerors can add rows to the lists as needed

Product Name	Model/Part Number	Name of Manufacturer

ANNEX D

STANDING OFFER REPORTING

Instructions for submission of standing offer usage data. The Contractor must e-mail the information identified below in the form of an electronic spreadsheet in the format below, to the following address:

marie-claire.fortin@tpsgc-pwgsc.gc.ca

The report must include as a minimum the following:

- The standing offer number for which the data is submitted;
- The identified user;
- The period for which the data has been accumulated (start date to end date);
- The start date and end date for the standing offer;
- Item description and quantity being ordered;
- Unit of issue;
- Value of individual call-ups; and
- The total spend per reporting period and to date, by government department.

Standing Offer (Insert Standing Offer #)		Start Date of SO (DD/MM/YYYY)	End Date of SO (DD/MM/YYYY)
Total Value to Date (\$)	Total Value for Reporting Period (\$)	Start Reporting Period (DD/MM/YYYY)	End Reporting Period (DD/MM/YYYY)

Item Description	Quantity	Unit of Measure (each, boxes, etc..)	Value of Order (not including GST/HST)

NOTE: A MICROSOFT EXCEL FORMAT FILE FOR THE PURPOSE OF REPORTING IS AVAILABLE ELECTRONICALLY UPON E-MAIL REQUEST TO THE CONTRACTING AUTHORITY.

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ATTACHMENT 1

ELECTRONIC PAYMENT INSTRUMENTS

The Offeror accepts any of the following Electronic Payment Instrument(s):

- VISA Acquisition Card;
- MasterCard Acquisition Card;
- Direct Deposit (Domestic and International);
- Electronic Data Interchange (EDI);
- Wire Transfer (International Only).

ATTACHMENT 2

MANDATORY TECHNICAL EVALUATION CRITERIA

The following requirements are the mandatory technical evaluation criteria which will be evaluated during the Bid Evaluation.

Although the offerors must propose products that meet all the specifications described in **the Annex A - Requirement**, offers and Pre-Issuance samples will be evaluated on the following technical requirements. Simply stating that the criteria are met is not sufficient. Any offers that does not clearly demonstrate compliance with each of the technical requirements listed in the Table of Technical Compliance will be considered non-responsive.

Regardless of the evaluation, if the Offeror is issued a Standing Offer, the Detectors provided during the Standing Offer Period must meet the requirement of **Annex A - Requirement**.

Table of Technical Compliance

ITEM	CRITERIA	REQUIRED SUBSTANTIATION	REFERENCE TO SUBSTANTIATION
M1	Detectors must be delivered individually sealed with unique barcodes readable through the sealed package using the Wasp WLS9500 or the Wasp WDI4700 barcode scanners working in the Microsoft Window environment (Excel and Access files).	Two (2) detectors	
M2	Detectors must be Alpha track type and C-NRPP approved.	Offeror must provide a proof of approval. <i>Canada can verify compliance by consulting the official list of radon measurement devices listed on C-NRPP website.</i>	
M3	Laboratory must be C-NRPP certified.	Offeror must provide a proof of certification issued by the C-NRPP that includes the name of the laboratory and an expiration date equal to or greater than the RFSO closing date. <i>Canada can verify if the laboratory is one of the</i>	

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		<i>certified laboratories listed on the PNCR-C website.</i>	
M4	The analysis laboratory must have an ISO 17025 <i>Testing and calibration laboratories</i> accreditation.	Offeror must provide a proof of accreditation. <i>Canada can verify if the laboratory is listed in the Standard Council of Canada (SCC) Accreditation Program for Testing and Calibration Laboratories directorate.</i>	

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ATTACHMENT 3
COMPLETE LIST OF DIRECTORS

Name	Position
_____	_____
_____	_____
_____	_____
_____	_____
_____	_____

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ATTACHMENT 4

OEM CERTIFICATION

OEM Certification Form	
This confirms that the original equipment manufacturer (OEM) identified below has authorized the Offeror named below to provide and maintain its products under any contract resulting from the offer solicitation identified below.	
Name of OEM	_____
Signature of authorized signatory of OEM	_____
Print Name of authorized signatory of OEM	_____
Print Title of authorized signatory of OEM	_____
Address for authorized signatory of OEM	_____
Telephone no. for authorized signatory of OEM	_____
Fax no. for authorized signatory of OEM	_____
Date signed	_____
Solicitation Number	_____
Name of Offeror	_____

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ATTACHMENT 5

OTHER INFORMATION REQUIRED WITH THE OFFER

(to be completed by the Offeror)

1. Offeror's Representative

General enquiries

Name: _____
Telephone No.: _____
(with extension, if applicable) _____
E-mail address: _____

Delivery Follow-Up

Name: _____
Telephone No.: _____
(with extension, if applicable) _____
E-mail address: _____

2. Technical Support

The telephone number for Technical Support is: _____