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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 attachments include:

- | | |
|------------------------|--|
| Attachment 1 to Part 2 | Former Public Servant |
| Attachment 1 to Part 3 | Pricing Schedule |
| Attachment 1 to Part 4 | Letter of Reference |
| Attachment 1 to Part 5 | List of Names for Integrity Verification |

The Annexes include:

- | | |
|---------|---|
| Annex A | Statement of Work |
| Annex B | Basis of Payment |
| Annex C | Security Requirements Check List (SRCL) |
| Annex D | Electronic Payment Instruments |
| Annex E | Insurance Requirements |
| Annex F | Covid-19 Vaccination Requirements |
| Annex G | Periodic Usage Reports |
| Annex H | Notice of Non-Compliance |

1.2 Summary

1.2.1 Temporary help services in support of food services

1.2.2 The Department of National Defence requires temporary help services in support of food services of its kitchens in St-Jean-sur-Richelieu, Farnham, Valcartier, Québec and St-Hubert, namely, for the following resource categories: cook , assistant cook, cook supervisor, general helper, general help supervisor, cashier, warehouse attendant, and coordinator.

1.2.3 The period of the Standing Offer is 2 years from the date of issuance of the Standing Offer. Canada reserves the right to extend the period of the Standing Offer by one year.

1.2.4 The requirement is subject to the provisions of the Canadian Free Trade Agreement (CFTA) and the Comprehensive and Progressive Agreement for Trans-Pacific Partnership (CPTPP).

1.2.5 This RFSO allows offerors to use the Canadian Post Corporation (CPC) Connect service 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.

1.3 COVID-19 vaccination requirement for Standing Offers

This requirement is subject to the COVID-19 Vaccination Policy for Supplier Personnel. Failure to complete and provide the COVID-19 Vaccination Requirement Certification as part of the offer will render the offer non-responsive.

1.4 Security Requirements

There are security requirements associated with the requirement of the Standing Offer. For additional information, see Part 6 - Security, Financial and Insurance Requirements, and Part 7 - Standing Offer and Resulting Contract Clauses. For more information on personnel and organization security screening or security clauses, offerors should refer to the Contract Security Program of Public Works and Government Services Canada (<http://www.tpsgc-pwgsc.gc.ca/esc-src/introduction-eng.html>) website.

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 7.15 Transition to an e-Procurement Solution (EPS).

The Government of Canada's press release provides additional information (<https://www.canada.ca/en/public-services-procurement/news/2018/07/government-of-canada-awards-contract-for-electronic-procurement-solution.html>).

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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>) 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

2.2 Submission of Offers

Offers must be submitted only to the Public Works and Government Services Canada (PWGSC) Quebec Region Bid Receiving Unit specified below by the date and time indicated on page 1 of the Request for Standing Offer.

2.2.1 CPC Connect Service

Offerors choosing to submit using CPC Connect must send an email requesting to open an CPC Connect conversation to the following address:

TPSGC.RQReceptionSoumissions-QRSupplyTendersReception.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 CPC Connect conversation, as detailed in Standard Instructions **2006**, or to send offers through an CPC Connect message if the offeror is using its own licensing agreement for CPC Connect.

It is the Offeror's responsibility to ensure the request for opening an CPC Connect conversation is sent to the email address above at least six days before the solicitation closing date.

Steps to follow for the Bid Submission to Bid Receiving Unit (BRU) using CPC Connect
<https://buyandsell.gc.ca/steps-to-follow-for-the-bid-submission-to-bid-receiving-unit-bru-using-epost-connect>

2.2.2 Facsimile

Facsimile number: 418-566-6168.

2.2.3 Offers transmitted by hardcopy to PWGSC will not be accepted.

2.3 Former Public Servant

Contracts awarded to former public servants (FPS) in receipt of a pension or of a lump sum payment must bear the closest public scrutiny, and reflect fairness in the spending of public funds. In order to comply with Treasury Board policies and directives on contracts awarded to FPS, offerors must provide the information required at Attachment 1 to Part 2 – Former Public Servant before the issuance of a standing offer.

2.4 Enquiries - Request for Standing Offers

All enquiries must be submitted in writing to the Standing Offer Authority no later than 7 working 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.

2.5 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 Quebec.

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.

2.6 Improvement of Requirement During Solicitation Period

Should offerors consider that the specifications or Statement of Work contained in the Request for Standing Offer could be improved technically or technologically, offerors are invited to make suggestions, in writing, to the Contracting Authority named in the Request for Standing Offer. Offerors must clearly outline the suggested improvement as well as the reason for the suggestion. Suggestions that do not restrict the level of competition nor favour a particular offeror will be given consideration provided they are submitted to the Contracting Authority at least 7 working days before the offer closing date. Canada will have the right to accept or reject any or all suggestions.

2.7 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](https://buyandsell.gc.ca/for-businesses/selling-to-the-government-of-canada/bid-follow-up/bid-challenge-and-recourse-mechanisms) website, under the heading "Bid Challenge and Recourse Mechanisms" (<https://buyandsell.gc.ca/for-businesses/selling-to-the-government-of-canada/bid-follow-up/bid-challenge-and-recourse-mechanisms>) contains information on potential complaint bodies such as:
 - Office of the Procurement Ombudsman (OPO)
 - Canadian International Trade Tribunal (CITT)

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- (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.

ATTACHMENT 1 TO PART 2 – FORMER PUBLIC SERVANT

Contracts awarded to former public servants (FPS) in receipt of a pension or of a lump sum payment must bear the closest public scrutiny, and reflect fairness in the spending of public funds. In order to comply with Treasury Board policies and directives on contracts awarded to FPS, offerors must provide the information required below before the issuance of a standing offer. If the answer to the questions and, as applicable the information required have not been received by the time the evaluation of offers is completed, Canada will inform the Offeror of a time frame within which to provide the information. Failure to comply with Canada's request and meet the requirement within the prescribed time frame will render the offer non-responsive.

Definitions

For the purposes of this clause,

"former public servant" is any former member of a department as defined in the [Financial Administration Act](#) R.S., 1985, c. F-11, a former member of the Canadian Armed Forces or a former member of the Royal Canadian Mounted Police. A former public servant may be:

- a. an individual;
- b. an individual who has incorporated;
- c. a partnership made of former public servants; or
- d. a sole proprietorship or entity where the affected individual has a controlling or major interest in the entity.

"lump sum payment period" means the period measured in weeks of salary, for which payment has been made to facilitate the transition to retirement or to other employment as a result of the implementation of various programs to reduce the size of the Public Service. The lump sum payment period does not include the period of severance pay, which is measured in a like manner.

"pension" means a pension or annual allowance paid under the [Public Service Superannuation Act](#) (PSSA), R.S., 1985, c. P-36, and any increases paid pursuant to the [Supplementary Retirement Benefits Act](#), R.S., 1985, c. S-24 as it affects the PSSA. It does not include pensions payable pursuant to the [Canadian Forces Superannuation Act](#), R.S., 1985, c. C-17, the [Defence Services Pension Continuation Act](#), 1970, c. D-3, the [Royal Canadian Mounted Police Pension Continuation Act](#), 1970, c. R-10, and the [Royal Canadian Mounted Police Superannuation Act](#), R.S., 1985, c. R-11, the [Members of Parliament Retiring Allowances Act](#), R.S. 1985, c. M-5, and that portion of pension payable to the [Canada Pension Plan Act](#), R.S., 1985, c. C-8.

Former Public Servant in Receipt of a Pension

As per the above definitions, is the Offeror a FPS in receipt of a pension? **YES** (____) **NO** (____)

If so, the Offeror must provide the following information, for all FPS in receipt of a pension, as applicable:

- a. name of former public servant;
- b. date of termination of employment or retirement from the Public Service.

By providing this information, Offerors agree that the successful Offeror's status, with respect to being a former public servant in receipt of a pension, will be reported on departmental websites as part of

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the published proactive disclosure reports in accordance with [Contracting Policy Notice: 2019-01](#) and the [Guidelines on the Proactive Disclosure of Contracts](#).

Work Force Adjustment Directive

Is the Offeror a FPS who received a lump sum payment pursuant to the terms of the Work Force Adjustment Directive? **YES** (____) **NO** (____)

If so, the Offeror must provide the following information:

- i. name of former public servant;
- ii. conditions of the lump sum payment incentive;
- iii. date of termination of employment;
- iv. amount of lump sum payment;
- v. rate of pay on which lump sum payment is based;
- vi. period of lump sum payment including start date, end date and number of weeks;
- vii. number and amount (professional fees) of other contracts subject to the restrictions of a work force adjustment program.

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 CPC 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

Offers transmitted in hardcopy will not be accepted.

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

3.1.1 Policy on Green Procurement

In April 2006, Canada issued a policy directing federal departments and agencies to take the necessary steps to incorporate environmental considerations into the procurement process Policy on Green Procurement (<https://www.tbs-sct.gc.ca/pol/doc-eng.aspx?id=32573>). To assist Canada in reaching its objectives, Offerors should:

- 1) Include all environmental certification(s) relevant to your organization (e.g. ISO 14001, Leadership in Energy and Environmental Design (LEED), Carbon Disclosure Project, etc.)
- 2) Include all environmental certification(s) or Environmental Product Declaration(s) (EPD) specific to your product/service (e.g. Forest Stewardship Council (FSC), ENERGYSTAR, etc.)

Section I: Technical Offer

In their technical offer, offerors should demonstrate their understanding of the requirements contained in the request for standing offer and explain how they will meet these requirements. Offerors should demonstrate their capability and describe their approach in a thorough, concise and clear manner for carrying out the work.

The technical offer should address clearly and in sufficient depth the points that are subject to the evaluation criteria against which the offer will be evaluated. Simply repeating the statement contained in the request for standing offer is not sufficient. In order to facilitate the evaluation of the offer, Canada requests that offerors address and present topics in the order of the evaluation criteria under the same headings. To avoid duplication, offerors may refer to different sections of their offers by identifying the specific paragraph and page number where the subject topic has already been addressed.

Section II: Financial Offer

Offerors must submit their financial offer in accordance with the Attachment 1 to Part 3 – Pricing Schedule of this Request of Standing Offer (in a Excel format).

Offerors must include firm all-inclusive hourly rates in Canadian Dollars and excluding taxes for all the resources categories of the group for which they are submitting an offer and for each period identified.

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The volumetric data included in this pricing schedule are an estimate only and are provided for evaluation purposes only. They are not to be considered as a contractual guarantee and do not represent a commitment by Canada. The hourly rates for each resource category will be multiplied by the estimated quantities to determine the evaluated price for each group.

3.1.1 Electronic Payment of Invoices - Offer

If you are willing to accept payment of invoices by Electronic Payment Instruments, complete Annex "D" Electronic Payment Instruments, to identify which ones are accepted.

If Annex "D" 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

In Section IV of their offer, offerors should provide:

1. their legal name;
2. their Procurement Business Number (PBN);
3. the name and contact details of the contact person authorized by the Offeror to enter into communications with Canada with regards to their standing offer;
4. for Part 2, article 2.3, Former Public Servant, and Attachment 1 to Part 2, Former Public Servant, of the Request for Standing Offer : the required answer to each question; and, if the answer is yes, the required information;

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ATTACHMENT 1 TO PART 3 – PRICING SCHEDULE

The Attachment 1 to Part 3 is available in Excel format and is an integral part of this document.

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

4.1.1.1 Mandatory Technical Criteria

The offers must satisfy all the mandatory technical criteria listed below. The Offeror must provide the required document to demonstrate that it meets this requirement.

Offers that fail to meet all the mandatory technical criteria will be declared non-responsive. Each mandatory technical criterion should be addressed separately.

Mandatory Technical Criteria		Bidder Certification (should indicate where the information is attached in the offer)
K1	<p>Offeror's operational experience</p> <p>Offerors must have provided temporary help services for at least two years within the last 5 years from the closing date of this request for standing offer.</p> <p>Offerors must establish their compliance with this requirement by providing one or more documents, such as a company profile or a description of the experience.</p>	
K2	<p>Mandates and clients</p> <p>Offerors must have completed at least 5 different mandates of temporary food help services to a minimum of 3 different clients in one or more of the resource categories described in the statement of work.</p> <p>Mandates must have been completed within the last 5 years from the closing date of this request for standing offer.</p> <p>All mandates must have a minimum period of one month.</p> <p>The mandates must have been for full-time, more than 35 hours/week average, for a given person.</p> <p>To show that they meet this requirement, offerors must include with their offers, at least, a letter of recommendation from 3 different clients.</p>	

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	<p>Offerors must use the letter of recommendation format suggested in Annex X - Letter of reference.</p> <p>Canada reserves the right to validate the compliance of information through a reference check.</p>	
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4.1.2 Financial Evaluation

Offerors must submit their financial offer in accordance with Attachment 1 to Part 3 – Pricing Schedule (in Excel format) and Section II: Financial Offer of Part 3 – Offer Preparation Instructions.

The price of the offer will be evaluated in Canadian dollars, Applicable Taxes excluded, FOB destination, Canadian customs duties and excise taxes included.

Attachment 1 to Part 3 – Pricing Schedule (in Excel format) will be used to determine the offer evaluated price. The hourly rates offered for each category of resources will be multiplied by the estimated annual level of effort for this category for each year. The total for each category will then be added together to determine the total evaluated price for a group and then the region.

4.2 Basis of Selection – Mandatory Technical Criteria

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 for a region will be recommended for issuance of a standing offer for this region.

Offerors may submit an offer for both regions and be issued a Standing Offer for both regions.

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1. The form must be completed by a client of the offeror that has ordered the temporary services in support of food services and submitted with the offer.
2. The letters of recommendation must be signed and dated in electronic format.

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 website (<http://www.tpsgc-pwgsc.gc.ca/ci-if/declaration-eng.html>), to be given further consideration in the procurement process.

5.1.2 Additional Certifications Required with the Offer

5.1.2.1 COVID-19 vaccination requirement certification

In accordance with the COVID-19 Vaccination Policy for Supplier Personnel, all offerors must provide with their offer, the COVID-19 Vaccination Requirement Certification attached to this RFSO, to be given further consideration in this procurement process. This Certification is incorporated into, and forms a binding part of any resulting Contract.

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>), 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

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"FCP Limited Eligibility to Bid" list) available at the bottom of the page of the Employment and 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.

5.2.3 Additional Certifications Precedent to Issuance of a Standing Offer

5.2.3.1 Language Capability

The Offeror certifies that it has the language capability required to perform the Work, as stipulated in the Statement of Work.

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ATTACHMENT 1 TO PART 5 – LIST OF NAMES FOR INTEGRITY VERIFICATION

Requirements

Section 17 of the Ineligibility and Suspension Policy (<https://www.tpsgc-pwgsc.gc.ca/ci-if/politique-policy-eng.html>) (the Policy) requires suppliers, regardless of their status under the Policy, to submit a list of names with their bid or offer. The required list differs depending on the bidder or offeror's organizational structure:

- Suppliers including those bidding as joint ventures, whether incorporated or not, must provide a complete list of the names of all current directors.
- Privately owned corporations must provide a list of the owners' names.
- Suppliers bidding as sole proprietors, including sole proprietors bidding as joint ventures, whether incorporated or not, must provide a complete list of the names of all owners.
- Suppliers that are a partnership do not need to provide a list of names.

Suppliers may use this form to provide the required list of names with their bid or offer submission. Failure to submit this information with a bid or offer, where required, will render a bid or offer non-responsive, or the supplier otherwise disqualified for award of a contract or real property agreement. Please refer to Information Bulletin: Required information to submit a bid or offer (<https://www.tpsgc-pwgsc.gc.ca/ci-if/bulletins/renseignements-information-eng.html>) for additional details.

Supplier information

Supplier's legal name:
Organizational structure: <input type="checkbox"/> Corporate entity <input type="checkbox"/> Privately owned corporation <input type="checkbox"/> Sole proprietor
Supplier's address:
Supplier's procurement business number (optional):
Solicitation or transaction number:
Date of bid, offer submission or closing date of Invitation to Offer (yyyy-mm-dd):

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List of names

Name	Title

Declaration

I, (name)_____, (position)_____, of (supplier's name)_____ declare that the information provided in this Form is, to the best of my knowledge and belief, true, accurate and complete. I am aware that failing to provide the list of names will render a bid or offer non-responsive, or I will be otherwise disqualified for award of a contract or real property agreement. I am aware that during the bid or offer evaluation stage, I must, within 10 working days, inform the contracting authority in writing of any changes affecting the list of names submitted. I am also aware that after contract award I must inform the Registrar of Ineligibility and Suspension within 10 working days of any changes to the list of names submitted.

Signature

Please include with your bid or offer.

PART 6 - SECURITY, FINANCIAL AND INSURANCE REQUIREMENTS

6.1 Security Requirements

1. Before issuance of a standing offer, the following conditions must be met:
 - (a) the Offeror must hold a valid organization security clearance as indicated in Part 7A - Standing Offer;
 - (b) the Offeror's proposed individuals requiring access to classified or protected information, assets or sensitive work sites must meet the security requirements as indicated in Part 7A - Standing Offer;
 - (c) the Offeror must provide the name of all individuals who will require access to classified or protected information, assets or sensitive work sites;
2. Offerors are reminded to obtain the required security clearance promptly. Any delay in the issuance of a standing offer to allow the successful Offeror to obtain the required clearance will be at the entire discretion of the Standing Offer Authority.
3. For additional information on security requirements, offerors should refer to the Contract Security Program of Public Works and Government Services Canada (<http://www.tpsgc-pwgsc.gc.ca/esc-src/introduction-eng.html>) website.

6.2 Insurance Requirements

The Offeror must provide a letter from an insurance broker or an insurance company licensed to operate in Canada stating that the Offeror, if issued a standing offer as a result of the request for standing offer, can be insured in accordance with the Insurance Requirements specified in Annex E.

If the information is not provided in the offer, the Standing Offer Authority will so inform the Offeror and provide the Offeror with a time frame within which to meet the requirement. Failure to comply with the request of the Standing Offer Authority and meet the requirement within that time period will render the offer non-responsive.

6.3 Financial Capability

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

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PART 7 - STANDING OFFER AND RESULTING CONTRACT CLAUSES

Note: the numbering of the clauses will be revised upon issuance of standing offer.

A. STANDING OFFER

7.1 Offer

- 7.1.1 The Offeror offers to fulfill the requirement in accordance with the Statement of Work at Annex "A".

7.2 Security Requirements

- 7.2.1 The following security requirements (SRCL and related clauses provided by the Contract Security Program) apply and form part of the Standing Offer.

SECURITY REQUIREMENT FOR CANADIAN SUPPLIER:

PWGSC FILE No. W0130-21-L500

1. The Contractor/Offeror must, at all times during the performance of the Contract/Standing Offer, hold a valid Designated Organization Screening (DOS), issued by the Contract Security Program (CSP), Public Works and Government Services Canada (PWGSC).
2. The Contractor/Offeror personnel requiring access to sensitive site(s) must EACH hold a valid RELIABILITY STATUS, granted or approved by the CSP, PWGSC.
3. Subcontracts which contain security requirements are NOT to be awarded without the prior written permission of the CSP, PWGSC.
4. The Contractor/Offeror must comply with the provisions of the:
 - a) Security Requirements Check List and security guide (if applicable), attached at Annex C;
 - b) *Contract Security Manual* (Latest Edition).

SECURITY REQUIREMENTS FOR FOREIGN SUPPLIERS

PWGSC FILE #W0130-21-L500

The Canadian Designated Security Authority (Canadian DSA) for industrial security matters in Canada is the Industrial Security Sector (ISS), Public Works and Government Services Canada (PWGSC), administered by International Industrial Security Directorate (IIISD), PWGSC. The Canadian DSA is the authority for confirming Contractor/Subcontractor compliance with the security requirements for foreign suppliers. The following security requirements apply to the foreign recipient Contractor/Subcontractor incorporated or authorized to do business in a jurisdiction other than Canada and delivering outside of Canada the services listed and described in the subsequent contract/subcontract.

1. The Foreign recipient Contractor/Subcontractor must be from a Country within the North Atlantic Treaty Organization (NATO), the European Union (EU) or from a country with which Canada has an international bilateral security instrument. The Contract Security Program (CSP) has international bilateral security instruments with the countries listed on the following PWGSC website:
<http://www.tpsgc-pwgsc.gc.ca/esc-src/international-eng.html>.

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2. The Foreign recipient Contractor/Subcontractor must, at all times during the performance of the contract/subcontract, hold an equivalence to a valid Designated Organization Screening (DOS), issued by the Canadian DSA as follows:
 - i. The Foreign recipient Contractor/Subcontractor must provide proof that they are incorporated or authorized to do business in their jurisdiction.
 - ii. The Foreign recipient Contractor/Subcontractor must not begin the work, services or performance until the Canadian Designated Security Authority (DSA) is satisfied that all contract security requirement conditions have been met. Canadian DSA confirmation must be provided, in writing, to the foreign recipient Contractor/Subcontractor in an Attestation Form, to provide confirmation of compliance and authorization for services to be performed.
 - iii. The Foreign recipient Contractor/Subcontractor must identify an authorized Contract Security Officer (CSO) and an Alternate Contract Security Officer (ACSO) (if applicable) to be responsible for the overseeing of the security requirements, as defined in this contract. This individual will be appointed by the proponent foreign recipient Contractor's/Subcontractor's Chief Executive officer or Designated Key Senior Official, defined as an owner, officer, director, executive, and or partner who occupy a position which would enable them to adversely affect the organization's policies or practices in the performance of the contract/subcontract.
 - iv. The Foreign recipient Contractor/Subcontractor must not permit access to Canadian restricted sites, except to its personnel subject to the following conditions:
 - a. Personnel have a need-to-know for the performance of the contract/subcontract;
 - b. Personnel have been subject to a Criminal Record Check, with favourable results, from a recognized governmental agency or private sector organization in their country as well as a Background Verification, validated by the Canadian DSA;
 - c. The Foreign recipient Contractor/Subcontractor must ensure that personnel provide consent to share results of the Criminal Record and Background Checks with the Canadian DSA and other Canadian Government Officials, if requested; and
 - d. The Government of Canada reserves the right to deny access to Canadian restricted sites to a foreign recipient Contractor/Subcontractor for cause.
 3. CANADA PROTECTED information/assets provided or generated pursuant to this contract/subcontract must not be further provided to a third party Foreign recipient Subcontractor unless:
 - a. written assurance is obtained from the Canadian DSA to the effect that the third-party Foreign recipient Subcontractor has been approved for access to CANADA PROTECTED information/assets by the Canadian DSA; and
 - b. written consent is obtained from the Canadian DSA, if the third-party Foreign recipient Subcontractor is located in a third country.
 4. The foreign recipient Contractor/Subcontractor requiring access to Canadian restricted sites, under this contract/subcontract, must submit a Request for Site Access to the Chief Security Officer of the Department of National Defence Canada.
 5. In the event that a Foreign recipient Contractor/Subcontractor is chosen as a supplier for this contract/subcontract, subsequent country-specific foreign security requirement clauses must be

generated and promulgated by the Canadian DSA, and provided to the Government of Canada Contracting Authority, to ensure compliance with the security provisions, as defined by the Canadian DSA, in relation to equivalencies.

6. Subcontracts which contain security requirements are NOT to be awarded without the prior written permission of the Canadian DSA.
7. All Subcontracts awarded to a third party foreign recipient are NOT to be awarded without the prior written permission of the Canadian DSA in order to confirm the security requirements to be imposed on the subcontractors.
8. All Subcontracts awarded by a third party foreign recipient are NOT to be awarded without the prior written permission of the Canadian DSA in order to confirm the security requirements to be imposed on the subcontractors.
9. The Foreign recipient Contractor/Subcontractor must comply with the provisions of the Security Requirements Check List attached at Annex C.

7.2.2 Visit Clearance Requests

If applicable and immediately after the standing offer issuance, the offeror will be required to obtain, without delay, visit clearance from ISS for each of its employees requiring access to facilities under the Standing Offer. A minimum lead time of 25 working days is required to obtain a visit clearance from ISS

Without visit clearance, the supplier's employees will not have access to Department of National Defence facilities, leaving the supplier liable for delays in delivery.

For more information, Offeror may consult Chapter 8 (<https://www.tpsgc-pwgsc.gc.ca/esc-src/msc-csm/chap8-eng.html#s82>) and Annex E (<https://www.tpsgc-pwgsc.gc.ca/esc-src/msc-csm/xs-eng.html>) of the Contract Security Manual.

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>) 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 entitled "Annex "G" – Periodic Usage Reports". 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 quarterly basis to the Standing Offer Authority.

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The quarterly reporting periods are defined as follows:

- first quarter: April 1 to June 30
- second quarter: July 1 to September 30
- third quarter: October 1 to December 31
- fourth quarter: January 1 to March 31

The data must be submitted to the Standing Offer Authority no later than 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 _____ to _____. *(to be completed by PWGSC at the standing offer issuance)*

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 period of 1 year, from _____ to _____ *(to be completed by PWGSC at the standing offer issuance)* 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 30 calendar days before the expiry date of the Standing Offer. A revision to the Standing Offer will be issued by the Standing Offer Authority.

7.5 Authorities

7.5.1 Standing Offer Authority

The Standing Offer Authority is:

Name: Samia Mohammed-Azizi
Title: Procurement Specialist
Public Works and Government Services Canada
Address: 1550 D'Estimauville Ave., Quebec, QC, G1J 0C7
Telephone: 418-576-9803
E-mail: samia.mohammed-azizi@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 Project 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 Procurement Authority of Department of National Defence

The Procurement Authority of Department of National Defence for the Standing Offer is identified in the call-up against the Standing Offer.

The Procurement Authority is the representative of the department or agency for whom the Work is being carried out under the call-up against the Standing Offer. The Procurement Authority is responsible for the implementation of tools and processes required for the administration of the call-up against the Standing Offer. The Offeror may discuss administrative matters identified in the call-up against the Standing Offer with the Procurement Authority however the Procurement Authority has no authority to authorize changes to the scope of the Work. Changes to the scope of Work can only be made through a Standing Offer amendment issued by the Standing Offer Authority.

7.5.4 Offeror's Representative *(to be completed by PWGSC at the standing offer issuance)*

Name: _____
Title: _____
Organization: _____
Address: _____
Telephone: _____
Facsimile: _____
E-mail: _____

7.6 Proactive Disclosure of Contracts with Former Public Servants

By providing information on its status, with respect to being a former public servant in receipt of a *Public Service Superannuation Act* (PSSA) (<http://laws-lois.justice.gc.ca/eng/acts/P-36/FullText.html>) pension, the Contractor has agreed that this information will be reported on departmental websites as part of the published proactive disclosure reports, in accordance with Contracting Policy Notice: 2019-01 (<https://www.canada.ca/en/treasury-board-secretariat/services/policy-notice/changes-contracting-limits-approval-new-requirements.html>) of the Treasury Board Secretariat of Canada.

7.7 Identified Users

The Identified Users authorized to make call-ups against the Standing Offer is the Department of National Defence.

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 and 3 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-TPSGC 8251 Call-up Against a Standing Offer for Temporary Helpor
3. An equivalent form or electronic call-up document which contains at a minimum the following information:

- standing offer number;
- statement that incorporates the terms and conditions of the Standing Offer;
- description and unit price for each line item;
- total value of the call-up;
- point of delivery;
- confirmation that funds are available under section 32 of the Financial Administration Act;
- confirmation that the user is an Identified User under the Standing Offer with authority to enter into a contract.

7.9 Limitation of Call-ups

Individual call-ups against the Standing Offer must not exceed \$ 200 000,00 (Applicable Taxes included).

7.10 Financial Limitation

The total cost to Canada resulting from call ups against the Standing Offer must not exceed the sum of \$_____ (Applicable Taxes excluded) *(to be completed by PWGSC at the standing offer issuance)* unless otherwise authorized in writing by the Standing Offer Authority. The Offeror must not perform any work or services or supply any articles in response to call ups which would cause the total cost to Canada to exceed the said sum, unless an increase is so authorized.

The Offeror must notify the Standing Offer Authority as to the adequacy of this sum when 75 percent of this amount has been committed, or 3 months before the expiry date of the Standing Offer, whichever comes first. However, if at any time, the Offeror considers that the said sum may be exceeded, the Offeror must promptly notify the Standing Offer Authority.

7.11 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 2035 (2021-12-02), General Conditions – Higher Complexity – Services;
- e) Annex A, Statement of Work;
- f) Annex B, Basis of Payment;
- g) Annex C, Security Requirements Check List;
- h) Annex D, Electronic Payment Instruments;
- i) Annex E, Insurance Requirements;
- j) Annex F, Covid-19 Vaccination Requirement Certification – Standing Offers;
- k) Annex G, Periodic Usage Reports
- l) Annex H, Notice of Non-Compliance
- m) the Offeror's offer dated _____ *(to be completed by PWGSC at the standing offer issuance)*.

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7.12 Certifications and Additional Information

7.12.1 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.

7.12.2 COVID-19 vaccination requirement certification compliance – Standing Offers

Canada will have the right to declare an offer non-responsive, or to set-aside a Standing Offer, if the COVID-19 Vaccination Requirement Certification is or becomes untrue or if the Offeror fails to comply with such Certification during the period of any resulting Contract (call-up).

Canada will also have the right to terminate any resulting Call-up for default if the COVID-19 Vaccination Requirement Certification is or becomes untrue or if the Contractor fails to comply with such Certification during the period of the Contract (call-up).

7.13 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 Quebec.

7.14 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.

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 Statement of Work

The Contractor must perform the Work described in the call-up against the Standing Offer.

7.2 Standard Clauses and Conditions

7.2.1 General Conditions

2035 (2021-12-02), General Conditions - Higher Complexity - Services, apply to and form part of the Contract.

Section 08 – Replacement of Specific Individuals, of 2035 (2021-12-02), General Conditions – Higher Complexity – Services is deleted and replaced with the following:

1. if the Contractor is unable to provide the services of any specific individual identified in the Contract to perform the services, the Contractor must within five working days of the individual's departure or failure to commence Work (or, if Canada has requested the replacement, within ten working days of Canada's notice of the requirement for a replacement) provide to the Contracting Authority:
 - a. the name, qualifications and experience of a proposed replacement immediately available for Work; and
 - b. security information on the proposed replacement as specified by Canada, if applicable.

Any assessment of the information provided will occur as per 2 (b) below.

2. Subject to an Excusable Delay, where Canada becomes aware that a specific individual identified under the Contract to provide services has not been provided or is not performing, the Contracting Authority may elect to:
 - a. exercise Canada's rights or remedies under the Contract or at law, including terminating the Contract for default under Article titled "Default of the Contractor"; or
 - b. assess the information provided under 1 (a) and (b) above or, if it has not yet been provided, require the Contractor propose a replacement to be rated by the Technical Authority. The replacement must have qualifications and experience that meet or exceed those obtained for the original resource and be acceptable to Canada. Upon assessment of the replacement, Canada may accept the replacement, exercise the rights in 2 (a) above, or require the Contractor to propose another replacement within five working days' notice.
3. Where an Excusable Delay applies, Canada may require 2 (b) above instead of terminating under the "Excusable Delay" Article. An Excusable Delay does not include resource unavailability due to allocation of the resource to another Contract or project (including those for the Crown) being performed by the Contractor or any of its affiliates.
4. The Contractor must not, in any event, allow performance of the Work by unauthorized replacement persons. The Contracting Authority may order that a resource stop performing the Work. In such a case, the Contractor must immediately comply with the order. The fact that the Contracting Authority does not order that a resource stop performing the Work does not relieve the Contractor from its responsibility to meet the requirements of the Contract.

5. The obligations in this article apply despite any changes that Canada may have made to the Client's operating environment.

Section 17 - Interest on Overdue Accounts, of 2035 (2021-12-02) General Conditions - Higher Complexity - Services - will not apply to payments made by credit cards.

With respect to **Section 30 - Termination for Convenience**, of 2035 (2021-12-02) General Conditions - Higher Complexity - Services, Subsection 04 is deleted and replaced with the following Subsections 04, 05 and 06:

- 04) The total of the amounts, to which the Contractor is entitled to be paid under this section, together with any amounts paid, due or becoming due to the Contractor must not exceed the Contract
- 05) Where the Contracting Authority terminates the entire Contract and the Articles of Agreement include a Minimum Work Guarantee, the total amount to be paid to the Contractor under the Contract will not exceed the greater of:
 - a. the total amount the Contractor may be paid under this section, together with any amounts paid, becoming due other than payable under the Minimum Revenue Guarantee, or due to the Contractor as of the date of termination; or
 - b. the amount payable under the Minimum Work Guarantee, less any amounts paid, due or otherwise becoming due to the Contractor as of the date of termination.
- 06) The Contractor will have no claim for damages, compensation, loss of profit, allowance arising out of any termination notice given by Canada under this section except to the extent that this section expressly provides. The Contractor agrees to repay immediately to Canada the portion of any advance payment that is unliquidated at the date of the termination.

7.2.2 SACC Manual Clauses

A9062C (2011-05-16), Canadian Forces Site Regulations

7.3 Term of Contract

7.3.1 Period of the Contract

The Work is to be performed in accordance with the call-up against the Standing Offer.

7.4 Proactive Disclosure of Contracts with Former Public Servants

By providing information on its status, with respect to being a former public servant in receipt of a *Public Service Superannuation Act* (PSSA) (<http://laws-lois.justice.gc.ca/eng/acts/P-36/FullText.html>) pension, the Contractor has agreed that this information will be reported on departmental websites as part of the published proactive disclosure reports, in accordance with Contracting Policy Notice: 2019-01 (<https://www.canada.ca/en/treasury-board-secretariat/services/policy-notice/changes-contracting-limits-approval-new-requirements.html>) of the Treasury Board Secretariat of Canada.

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 unit price, as specified in Annex B, Basis of payment. Customs duties are included and Applicable Taxes are extra.

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Canada will not pay the Contractor for any design changes, modifications 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 Limitation of Price

SACC Manual clause [C6000C](#) (2017-08-17) Limitation of Price

7.5.3 Method of Payment

7.5.3.1 Weekly Payment

Canada will pay the Contractor on a weekly basis for work performed during the week covered by the invoice in accordance with the payment provisions of the Contract if:

- a. an accurate and complete invoice and any other documents required by the Contract have been submitted in accordance with the invoicing instructions provided in the Contract;
- b. all such documents have been verified by Canada;
- c. the Work performed has been accepted by Canada.

7.5.3.2 Monthly Payment

Canada will pay the Contractor on a monthly basis for work performed during the month covered by the invoice in accordance with the payment provisions of the Contract if:

- a. an accurate and complete invoice and any other documents required by the Contract have been submitted in accordance with the invoicing instructions provided in the Contract;
- b. all such documents have been verified by Canada;
- c. the Work performed has been accepted by Canada.

7.5.4 Inspection and Acceptance

The Project Authority is the Inspection Authority. All reports, deliverable items, documents, goods and all services rendered under the Contract are subject to inspection by the Inspection Authority or representative. Should any report, document, good or service not be in accordance with the requirements of the Statement of Work and to the satisfaction of the Inspection Authority, as submitted, the Inspection Authority will have the right to reject it or require its correction at the sole expense of the Contractor before recommending payment.

7.5.5 Foreign Nationals

(to be determined by PWGSC at the standing offer issuance)

[A2000C](#) (2006-06-16) Foreign Nationals (Canadian Contractor)

[A2001C](#) (2006-06-16) Foreign Nationals (Foreign Contractor)

7.5.6 SACC Manual Clauses

[A9117C](#) (2007-11-30) T1204 - Direct Request by Customer Department

[C0711C](#) (2008-05-12) Time Verification

Solicitation No. - N° de l'invitation
W0130-21L500/A
Client Ref. No. - N° de réf. du client
W0130-21-L500

Amd. No. - N° de la modif
File No. - N° du dossier
QCL-1-44138

Buyer ID - Id de l'acheteur
QCL056
N° VME - FMS - N° CCC / CCC No.

C2000C (2007-11-30) Taxes - Foreign-based Contractor

7.5.7 Electronic Payment of Invoices – Call-up

The Contractor accepts to be paid using any of the following Electronic Payment Instrument(s):
(to be completed by PWGSC at the standing offer issuance according to the information indicated by the offeror)

- 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.

Each invoice must be supported by a copy of time sheets to support the time claimed.

2. Invoices must be distributed as follows:
 - a. The invoice must be sent by email or mail according to the instructions included in the call-up against the Standing Offers for certification and payment;
 - b. If there are no instructions included in the call-up against the Standing Offer, The original and one (1) copy must be forwarded to the following address depending on location of the services for certification and payment.

Groups 1 et 2 :	Department of National Defence Personnel Support Services - Food St-Jean Garrison, Jean-Victor Allard Building P.O. Box 100, Station Bureau-Chef, Saint-Jean-sur-Richelieu, QC J0J 1R0
Group 3 :	Department of National Defence Personnel Support Services - Food Valcartier Garrison, Building 505 P.O. Box 1000, Station Forces Courcellette, QC G0A 4Z0
Group 4 :	Department of National Defence National Reserve Headquarters – Pointe-à-Carcy Food Services 144, Dalhousie Street Quebec City, QC G1X 4C4
Group 5 :	34e Bns du C Alimentation 4900, Leckie Street, Building M-70 St-Hubert, QC J3Z 1H6

7.7 Insurance – Specific Requirements

The Contractor must comply with the insurance requirements specified in Annex E . The Contractor must maintain the required insurance coverage for the duration of the Contract. Compliance with the insurance requirements does not release the Contractor from or reduce its liability under the Contract.

The Contractor is responsible for deciding if additional insurance coverage is necessary to fulfill its obligation under the Contract and to ensure compliance with any applicable law. Any additional insurance coverage is at the Contractor's expense, and for its own benefit and protection.

The Contractor must forward to the Contracting Authority within 10 days after the date of award of the Contract, a Certificate of Insurance evidencing the insurance coverage and confirming that the insurance policy complying with the requirements is in force. For Canadian-based Contractors, coverage must be placed with an Insurer licensed to carry out business in Canada, however, for Foreign-based Contractors, coverage must be placed with an Insurer with an A.M. Best Rating no less than "A-". The Contractor must, if requested by the Contracting Authority, forward to Canada a certified true copy of all applicable insurance policies.

7.8 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" (<https://buyandsell.gc.ca/for-businesses/selling-to-the-government-of-canada/contract-management/dispute-resolution>).

ANNEX "A" - STATEMENT OF WORK

TITLE: TEMPORARY HELP SERVICES IN SUPPORT OF FOOD SERVICES — DEPARTMENT OF NATIONAL DEFENCE

PART 1 — GENERAL INSTRUCTIONS

1.1 OBJECTIVE

This section describes the general and specific requirements for providing food services, namely, the provision of cooks, assistant cooks, general helpers, cashiers and warehouse attendants for the preparation and service of meals, the handling of food and products that are received or are to be shipped, the registration and monitoring of revenues and of ration card holders, and the performance of other related duties identified below, solely as required and on request, with the goal of assisting Department of National Defence (DND) authorities and kitchen personnel at the locations set out below.

1.2 BACKGROUND

- 1.2.1 The services described herein must be performed jointly with DND personnel, including military members of the Canadian Forces (CF) and civilian employees of the department, of various ranks, statuses, and backgrounds.
- 1.2.2 Local, regional, or national directives outlined herein or posted at the worksites apply and must be followed by all personnel working in DND facilities, including contract employees and personnel supplied by the Offeror. The Offeror must adequately inform their personnel of these requirements before they report to the worksite.

1.3 WORKSITES

The services under this standing offer must be provided in kitchens located at the worksites specified below, as per each worksite (kitchen) group. Each worksite group described below comprises one or more kitchens that are inseparable from that group. Therefore, each worksite group must be served by the same Offeror.

Group	Region	Address	Location(s)
1	Saint-Jean	Saint-Jean Garrison 25 Grand-Bernier Road South, Saint-Jean-sur-Richelieu, QC	Jean-Victor-Allard (Mega) Building
2	Farnham	Ranges and Training Areas (RTA) 1111 Principale Street W, Farnham, QC	Building E10
3	Valcartier	Valcartier Garrison Valcartier Garrison, Courcellette, QC	Building 505 a. Cadet kitchen CC119 b. Camp Vimy kitchen
3	Quebec City	The Citadelle 3 Côte de la Citadelle, Québec, QC	a. Other rank kitchen, C14 b. Officer kitchen, C18
4	Quebec City	Naval Reserve, Pointe-à-Carcy 144 Dalhousie Street, Quebec City, QC	Naval Reserve kitchen
5	St-Hubert	St-Hubert Garrison 4900 Leckie Street, Saint-Hubert, QC	Building M-70

PART 2 — GENERAL REQUIREMENTS

2.1 MATERIAL PROVIDED BY DND

DND agrees to provide the offeror with the following items free of charge:

- 2.1.1 For Saint-Jean and Valcartier (Building 505): One closed office space for the coordinator at each of the sites, including the following:
 - a. One work table or standard desk;
 - b. One office chair;
 - c. One visitor's chair;
 - d. One metal filing cabinet with drawers;
 - e. One telephone linked to a network (free local calls only);
 - f. Internet access (user fees not included).
- 2.1.2 DND will provide access to a computer system and photocopying equipment for the supervisory personnel (the offeror must pay for the paper).
- 2.1.3 Lockers that the offeror's resources may use to store their clothing and personal effects.
- 2.1.4 Outdoor parking in designated areas, subject to availability.
- 2.1.5 Personal protective equipment (PPE).
- 2.1.5.1 Paring knives are provided and upkept by DND and inventoried by the Offeror. Any loss or damage is offeror's responsibility.

2.2 WORK SCHEDULE

- 2.2.1 The services covered under this agreement may be provided 24 hours a day, seven days a week, depending on demand and requirements.
- 2.2.2 The schedule for each work shift may vary depending on the location of work and the season. The Offeror shall be notified at the appropriate time of any changes to the schedule.

2.3 NUMBER OF PERSONS AND NUMBER OF HOURS OF WORK

The approximate number of hours of work expected annual at each location are specified in the tables provided in Annex A2, Annual Estimates.

2.3.1 Service Order Notifications

- 2.3.1.1 For routine personnel requirements, the whenever possible, the designated DND representative must notify the Offeror at least five (5) days in advance of the number of personnel from each category required. Final confirmation, including any changes made in the meanwhile, must be sent within the 24 hours prior to the beginning of the service requested.
- 2.3.1.2 For weekend activities, whenever possible, the designated DND representative must inform the Offeror at least 48 hours in advance.

Urgent requests

- a. A last-minute emergency request is defined as an unusual situation or event that requires immediate support to operations, or requires the Offeror to take immediate action. Emergency status shall be determined solely by the designated DND representative.
- b. The Offeror must supply the personnel requested on site within 2 hours of an oral or written request from the designated DND representative.

- c. Emergency requests may be submitted orally to the Offeror, but such requests must be confirmed in writing within the following twenty-four (24) hours or on the next working day.

2.3.2 Call-up period

The Offeror must be called upon to provide the services of a person to work for only a few hours per day. The minimum call-up period is four (4) consecutive hours.

2.4 AVAILABILITY OF THE OFFEROR AND THEIR PERSONNEL

2.4.1 Offeror contact information

The Offeror must provide the DND representative with all telephone, cell phone, pager, fax, and/or other relevant numbers, so the representative may contact the Offeror's representative at any time, 24 hours a day, seven days a week, throughout the duration of the standing offer.

2.4.2 Availability of personnel on site

The Offeror must ensure that the personnel supplied are on site and ready to work on time, in accordance with the request sent by the designated DND representative and each planned work shift.

2.4.3 New resources

2.4.3.1 Any new resource hired by the Offeror must immediately be introduced to the designate on site DND representative. The new resource must first complete a training period (trial period), on a week day, during their first full eight-hour shift.

2.4.3.2 If a resource is found to be inappropriate for the duties, and Canada informs the Offeror of this after the trial period, Canada will not be responsible for paying the Offeror for that period.

2.4.4 Assignment and replacement of personnel

2.4.4.1 Within two (2) hours of receiving notice from the designated DND representative or an Offeror resource, the Offeror must replace the personnel who cannot be on site as requested or who does not meet the requirements stated herein, who fails to comply with the local directives and orders currently in effect.

If a requirement cannot be fulfilled, the Offeror will inform the designated DND representative in writing within two (2) hours of failing to meet the requirement. The designated DND representative will file the notices and if the Offeror repeatedly displays negligence, carelessness or abuse in failing to meet the requirements set out in this document, a Notice of Non-Compliance Report must be initiated by the designated DND representative and sent to the PWGSC standing offer authority.

2.4.5 Personnel coordinator

2.4.5.1 For each of the kitchens in question, during each of the shifts, the Offeror agrees to designate one person from among their personnel on site to act in their name as their designated personnel coordinator.

2.4.5.2 The duties of the personnel coordinator on site may be performed by a cook, an assistant cook or a general helper, at the Offeror's discretion.

2.4.5.3 The personnel coordinator must evaluate and assign the right individuals from the Offeror's personnel to the tasks and activities, promote teamwork, maximize performance and client service, ensure discipline, ensure that deadlines are met, and ensure smooth operations in DND's kitchens, in accordance with the terms and conditions of this document and the directives of the designated DND representative.

2.4.5.4 The resource designated as on site personnel coordinator by the Offeror will act on behalf of the Offeror to ensure the operations run smoothly. In this respect, they will be the point of contact for the DND designated representative to receive instructions and administrative directives, to summarize and retransmit that information to the Offeror's personnel, or to take the required action depending on the stated requirements.

2.4.5.5 The Offeror is responsible for ensuring that the coordinator has the qualifications, experience and knowledge required to do the work.

2.5 Coordinator schedule

2.5.1 St-Jean Kitchen (Group 1)

The Offeror agrees to provide one employee to act in his name as a coordinator during the weekend for a minimum of four (4) hours a day. During week, from Monday to Friday, a coordinator must be on site twenty (20) hours per week for eight (8) employees or less planned with the Offeror and forty (40) hours per week for more than eight (8) employees planned with the Offeror.

2.5.2 Farnham Kitchen (Group 2)

The Offeror agrees to provide a coordinator on site for a minimum of twenty (20) hours per week including week-ends to execute administrative work in accordance with the schedule of the operations.

2.5.3 Valcartier and Vimy Camp Kitchens (Group 3)

2.5.3.1 The Offeror agrees to provide a coordinator at Valcartier Garrison (building 505) to execute administrative work for kitchen 505 and whenever needed in Vimy Camp, Kitchen CC-119 and Citadelle de Québec during regular working hours. During week days, Monday to Friday, a coordinator must be on site twenty (20) hours per week for eight (8) employees or less planned with the Offeror and forty (40) hours per week for more than eight (8) employees planned with the Offeror.

2.5.3.2 The Offeror agrees to provide a member among his personnel to act in his name as a coordinator for a minimum of four (4) hours per days.

2.5.3.3 On demand, a coordinator could be needed in Vimy Camp Kitchen, between may and august, to execute administrative work from Vimy Camp. This employee must come into operation two weeks before the opening to participate in staff recruitment. The call-up will precise the exact date of entry into service. During week days, Monday to Friday, a coordinator must be on site twenty (20) hours per week for eight (8) employees or less planned with the Offeror and forty (40) hours per week for more than eight (8) employees planned with the Offeror.

2.5.4 Naval Reserve from Pointe-à-Carcy (Group 4)

The Offeror agrees to provide a coordinator on site for a minimum of ten (10) hours per week including week-ends to execute administrative work in accordance with the schedule of the operations.

2.5.5 St-Hubert Kitchen (Group 5)

A coordinator will be designated amongst Offeror personnel during the weekend for a minimum of four (4) hours per day. The Offeror agrees to provide a coordinator at St-Hubert Garrison to execute administrative work seven (7) days per week during the estival trimetrial individual instruction (TEII) between may and august of each years twenty (20) hours per week for eight (8) employees or less planned with the Offeror and forty (40) hours per week for more than eight (8) employees planned with the Offeror.

PART 3 — PARTICULAR REQUIREMENTS

QUALIFICATIONS AND COMPLIANCE OF PERSONNEL SUPPLIED BY BIDDER

3.1 Language of work

The Offeror must ensure beforehand that all resources assigned to a call-up are capable of expressing themselves fluently and correctly in French. All cashiers must be bilingual (French and English).

3.2 Resource training and orientation

3.2.1 The Offeror must, at all times, provide personnel who meet the minimum requirements stated herein in terms of training, qualifications, and experience gained in work environment comparable to the one described herein. The qualifications, experience and knowledge required for each resource category is described in Annex A2, Resource Categories.

3.2.2 The Offeror shall provide proof on request and ensure beforehand that each resource assigned to a call-up satisfies the following minimum requirements. In particular, the resource:

- a. has completed a general training course on cleanliness and hygiene in food service areas (kitchens) provided by the Offeror, an individual who is qualified by the Canadian Restaurant and Foodservices Association, or other provincial agency recognized by the association;
- b. knows and applies the most recent provisions of the *Food Safety Code of Practice* published by the Canadian Restaurant and Foodservices Association;
- c. has taken the basic training on Workplace Hazardous Materials Information Systems (WHMIS), in compliance with the *Hazardous Materials Information Review Act*;
- d. has been informed of and understands each of the elements of the orientation briefing and the food handler orientation briefing associated with the services they shall provide;
- e. knows and complies with the applicable health and workplace safety provisions of the *Canada Labour Code* in order to ensure that work is performed safely at all times;
- f. has been informed of the federal government and DND policies regarding harassment in the workplace;
- g. has read and understands the Health and Safety Guide for Food Services;
- h. has read, understood and agrees to abide by and apply the Pers Svcs Policy on the Prevention of Violence in the Workplace;
- i. has read and understands the Standard Operating Procedures (SOPs) of the Food Svcs and agrees to comply with them.

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3.2.3 Prior to each work shift, the on site personnel coordinator must ensure that all the personnel supplied meet all the requirements listed in the call-up and herein.

3.3 Statement of completeness

3.3.1 The resource supplied for any of the resource categories must provide the services outlined in, but not limited to, that category in Annex A2.

3.4 Physical abilities

3.4.1 Before employment, the Offeror must ensure that each employee supplied has the required physical abilities and is healthy enough to perform the tasks expected.

3.5 Dress code

3.5.1 The Offeror must ensure that the personnel supplied are properly dressed in a uniform bearing the Offeror's name, in accordance with the strictest requirements of the Food Safety Code of Practice and the *Canada Labour Code, Part II*, as well as the following local directives:

- a. Underwear must be out of sight.
- b. No t-shirt may be worn, except for plain white t-shirts worn under the uniform.

3.5.2 Personnel assigned to prepare and serve meals must:

- a. Wear a black cotton/polyester uniform with the Offeror's logo, as is normally used in institutional food services, namely black pants and a shirt without patterns or designs (other than the Offeror's logo);
- b. Wear a hairnet, beard net or hat, as required;
- c. Wear a black apron.

3.5.3 Personnel assigned to work in the dining rooms must:

- a. Wear black pants and a black shirt without patterns or designs;
- b. Wear socks or hosiery at all times;
- c. Never wear jeans, regardless of colour.

3.5.4 Safety footwear

3.5.5.1 The Offeror must ensure that every employee supplied is aware of, and meets the requirements concerning workplace footwear, in accordance with the provisions of the *Canada Labour Code*, and the following local provisions:

3.5.5.2 Each employee must wear a pair of closed-toe shoes equipped with a non-slip sole, sufficient eyelets for lacing, and a low-full-width heel. The shoes must be approved by the Canadian Standards Association (CSA) and meet the following requirements:

- a. Material: leather or pleather (vinyl).
- b. Toe: Steel toe or equivalent.
- c. Closure: Laces or Velcro. Loafers shall only be accepted if there is an elastic band under the tongue that covers the top of the foot.
- d. Aeration holes: Shoes may not be perforated (have holes) with the exception of aeration holes under the arch.
- e. Sole: A textured, anti-slip sole in good condition. Crepe soles are not acceptable.

- f. Heel: The heel must be no higher than 3 cm (1.5 inches).
 - g. Running shoes, sandals and canvas shoes are not allowed.
- 3.6 The designated DND representative shall notify the Offeror at least twenty-four (24) hours in advance of the service periods and of the number of personnel requested to report on site with the appropriate safety footwear for handling rations and other kitchen items.
- 3.7 With the exception of the disposable hat provided by DND, the Offeror is responsible for providing hairnets, white cotton aprons, shoes, boots, clothing and any other item or component of the work uniform, as well as for the compliance of such items and personnel with the standards and requirements.

PART 4 – ADMINISTRATION

4.1 Call-ups

- 4.1.1 Routine call-ups shall be initiated in writing using form [PSPC-SPAC 942, Call-up Against a Standing Offer](#) for a specific time period or date.
- 4.1.2 The designated DND representative, in cooperation with the Offeror's designated representative, will establish an appropriate call-up processing and monitoring system.

4.2 Operational management

The Offeror agrees to designate an individual who will be responsible for managing operations for all the locations covered by this standing offer. In addition to other duties, the designated person will be responsible for ensuring that activities run smoothly and that services meet requirements. This therefore includes the overall management of the services provided by the Offeror, acknowledging receipt of notices of non-compliance from any of the designated DND representatives and acting as the primary contact person. The designated individual must also periodically visit each kitchen.

4.3 Attendance register

- 4.3.1 The Offeror agrees to provide at its cost an effective monitoring system to track the number of hours worked by the personnel it provides. This system shall allow for the issuing of complete and detailed reports on the actual hours worked on a daily, weekly, and monthly basis for each staff member provided by the Offeror.
- 4.3.2 At all times, the Offeror shall be able to supply the on site DND representative with a report allowing the representative to check the hours of work performed by each of the Offeror's staff members, at any of the locations described herein.

4.4 Supporting documents

- 4.4.1 A copy of the signed time sheets must be provided with the invoice for verification and certification of hours worked.
- 4.4.2 Only those hours that were actually worked and certified by the designated DND representative, or the guaranteed minimum specified herein, shall be paid.

4.5 Meals

- 4.5.1 Subject to operational requirements, no employee will be required to work for more than five (5) hours without taking an unpaid meal break of at least thirty (30) minutes.

4.5.2 With the exception of personnel assigned to Camp Vimy, the amount associated with each meal consumed by the Offeror's staff members must be paid immediately by them according to the recovery rates in force established by the DND Food Services Directorate. If staff members choose not to consume meals prepared on site, they may bring their own food as long as it is kept in the area(s) designated by the DND representative.

4.5.3 The Offeror's staff assigned to Camp Vimy do not have the opportunity to bring their own food; staff members assigned to Camp Vimy may only consume the meals prepared on site. The Offeror shall deduct the cost of meals consumed on its invoice for services, charged to each period.

4.5.4 Price of meals

With the exception of personnel assigned to Camp Vimy, prices of meals in DND kitchens, of meal tickets or of items sold in the kitchen will be the same as for DND personnel.

The cost for personnel assigned to Camp Vimy shall be established according to the "food portion" of the Basic Food Cost (BFC). For each meal consumed, personnel assigned to Camp Vimy shall sign a check sheet, which shall determine the amount that the Offeror must deduct from its invoice.

4.6 Overtime

4.6.1 If the Offeror requires an individual to work beyond normal working hours to fulfill a call-up, this must be pre-approved by the designated DND representative.

4.6.2 Overtime rates shall be paid only for hours worked on a given assignment in excess of the number of hours stipulated by provincial law and in accordance with the multiplication factor set out in Annex B, Basis of Payment.

4.7 Unsatisfactory performance

4.7.1 In the event that the performance of an Offeror resource is repeatedly negligent, or is unable to meet the requirements outlined in this Statement of Work, an unsatisfactory performance report will be prepared by the designated DND representative and forwarded to the Offeror and the PSPC Standing Offer Authority.

4.7.2 A resource that has received three unsatisfactory performance reports, or even just one when warranted, will no longer be assigned to work in the DND kitchens without prior approval from the designated DND representative.

4.7.3 If the Offeror or personnel provided by the Offeror do not meet the requirements outlined in this Statement of Work, the designated DND representative must issue a notice of non-compliance (see Annex H).

4.7.4 A copy of each notice of non-compliance will be sent to the Offeror and the contracting authority.

ANNEX "A1" – RESOURCES CATEGORIES

1.1 COOK

At a minimum, all cooks must:

- 1.1.1 have completed **at least 1,350 hours of secondary-level vocational kitchen training in a recognized institution, in addition to having at least one year** of experience as an institutional cook or at least four years of experience in a large institutional kitchen. They must, at a minimum, have experience in areas including, but not limited to:
- 1.1.2 knowledge of the proper operation of kitchen equipment, commercial steamer pots and fryers, steam-operated chafing dishes, conventional steaming pots, meat slicers, mixers, grilling ovens, rotisseries, ranges, etc.;
- 1.1.3 knowledge of the proper operation of meat cutters, vegetable choppers, and food processing equipment;
- 1.1.4 knowledge of techniques, methods, and processes used in a kitchen to cook and prepare food;
- 1.1.5 knowledge of meat-cutting techniques;
- 1.1.6 knowledge of garnishing techniques used in food preparation;
- 1.1.7 knowledge of practices relating to hygiene and workplace safety;
- 1.1.8 the ability to read recipes and follow instructions for measuring, mixing, and cooking.

1.2 SERVICES

Cooks must provide, at a minimum, the following services:

- 1.2.1 greet and serve customers;
- 1.2.2 cook, roast, grill, and fry various foods;
- 1.2.3 prepare soups, sauces, casseroles, etc.;
- 1.2.4 prepare oven-cooked desserts, puddings, jellies, etc.;
- 1.2.5 carve and slice meats;
- 1.2.6 clean, cut, and prepare salads and vegetables;
- 1.2.7 prepare boxed lunches, sandwiches, and fish;
- 1.2.8 correctly use and clean cooking utensils and accessories, and the materials, equipment, and general work area;
- 1.2.9 prepare meal portions and provide cafeteria, à la carte, or buffet-style service;
- 1.2.10 receive, transport, and store food and non-food products;
- 1.2.11 use and clean kitchen utensils, commercial steamers and fryers, steam-operated chafing dishes, conventional steamers, meat cutters, mixers, grilling ovens, rotisseries, ranges, etc.;
- 1.2.12 use, clean, and make minor adjustments to meat cutter, vegetable chopper, and food processor blades;
- 1.2.13 use a lift to transport large quantities of food from refrigerators to ovens, etc.;
- 1.2.14 adapt recipes according to the number of customers;
- 1.2.15 share information with other kitchen staff (personnel of Offeror and/or of DND);
- 1.2.16 promote a dynamic work environment, team spirit, respect for others, and a positive attitude toward change and other circumstances;
- 1.2.17 ask for further details regarding the food substitutes planned by the DND representative;
- 1.2.18 listen to customer suggestions and complaints and forward that information to the Offeror's supervisor or the designated DND representative;
- 1.2.19 immediately notify the Offeror's supervisor or the on site DND representative of any hygiene or safety issues in order to prevent accidents, injuries, infestations, and the spread of disease;
- 1.2.20 ensure proper preparation of decorated food items for special occasions;
- 1.2.21 use the correct cleaning products or soaps to clean kitchen equipment or accessories (steamers, ovens, microwave ovens, conventional stockpots, refrigerators, etc.), and choose the right time to sweep, wash and rinse floor surfaces;

- 1.2.22 complete any other related tasks assigned by the coordinator or supervisor of the Offeror on behalf of the DND representative.

2.1 ASSISTANT COOK

At a minimum, all assistant cooks must have the following qualifications:

- 2.1.1 assistant cooks may be currently attending food-service training or have a minimum of two years of work experience in the food-service industry as a cook or assistant cook. They must:
- 2.1.2 be able to quickly learn how to operate various types of equipment;
- 2.1.3 be able to properly use kitchen material, appliances, equipment, and utensils.

2.2 SERVICES

Assistant cooks must provide, at a minimum, the following services:

- 2.2.1 under the supervision of the coordinator or supervisor of the Offeror, help prepare and serve meals, specifically, simple cooked dishes, desserts, breakfasts, boxed lunches, and salads, in accordance with DND standards and according to established menus and recipes;
- 2.2.2 clean the kitchen, service area, receiving and storage areas, as well as equipment therein;
- 2.2.3 peel and cut fruit and vegetables and prepare sandwiches and drinks;
- 2.2.4 complete the training and information sessions offered locally on various types of equipment in order to operate them in a correct, safe, and productive manner;
- 2.2.5 set up food items needed to prepare dishes;
- 2.2.6 under the supervision of the coordinator or supervisor designated by the Offeror, perform basic cooking of foods such as potatoes, pasta, vegetables, pancakes, and French toast. Sauté food items by cooking them quickly on the grill (e.g., meat, eggs) and fry processed food items (e.g., french fries, chicken wings, chicken fingers) by submerging them in a fryer before serving them to customers;
- 2.2.7 transport food and accessories from the storage areas to the work areas;
- 2.2.8 greet and serve customers politely and courteously at all times;
- 2.2.9 listen to customer suggestions and complaints and forward them to the Offeror's coordinator or the designated DND representative;
- 2.2.10 immediately notify the Offeror's coordinator or the on site DND representative of any hygiene or safety issues in order to prevent accidents, injuries, infestations, and the spread of disease;
- 2.2.11 react promptly and flexibly when encountering unforeseen or last-minute changes;
- 2.2.12 promote a dynamic work environment, team spirit, respect for others, and a positive attitude toward change and other circumstances;
- 2.2.13 use food items in an effective and economical manner in order to minimize waste;
- 2.2.14 comply with all of the instructions of the Offeror's coordinator or supervisor and with the routine and standing orders for the kitchen;
- 2.2.15 complete any other related tasks assigned by the coordinator or supervisor of the Offeror on behalf of the DND representative.

3.1 COOK SUPERVISOR

At a minimum, all cook supervisors must have the following qualifications:

- 3.1.1 All cook supervisors must be certified and have at least four years of experience in an institutional kitchen, including a minimum of six months as a team leader in a food service environment.
- 3.1.2 Each cook supervisor must be able to:
 - i. prepare decorated dishes for special occasions;
 - ii. use kitchen materials, equipment, and instruments;
 - iii. read recipes and measure, mix, and cook ingredients;

- iv. choose liquids or soaps to clean various items (stockpots, ovens, microwave ovens, conventional steamers, refrigerators, etc.) and choose the right time to sweep, wash, and rinse floors;
- 3.1.3 have knowledge of the techniques, methods and processes used in cooking and preparing food;
- 3.1.4 have knowledge of meat-cutting techniques;
- 3.1.5 have knowledge of techniques used to decorate food;
- 3.1.6 have knowledge of practices relating to hygiene and safety.

3.2 SERVICES

Cook supervisors must provide, at a minimum, the following services:

- 3.2.1 cook, roast, grill and fry meat and meat substitutes, prepared foods, vegetables, pasta and substitutes; carve and slice meat; and prepare soups, sauces, and desserts, all in compliance with established recipes and standards;
- 3.2.2 for cooks hired by the Offeror, coordinate, supervise, and direct the work, including the preparation and serving of meals, preparation of work schedules, and training, and act as liaison between the coordinator and the subordinate personnel provided by the Offeror;
- 3.2.3 prepare meals to go, such as boxed lunches and hot meals;
- 3.2.4 prepare meals for official functions;
- 3.2.5 supervise and prepare portions and oversee buffet service, cafeteria-style service, and table service;
- 3.2.6 clean kitchen utensils and carving tools, fryers and steamers, grinders, mixers, grilling ovens, rotisseries, ranges, and other appliances;
- 3.2.7 receive, store, transport, weigh, label, and pack food and non-food items;
- 3.2.8 check the quality and quantity of products received and acknowledge receipt by signing relevant documents when the stores person is absent;
- 3.2.9 supervise and help train new staff members provided by the Offeror;
- 3.2.10 receive customer comments and forward them to the designated DND representative;
- 3.2.11 provide the designated DND representative with information on production, menus, leftovers, food consumption and shortages, changes to recipes, and faulty equipment;
- 3.2.12 inform colleagues working the upcoming shift of any preparations or modifications that may affect production of the upcoming meal;
- 3.2.13 inform subordinate employees provided by the Offeror of menus and schedules to ensure that food is prepared in sufficient quantities for meal service;
- 3.2.14 provide the designated DND representative with information on the inventory so that it can be forwarded to DND and purchases can be made accordingly;
- 3.2.15 gather and compile requests for food service support to produce meals to go, boxed lunches and dining room meals, and ensure that the production level is adjusted to fulfill these requests;
- 3.2.16 identify and forward to the designated DND representative any human resource requirements based on the production level and absenteeism of personnel provided by the Offeror;
- 3.2.17 report to the Offeror's coordinator any behaviour by personnel provided by the Offeror that fails to meet standards and of any incident, and ask the shift supervisor and/or coordinator for help if a situation exceeds their abilities/skills;
- 3.2.18 immediately notify the Offeror's coordinator or the on site DND representative of any hygiene or safety issues in order to prevent accidents, injuries, infestations, and the spread of disease;
- 3.2.19 adapt recipes according to the number of customers;
- 3.2.20 promote a dynamic work environment, team spirit, respect for others, and a positive attitude toward change and other circumstances;
- 3.2.21 in accordance with the *Canada Labour Code, Part II*, ensure that personnel provided by the Offeror comply with the Code, work in a safe manner, and notify the designated DND representative of any problems;
- 3.2.22 ensure that the activities of personnel provided by the Offeror and the workplace meet the standards set out in the Food Safety Code of Practice to prevent injuries and the spread of bacteria and illnesses;

- 3.2.23 use the Offeror's resources effectively;
- 3.2.24 use and maintain all the kitchen and service area equipment to prepare and serve food to customers and supervise this aspect of the work;
- 3.2.25 when on duty, the incumbent is responsible for safety in the dining room and for the furniture, accessories and equipment contained therein as the person authorized to sign for the keys. This means that the individual is responsible for opening and closing the premises, performing safety inspections at the beginning and end of activities, and notifying the proper authorities of any maintenance required;
- 3.2.26 on request, evaluate products, conduct tastings, and ensure that products are of high quality and that recipes are followed;
- 3.2.27 ensure that the production control board is used correctly;
- 3.2.28 follow the instructions and operational orders issued by the designated DND representative, ensuring that they are also followed by the personnel provided by the Offeror, and notify the designated DND representative and/or coordinator of any problematic situation;
- 3.2.29 ensure that subordinate personnel provided by the Offeror comply with routine and standing orders for the DND kitchen and the unit, and exercise judgment in ensuring that policies are followed and the necessary corrective measures are taken. If the cashier is absent, the supervisor is authorized to validate meal coupons and cards;
- 3.2.30 complete any other related tasks assigned by the coordinator or supervisor of the Offeror on behalf of the DND representative.

4.1. GENERAL HELPER

At a minimum, all general helpers must:

- 4.1.1 be able to quickly learn how to operate various types of equipment;
- 4.1.2 be able to properly use kitchen utensils, equipment, and material;
- 4.1.3 have experience working in the food-service industry or in an institutional kitchen (asset).

4.2. SERVICES

General helpers must provide, at a minimum, the following services:

- 4.2.1. receive and put away food items;
- 4.2.2. serve food items to customers in the dining room and provide table service, cafeteria service, or counter service;
- 4.2.3. clean the kitchen, dining room, receiving and storage areas, as well as the food service equipment, utensils, tableware and glassware, and the floor surfaces;
- 4.2.4. peel and cut fruit and vegetables and prepare sandwiches, salads, boxed lunches, and drinks;
- 4.2.5. complete the training and information sessions offered locally on various types of equipment in order to operate them in a correct, safe, and productive manner;
- 4.2.6. transport food and accessories from the storage areas to the work areas;
- 4.2.7. account for, exchange, and put away items to be taken to or from the laundry;
- 4.2.8. occasionally perform tasks associated with the meal monitoring position (cashier);
- 4.2.9. greet and serve customers politely and courteously;
- 4.2.10. listen to customer suggestions and complaints and forward them to the Offeror's coordinator or the designated DND representative;
- 4.2.11. take down orders and convey or fill them;
- 4.2.12. monitor and record customer orders;
- 4.2.13. immediately notify the Offeror's coordinator or the on site DND representative of any hygiene or safety issues in order to prevent accidents, injuries, infestations, and the spread of disease;
- 4.2.14. promote a dynamic work environment, team spirit, respect for others, and a positive attitude toward change and other circumstances;
- 4.2.15. react promptly and flexibly when encountering unforeseen or last-minute changes;
- 4.2.16. check the laundry items and products when orders are received;

- 4.2.17. use food items in an effective and economical manner in order to minimize waste;
- 4.2.18. check the quality and quantity of products received and acknowledge receipt by signing relevant documents when the stores person is absent;
- 4.2.19. use and maintain all kitchen and dining room appliances and equipment to prepare and serve food to customers and supervise this aspect of the work;
- 4.2.20. comply with all of the instructions of the Offeror's coordinator or supervisor and with the routine and standing orders for the kitchen;
- 4.2.21. complete any other related tasks assigned by the coordinator or supervisor of the Offeror on behalf of the DND representative.

5.1 GENERAL HELP SUPERVISOR

At a minimum, all general help supervisors must have the following qualifications:

- 5.1.1 All general help supervisors must have at least one year of experience as a general helper in a food services setting. Experience supervising personnel is an asset.

5.2 SERVICES

General help supervisors must provide, at a minimum, the following services:

- 5.2.1 prepare, serve, and clear food items in the dining room and provide table service, cafeteria service, and counter service;
- 5.2.2 for personnel provided by the Offeror, coordinate, supervise, and direct work performed by general helpers, including serving meals, cleaning, preparing work schedules and training, and act as a liaison between the coordinator and subordinate personnel provided by the Offeror;
- 5.2.3 peel and cut fruit and vegetables and prepare and serve boxed lunches, meals to go, and various salads;
- 5.2.4 clean the kitchen, dining rooms, receiving and storage areas, and the food service equipment, utensils, tableware and glassware, and clean and polish floor surfaces;
- 5.2.5 receive, store, transport, weigh, label, and pack various food and non-food items;
- 5.2.6 check the quality and quantity of products received and acknowledge receipt by signing relevant documents when the stores person is absent;
- 5.2.7 in accordance with the *Canada Labour Code, Part II*, ensure that personnel provided by the Offeror comply with the Code, work in a safe manner, and notify the designated DND representative of any problems;
- 5.2.8 ensure that the activities of personnel provided by the Offeror and the workplace comply with the Food Safety Code of Practice and the DND Food Services Program to prevent injuries and the spread of bacteria or illnesses;
- 5.2.9 ensure that the attendance registers accurately reflect the actual number of hours worked by personnel;
- 5.2.10 ensure that the personnel provided by the Offeror comply with the meal times and break periods;
- 5.2.11 receive customer comments and forward them to the designated DND representative;
- 5.2.12 provide the shift supervisor with information on the inventory so that purchases can be made accordingly;
- 5.2.13 identify and forward to the shift supervisor and coordinator any human resource requirements based on the production level and absenteeism of personnel provided by the Offeror;
- 5.2.14 notify the designated DND representative and the Offeror's coordinator of any misconduct on the part of any personnel provided by the Offeror as well as of any incidents, and request help from the coordinator if the situation is beyond their abilities/skills;
- 5.2.15 immediately notify the Offeror's coordinator or the on site DND representative of any hygiene or safety issues in order to prevent accidents, injuries, infestations, and the spread of disease;
- 5.2.16 supervise and help train new general helpers provided by the Offeror;

- 5.2.17 follow the instructions and operational orders issued by the designated DND representative, ensuring that they are also followed by the personnel provided by the Offeror, and notify the shift supervisor and coordinator of any problematic situation;
- 5.2.18 remain flexible when encountering unforeseen or last-minute changes;
- 5.2.19 promote a dynamic work environment, team spirit, respect for others, and a positive attitude toward change and other circumstances;
- 5.2.20 contribute to motivating subordinate personnel and work colleagues and maintain morale by fostering a constructive and productive work atmosphere, especially given demanding schedules and intense production and service requirements during peak meal hours;
- 5.2.21 provide and supervise training for new personnel provided by the Offeror and ensure that they integrate themselves and are supported;
- 5.2.22 use the Offeror's resources effectively and economically;
- 5.2.23 use and maintain the kitchen and dining room equipment to prepare and serve food to customers and supervise this aspect of the work;
- 5.2.24 when on duty, the incumbent is responsible for safety in the dining room and for the furniture, accessories and equipment contained therein as the person authorized to sign for the keys. This means that this person must open and close the premises, perform safety inspections at the beginning and end of activities, and report any maintenance required.
- 5.2.25 follow the instructions and operational orders issued by the designated DND representative, ensuring that they are also followed by the personnel provided by the Offeror, and notify the shift supervisor and coordinator of any problematic situation;
- 5.2.26 ensure that subordinate personnel provided by the Offeror comply with routine and standing orders for the DND kitchen and the unit, and exercise judgment in ensuring that policies are followed and the necessary corrective measures are taken.
- 5.2.27 complete any other related tasks assigned by the coordinator or supervisor of the Offeror on behalf of the DND representative.

6.1 CASHIER

At a minimum, all cashiers must have the following qualifications:

- 6.1.1 All cashiers must have basic knowledge of how to operate a computerized cash register and must be bilingual. All cashiers are expected to be courteous and honest and to demonstrate integrity. They must also be able to demonstrate interpersonal skills and to perform the following tasks:
- 6.1.2 know how to calculate sales and process debit and credit payments;
- 6.1.3 be able to communicate orally with customers in both English and French in a clear and respectful manner;
- 6.1.4 be capable of quickly learning how to operate various cash register systems;
- 6.1.5 be able to use material and equipment correctly;
- 6.1.6 follow and apply the existing or relevant procedures in the following situations:
 - a) procedure to follow in case of customer complaint;
 - b) procedure to follow in case of power outage;
 - c) application of internal security standards relating to computer systems;
 - d) procedure to follow in case of computer system malfunction or outage;
 - e) procedure to follow in case of insufficient change.

6.2 SERVICES

Cashiers must provide, at a minimum, the following services:

- 6.1.1 correctly operate a computerized cash register;
- 6.1.2 perform calculations and process debit and credit payments using the cash register;
- 6.1.3 charge customers the correct price;
- 6.1.4 adapt to price and menu changes;

- 6.1.5 explain the various meal plans to customers;
- 6.1.6 get to know the customers;
- 6.1.7 adapt to changes in the number of customers;
- 6.1.8 handle money;
- 6.1.9 compile the sales from the cash register;
- 6.1.10 write up the sales report and list errors;
- 6.1.11 clean and secure the work area;
- 6.1.12 communicate with the Offeror's coordinator or supervisor or their replacement;
- 6.1.13 promote a dynamic work environment, team spirit, respect for others, and a positive attitude toward change and other circumstances;
- 6.1.14 adapt and manage their reactions and actions when dealing with customers by displaying a positive and respectful attitude and behaviour at all times;
- 6.1.15 follow the instructions given and operational orders issued by the Offeror's coordinator or supervisor or their representative;
- 6.1.16 comply with all of the instructions of the Offeror's coordinator or supervisor and with the routine and standing orders for the kitchen;
- 6.1.17 complete any other related tasks assigned by the coordinator or supervisor of the Offeror on behalf of the DND representative;
- 6.1.18 perform general helper duties on request during off-peak times.

7.1 WAREHOUSE ATTENDANTS

At a minimum, all warehouse attendants must:

- 7.1.1 have the ability to maintain effective communication with the Offeror's designated supervisor;
- 7.1.2 be able to quickly learn how to operate various types of material handling equipment, such as hydraulic forklifts and rolling ladders;
- 7.1.3 exercise good judgment in using equipment;
- 7.1.4 have the ability to perform physical labour all day to lift and put away goods. The loads to be lifted may weigh 50 pounds or more. It is important to know how to lift and move heavy loads.

7.2 SERVICES

Warehouse attendants must provide, at a minimum, the following services:

- 7.2.1 receive and put away food and non-food products;
- 7.2.2 check rations and all other products against their delivery slips as soon as they are received to ensure that they meet the required specifications. Also make sure that food is fresh and that the quantities received correspond to the quantities ordered;
- 7.2.3 quickly store perishable goods in order to avoid any losses;
- 7.2.4 notify and refer to the Offeror's designated supervisor when encountering problems with deliveries and food storage, or for all other questions regarding work or information received from shippers or other irregularities related to receipt of products;
- 7.2.5 clean the receiving and storage areas;
- 7.2.6 rotate products according to the "first in, first out" principle;
- 7.2.7 take inventory on a monthly basis;
- 7.2.8 transport food and equipment from the storage areas to the work areas;
- 7.2.9 account for, exchange, and put away items to be taken to or from the laundry;
- 7.2.10 use a forklift to transport large quantities of goods from the loading dock to various storage areas;
- 7.2.11 notify the designated DND representative and the Offeror's coordinator of any hygiene or safety problems encountered in performing these tasks in order to prevent accidents, injuries, infestations, and the spread of disease;
- 7.2.12 follow the instructions from the kitchen and operational orders issued by the designated DND representative;
- 7.2.13 comply with routine and standing orders for the kitchen;

- 7.2.14 react effectively when encountering unforeseen or last-minute changes;
- 7.2.15 promote a dynamic work environment, team spirit, respect for others, and a positive attitude toward change and other circumstances;
- 7.2.16 check the laundry items and products when orders are received;
- 7.2.17 do not store cleaning products near or with food; use the storage area designated for this purpose.

8.1 COORDINATOR

- 8.1.1 The Offeror is responsible for ensuring that the coordinator has the qualifications, experience, and knowledge required to do the work.

8.2 TASKS

- 8.2.1 represent the Offeror's food services support personnel in the kitchen where the required services are provided;
- 8.2.2 receive, understand, and apply instructions and directives issued by the DND representative in order to convey them to the Offeror's personnel;
- 8.2.3 apply and forward to the relevant personnel the instructions and directives issued by the person in charge of the kitchen or the designated DND representative;
- 8.2.4 ensure that the required personnel are hired in a timely manner and that those who do not meet requirements are replaced, in accordance with the instructions and directives issued by the person in charge of the kitchen, the Food Services Officer, or the designated DND representative;
- 8.2.5 update and fill out the attendance register for personnel hired by the Offeror they represent and maintain any other relevant administrative documents that may be required;
- 8.2.6 perform any other related necessary tasks identified by the Offeror, including supervision, discipline, coordination, management, administration, and monitoring of personnel;
- 8.2.7 submit to the DND representative written proof attesting that the personnel provided by the Offeror have the training, general knowledge, and experience required, as set out in the Statement of Work and Requirements, in Annexes A, B and F, and in PSPC documents;
- 8.2.8 ensure that the personnel provided are suitably dressed, in accordance with the requirements outlined in the Statement of Work and Requirements;
- 8.2.9 receive and follow up on personnel requests from the shift supervisor or the designated DND representative;
- 8.2.10 maintain effective communications with local representatives and the DND Food Services Officer;
- 8.2.11 promote a dynamic work environment, team spirit, respect for others, and a positive attitude toward change and other circumstances;
- 8.2.12 represent the Offeror and ensure that information (directives and operational orders) are conveyed to the personnel on site and to the Offeror's administrative offices; preferably have experience in institutional food services.

ANNEX "A2" – ANNUAL ESTIMATES

Group 1 — Kitchen at St-Jean Garrison ("Mega")

Position	PERIOD											
	Jan.	Feb.	Mar.	Apr.	May	June	July	Aug.	Sept.	Oct.	Nov.	Dec.
1. Cook	500	500	550	300	300	550	550	550	500	650	500	100
2. Assistant Cook	1,500	1,200	1,200	1,000	1,200	1,200	1,200	1,200	1,000	1,200	1,000	500
3. Cook Supervisor	-	-	-	-	-	-	-	-	-	-	-	-
4. General Helper	5,000	5,000	5,000	4,000	5,000	5,000	6,500	6,000	5,000	6,200	5,000	2,000
5. General Help Supervisor	6,500	6,500	6,500	6,000	6,500	6,000	7,500	7,000	6,000	7,500	6,000	2,700
6. Cashier	-	-	-	-	-	-	-	-	-	-	-	-
7. Warehouse Attendant	-	-	-	-	-	-	-	-	-	-	-	-
8. Coordinator	160	160	160	160	160	160	160	160	160	160	160	160

Group 2 — Kitchen for the Farnham Ranges and Training Area (RTA) – Building E10

Position	PERIOD											
	Jan.	Feb.	Mar.	Apr.	May	June	July	Aug.	Sept.	Oct.	Nov.	Dec.
1. Cook	-	-	-	-	-	-	-	-	-	-	-	-
2. Assistant Cook	250	250	250	300	350	300	300	300	300	300	200	75
3. Cook Supervisor	200	200	250	250	300	300	300	300	300	300	200	75
4. General Helper	1,300	1,200	1,200	1,400	1,600	1,600	1,100	1,300	1,300	1,300	1,250	300
5. General Help Supervisor	-	-	-	-	-	-	-	-	-	-	-	-
6. Cashier	200	200	200	200	200	200	200	200	200	200	150	75
7. Warehouse Attendant	-	-	-	-	-	-	-	-	-	-	-	-
8. Coordinator	80	80	80	80	80	80	80	80	80	80	80	80

Group 3a — Kitchen at Valcartier Garrison – Building 505

Position	PERIOD											
	Jan.	Feb.	Mar.	Apr.	May	June	July	Aug.	Sept.	Oct.	Nov.	Dec.
1. Cook	560	560	560	560	560	560	560	560	560	560	560	250
2. Assistant Cook	1,000	1,000	1,000	1,000	1,000	1,000	1,000	1,000	1,000	1,000	1,000	500
3. Cook Supervisor	-	-	-	-	-	-	-	-	-	-	-	-
4. General Helper	3,100	3,100	3,100	3,100	3,100	3,100	3,100	3,100	3,100	3,100	3,100	1,600
5. General Help Supervisor	-	-	-	-	-	-	-	-	-	-	-	-
6. Cashier	-	-	-	-	-	-	-	-	-	-	-	-
7. Warehouse Attendant	120	120	120	120	120	120	120	120	120	120	120	120
8. Coordinator	100	100	100	100	100	100	100	100	100	100	100	100

Group 3b — Kitchens C14 and C18 at the Citadel

Position	PERIOD											
	Jan.	Feb.	Mar.	Apr.	May	June	July	Aug.	Sept.	Oct.	Nov.	Dec.
1. Cook	-	-	-	-	-	-	-	-	-	-	-	-
2. Assistant Cook	-	-	-	-	50	50	50	50	50	-	-	-
3. Cook Supervisor	-	-	-	-	-	-	-	-	-	-	-	-
4. General Helper	-	-	-	-	250	250	250	250	250	-	-	-
5. General Help Supervisor	-	-	-	-	-	-	-	-	-	-	-	-
6. Cashier	-	-	-	-	-	-	-	-	-	-	-	-
7. Warehouse Attendant	-	-	-	-	-	-	-	-	-	-	-	-
8. Coordinator	-	-	-	-	-	-	-	-	-	-	-	-

Group 3c — CC-119 and Camp Vimy Kitchens (optional, as required)

Position	PERIOD											
	Jan.	Feb.	Mar.	Apr.	May	June	July	Aug.	Sept.	Oct.	Nov.	Dec.
1. Cook	-	-	-	-	560	560	560	560	560	-	-	-
2. Assistant Cook	-	-	-	-	1,000	1,000	1,000	1,000	1,000	-	-	-
3. Cook Supervisor	-	-	-	-	-	-	-	-	-	-	-	-
4. General Helper	-	-	-	-	3,100	3,100	3,100	3,100	3,100	-	-	-
5. General Help Supervisor	-	-	-	-	-	-	-	-	-	-	-	-
6. Cashier	-	-	-	-	-	-	-	-	-	-	-	-
7. Warehouse Attendant	-	-	-	-	120	120	120	120	120	-	-	-
8. Coordinator	-	-	-	-	100	100	100	100	100	-	-	-

Group 4 — Kitchen of the Naval Reserve at Pointe-à-Carcy in Quebec City

Position	PERIOD											
	Jan.	Feb.	Mar.	Apr.	May	June	July	Aug.	Sept.	Oct.	Nov.	Dec.
1. Cook	300	300	300	300	300	270	270	270	300	300	300	300
2. Assistant Cook	270	270	270	270	270	270	270	270	270	270	270	270
3. Cook Supervisor	120	120	120	120	120	120	120	120	120	120	120	120
4. General Helper	420	420	420	420	420	420	420	420	420	420	420	420
5. General Help Supervisor	-	-	-	-	-	-	-	-	-	-	-	-
6. Cashier	210	210	210	210	210	210	210	210	210	210	210	210
7. Warehouse Attendant	-	-	-	-	-	-	-	-	-	-	-	-
8. Coordinator	-	-	-	-	-	-	-	-	-	-	-	-

Group 5 — St-Hubert Kitchen

Position	PERIOD											
	Jan.	Feb.	Mar.	Apr.	May	June	July	Aug.	Sept.	Oct.	Nov.	Dec.
1. Cook	192	192	192	192	96	896	896	896	192	192	192	192
2. Assistant Cook	192	192	192	192	96	896	896	896	192	192	192	192
3. Cook Supervisor	-	-	-	-	-	96	96	96	-	-	-	-
4. General Helper	96	96	96	96	96	-	-	-	96	96	96	96
5. General Help Supervisor	-	-	-	-	-	-	-	-	-	-	-	-
6. Cashier	-	-	-	-	-	-	-	-	-	-	-	-
7. Warehouse Attendant	-	-	-	-	-	-	-	-	-	-	-	-
8. Coordinator	80	80	80	80	80	80	80	80	80	80	80	80

ANNEX "B" - BASIS OF PAYMENT

(to be completed by PWGSC at the [Standing Offer issuance](#))

Firm all-inclusive hourly rates by resource category and group.

REGION 1 : MONTREAL

Group 1 : Kitchen at St-Jean Garrison (« Mega »)	Initial Standing Offer Period		Option Period
Resource Category	Year 1	Year 2	Year 3
1. Cook			
2. Assistant Cook			
3. Cook Supervisor			
4. General Helper			
5. General Help Supervisor			
6. Cashier			
7. Warehouse Attendant			
8. Coordinator			

Group 2 : Kitchen for the Farnham Ranges and Training Area (RTA) – Building E10	Initial Standing Offer Period		Option Period
Resource Category	Year 1	Year 2	Year 3
1. Cook			
2. Assistant Cook			

Solicitation No. - N° de l'invitation
W0130-21L500/A
Client Ref. No. - N° de réf. du client
W0130-21L500

Amd. No. - N° de la modif.
File No. - N° du dossier
QCL-1-44138

Buyer ID - Id de l'acheteur
QCL056
CCC No./N° CCC - FMS No./N° VME

3. Cook Supervisor			
4. General Helper			
5. General Help Supervisor			
6. Cashier			
7. Warehouse Attendant			
8. Coordinator			

Groupe 5 : St-Hubert Kitchen	Initial Standing Offer Period			Option Period
	Year 1	Year 2	Year 3	
Resource Category				
1. Cook				
2. Assistant Cook				
3. Cook Supervisor				
4. General Helper				
5. General Help Supervisor				
6. Cashier				
7. Warehouse Attendant				
8. Coordinator				

REGION 2: QUEBEC

Solicitation No. - N° de l'invitation
W/0130-21L500/A
Client Ref. No. - N° de réf. du client
W/0130-21-L500

Amd. No. - N° de la modif.
File No. - N° du dossier
QCL-1-44138

Buyer ID - Id de l'acheteur
QCL056
CCC No./N° CCC - FMS No./N° VME

Group 3a : Kitchen at Valcartier Garrison – Building 505	Initial Standing Offer Period		Option Period
	Year 1	Year 2	
Resource Category			Year 3
1. Cook			
2. Assistant Cook			
3. Cook Supervisor			
4. General Helper			
5. General Help Supervisor			
6. Cashier			
7. Warehouse Attendant			
8. Coordinator			

Group 3b : Kitchens C14 and C18 at the Citadel	Initial Standing Offer Period			Option Period
Resource Category	Year 1	Year 2	Year 3	
1. Cook				
2. Assistant Cook				
3. Cook Supervisor				
4. General Helper				
5. General Help Supervisor				
6. Cashier				
7. Warehouse Attendant				
8. Coordinator				

Group 3c : CC-119 and Camp Vimy Kitchens	Initial Standing Offer Period			Option Period
Resource Category	Year 1	Year 2	Year 3	
1. Cook				
2. Assistant Cook				
3. Cook Supervisor				
4. General Helper				
5. General Help Supervisor				

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6. Cashier			
7. Warehouse Attendant			
8. Coordinator			

Group 4 : Kitchen of the Naval Reserve at Pointe-à-Carcy in Quebec City		Initial Standing Offer Period		Option Period
Resource Category	Year 1	Year 2	Year 3	
1. Cook				
2. Assistant Cook				
3. Cook Supervisor				
4. General Helper				
5. General Help Supervisor				
6. Cashier				
7. Warehouse Attendant				
8. Coordinator				

MULTIPLICATION FACTOR FOR OVERTIME : _____ multiplied by the hourly rate.

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ANNEX "C" - SECURITY REQUIREMENTS CHECK LIST

See following pages

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ANNEX “D” - ELECTRONIC PAYMENT INSTRUMENTS

As indicated in Part 3, clause 3.1.2, the Offeror should complete the information requested below, to identify which electronic payment instruments are accepted for the payment of invoices.

The Offeror accepts to be paid by 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).

ANNEX "E" - INSURANCE REQUIREMENTS

1. The Contractor must obtain Commercial General Liability Insurance, and maintain it in force throughout the duration of the Contract, in an amount usual for a contract of this nature, but for not less than \$2,000,000 per accident or occurrence and in the annual aggregate.
2. The Commercial General Liability policy must include the following:
 - a. Additional Insured: Canada is added as an additional insured, but only with respect to liability arising out of the Contractor's performance of the Contract. The interest of Canada should read as follows: Canada, as represented by Public Works and Government Services Canada.
 - b. Bodily Injury and Property Damage to third parties arising out of the operations of the Contractor.
 - c. Products and Completed Operations: Coverage for bodily injury or property damage arising out of goods or products manufactured, sold, handled, or distributed by the Contractor and/or arising out of operations that have been completed by the Contractor.
 - d. Personal Injury: While not limited to, the coverage must include Violation of Privacy, Libel and Slander, False Arrest, Detention or Imprisonment and Defamation of Character.
 - e. Cross Liability/Separation of Insureds: Without increasing the limit of liability, the policy must protect all insured parties to the full extent of coverage provided. Further, the policy must apply to each Insured in the same manner and to the same extent as if a separate policy had been issued to each.
 - f. Blanket Contractual Liability: The policy must, on a blanket basis or by specific reference to the Contract, extend to assumed liabilities with respect to contractual provisions.
 - g. Employees and, if applicable, Volunteers must be included as Additional Insured.
 - h. Employers' Liability (or confirmation that all employees are covered by Worker's compensation (WSIB) or similar program)
 - i. Broad Form Property Damage including Completed Operations: Expands the Property Damage coverage to include certain losses that would otherwise be excluded by the standard care, custody or control exclusion found in a standard policy.
 - j. Notice of Cancellation: The Contractor will provide the Contracting Authority 30 days prior written notice of policy cancellation or any changes to the insurance policy.

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k. If the policy is written on a claims-made basis, coverage must be in place for a period of at least 12 months after the completion or termination of the Contract.

ANNEX "F" - COVID-19 VACCINATION REQUIREMENT CERTIFICATION – STANDING OFFERS

I, _____ (first and last name), as the representative of _____ (name of business) pursuant to _____ (insert solicitation number), warrant and certify that all personnel that _____ (name of business) will provide on call-up(s) issued against the Standing Offer resulting from this Request for Standing Offers who access federal government workplaces where they may come into contact with public servants will be:

- a. fully vaccinated against COVID-19;
- b. for personnel that are unable to be vaccinated due to a certified medical contraindication, religion or other prohibited grounds of discrimination under the *Canadian Human Rights Act*, subject to accommodation and mitigation measures that have been presented to and approved by Canada; or
- c. partially vaccinated against COVID-19 for a period of up to 10 weeks from the date of their first dose and subject to temporary measures that have been presented to and approved by Canada, immediately after which period the personnel will meet the conditions of (a) or (b) or will no longer access federal government workplaces where they may come into contact with public servants under this Contract;

until such time that Canada indicates that the vaccination requirements of the COVID-19 Vaccination Policy for Supplier Personnel are no longer in effect.

I certify that all personnel provided by _____ (name of business) have been notified of the vaccination requirements of the Government of Canada's COVID-19 Vaccination Policy for Supplier Personnel, and that the _____ (name of business) has certified to their compliance with this requirement.

I certify that the information provided is true as of the date indicated below and will continue to be true for the duration of the Standing Offer and any resulting call-ups (contracts). I understand that the certifications provided to Canada are subject to verification at all times. I also understand that Canada will declare an Offeror or contractor in default, if a certification is found to be untrue, whether made knowingly or unknowingly, during the period of the Standing Offer or call-up (contract). Canada reserves the right to ask for additional information to verify the certifications. Failure to comply with any request or requirement imposed by Canada will constitute a default under the Standing Offer and call-up (contract).

Signature: _____

Date: _____

Optional

For data purposes only, initial below if your business already has its own mandatory vaccination policy or requirements for employees in place. Initialing below **is not** a substitute for completing the mandatory certification above.

Initials: _____

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Information you provide on this Certification Form and in accordance with the Government of Canada's COVID-19 Vaccination Policy for Supplier Personnel will be protected, used, stored and disclosed in accordance with the *Privacy Act*. Please note that you have a right to access and correct any information on your file, and you have a right to file a complaint with the Office of the Privacy Commissioner regarding the handling of your personal information. These rights also apply to all individuals who are deemed to be personnel for the purpose for any resulting Contract and who require access to federal government workplaces where they may come into contact with public servants.

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ANNEX “G” – PERIODIC USAGE REPORTS

Annex “G” – Periodic Usage Reports is available in Excel format and forms an integral part of this document

ANNEX "H" – NOTICE OF NON-COMPLIANCE

Notice of: ☐ non-compliance of offeror personnel ☐ non-compliance of offeror

5. Reasons/motive(s) for notice : (check the appropriate statement and provide details below)

- ☐ The Offeror was unable to provide the personnel requested
- ☐ The Offeror did not supply the required personnel on site on time.
- ☐ The Offeror was unable to replace personnel who did not meet the requirements of the agreement, the request, and/or the call-up.
- ☐ The Offeror does not comply with certain requirements of the agreement or call-up.
- ☐ The invoices do not comply with the terms of the agreement or the call-up.
- ☐ The requested personnel were late
- ☐ The requested personnel do not have the requisite training.
- ☐ The supplied personnel failed to follow the lines of conduct (hygiene rules, etc.).
- ☐ The supplied personnel do not meet the established criteria (dress, behaviour, etc.)
- ☐ A call-up for service has gone unanswered..
- ☐ Other (specify) : _____

Note : The non-compliance issues in bold are serious and could lead to the Offeror being subject to administrative sanctions.

6. Corrective actions taken

- ☐ Replacement of the requested personnel by DND staff
- ☐ Acknowledgment of receipt of a complaint sent to the Offeror's coordinator
- ☐ Other : _____

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7. **Comments :** (Specify the details of the non-compliance and date)

8. **Completed by:** _____ (Name and title in print) **Date :** _____

Signature : _____