

**RETURN BIDS TO:**

## RETOURNER LES SOUMISSIONS À:

**Bid Receiving Public Works and Government  
Services Canada/Réception des soumissions  
Travaux publics et Services gouvernementaux  
Canada  
Pacific Region**

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

### Regional Individual Standing Offer (RISO)

### Offre à commandes individuelle régionale (OCIR)

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

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

## Comments - Commentaires

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

**Issuing Office - Bureau de distribution**

Public Works and Government Services Canada - Pacific  
Region  
401 - 1230 Government Street  
Victoria, B. C.  
V8W 3X4

<b>Title - Sujet</b> HMCS Quadra - Cadet Camp Food Servi HMCS Quadra - Cadet Camp - Food Services	
<b>Solicitation No. - N° de l'invitation</b> W3937-230008/A	<b>Date</b> 2022-06-15
<b>Client Reference No. - N° de référence du client</b> W3937-230008	<b>GETS Ref. No. - N° de réf. de SEAG</b> PW-\$VIC-246-8375
<b>File No. - N° de dossier</b> VIC-2-45007 (246)	<b>CCC No./N° CCC - FMS No./N° VME</b>
<b>Solicitation Closes - L'invitation prend fin</b> <b>at - à 02:00 PM</b> Pacific Daylight Saving Time PDT <b>on - le 2022-06-22</b> Heure Avancée du Pacifique HAP	
<b>Delivery Required - Livraison exigée</b> See Herein – Voir ci-inclus	
<b>Address Enquiries to: - Adresser toutes questions à:</b> Cowie, Angela	<b>Buyer Id - Id de l'acheteur</b> vic246
<b>Telephone No. - N° de téléphone</b> (250)217-2150 ( )	<b>FAX No. - N° de FAX</b> ( ) -
<b>Destination - of Goods, Services, and Construction:</b> <b>Destination - des biens, services et construction:</b> DEPARTMENT OF NATIONAL DEFENCE BUILDING 171, 19 WING COMOX PO BOX 1000, STN MAIN COMOX British Columbia V0R2K0 Canada	
<b>Security - Sécurité</b> This request for a Standing Offer does not include provisions for security. Cette Demande d'offre à commandes ne comprend pas des dispositions en matière de sécurité.	

**Instructions: See Herein**

**Instructions: Voir aux présentes**

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

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## **PART 1 - GENERAL INFORMATION**

### **1.1 Introduction**

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

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

The Annexes include the Statement of Work, the Basis of Payment, the Electronic Payment Instruments, the Federal Contractors Program for Employment Equity - Certification and any other annexes.

### **1.2 Summary**

- 1.2.1** Request for Standing Offer (RFSO) for the provision of food services to the Department of National Defence (DND) at its HMCS Quadra Cadet Training Centre (CTC) in Comox BC Canada in accordance with the requirements detailed herein.

The requirement includes the purchase of food supplies and ingredients, cooking, serving to authorized personnel, and clean-up of the dining facilities and equipment.

The initial period of the Standing Offer (SO) from date of issuance to May 31, 2023 with the option to extend the period of the Standing Offer by up to two (2) additional one (1) year periods under the same conditions.

- 1.2.2** The requirement is subject to a preference for Canadian goods and/or services.

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

**1.2.4** 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.

### **1.3 Security Requirements**

There is no security requirement associated with the issuance of the resulting Standing Offer. However, the delivery of the services procured under this Standing Offer may be subject to security requirements. Any security requirements will be identified in, and the appropriate clauses incorporated into, the resulting call-up.

### **1.4 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.

### **1.5 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.

## **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 (2022-03-29)\_Standard Instructions - Request for Standing Offers - Goods or Services - Competitive Requirements, are incorporated by reference into and form part of the RFSO.

### **2.2 Submission of Offers**

Offers must be submitted only to Public Works and Government Services Canada (PWGSC) Bid Receiving Unit by the date and time indicated in the RFSO.

Offers will not be accepted if submitted directly to the Standing Offer Authority.

### **PWGSC Pacific Region Bid Receiving Unit**

Only offers submitted using the CPC Connect service will be accepted.

The Offeror must send an email requesting to open a CPC Connect conversation to the following address:

[TPSGC.RPReceptiondessoumissions-PRBidReceiving.PWGSC@tpsgc-pwgsc.gc.ca](mailto:TPSGC.RPReceptiondessoumissions-PRBidReceiving.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 a CPC Connect conversation, as detailed in Standard Instructions 2006, or to send offers through a CPC Connect message if the bidder is using its own licensing agreement for CPC Connect service.

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

Offers transmitted by facsimile or 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 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 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:

- a. name of former public servant;
- b. conditions of the lump sum payment incentive;
- c. date of termination of employment;
- d. amount of lump sum payment;
- e. rate of pay on which lump sum payment is based;
- f. period of lump sum payment including start date, end date and number of weeks;
- g. number and amount (professional fees) of other contracts subject to the restrictions of a work force adjustment program.

## 2.4 Enquiries - Request for Standing Offers

All enquiries must be submitted in writing to the Standing Offer Authority no later than June 17, 2022. 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 British Columbia.

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 Bid Challenge and Recourse Mechanisms

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

## PART 3 - OFFER PREPARATION INSTRUCTIONS

### 3.1 Offer Preparation Instructions

The Offeror must submit its bid electronically 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 and Additional Information

Offers transmitted by facsimile or hardcopy to PWGSC will not be accepted.

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

#### Section I - Technical Offer

In their technical offer, Offerors should explain and demonstrate how they propose to meet the requirements and how they will carry out the Work.

#### Section II - Financial Offer

Offerors must submit their financial offer in accordance with Annex "B", Basis of Payment.

##### 3.1.1 Electronic Payment of Invoices - Offer



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

If Annex "I" 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

SACC *Manual* Clause C3011T (2013-11-06), Exchange Rate Fluctuation

## Section III - Certifications and Additional Information

Offerors must submit the certifications and additional information required under Part 5.

## 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.
- (c) The evaluation team will determine if there are two or more offers with a valid Canadian Content certification with the offers coming from two or more Offerors that are not affiliated within the meaning used in the Competition Act, R.S.C., 1985, c. C-34. In that event, only those offers with a valid certification will be eligible to be issued a standing offer; otherwise, all offers will be eligible. If at any point in the evaluation process it is found, whether by determination of invalidity of certifications, determination that offers are non-responsive or withdrawal of offers by Offerors, that there are no longer two (2) or more responsive offers with a valid certification, then all responsive offers will be eligible to be issued a standing offer. Canada may conduct the validation of Canadian content certifications at any time in the evaluation process including doing so concurrently with other steps.

#### 4.1.1 Technical Evaluation

##### 4.1.1.1 Mandatory Technical Criteria

In their technical offer, offerors must demonstrate how they meet all requirements detailed in the Statement of Work at Annex "A", all its appendices, and Annexes "C", "D", "E", "F", and "G".

Offerors must address clearly and in sufficient depth all points that are subject to the evaluation criteria listed below against which the offer will be evaluated.

Simply repeating the statement contained in the offer is not sufficient, unless otherwise specified in the evaluation grid below. 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 offer by identifying the specific paragraph and page number where the subject topic has already been addressed.

The Offeror must provide proof and/or verification of the Mandatory Technical Criteria herein through supporting documentation such as certificate of qualifications and letters of authenticity from industry associations, as applicable.

Failure to provide supporting documentation to verify claims will result in the offer being declared non-responsive.

Canada will not use information submitted to demonstrate Corporate experience (M1) to support compliance of the experience of proposed individual (M2, M3, and M4), and vice-versa. Offerors who do not submit the information in the requested format will be declared non-responsive.

MANDATORY TECHNICAL CRITERIA	For additional information & supporting documentation, refer to page # (Bidder must specify)
<p><b>M1 - CORPORATE EXPERIENCE</b></p> <p>The Bidder must have completed at least one (1) project involving the preparation and serving a minimum of 500 persons with three (3) meals per day for a minimum period of six (6) consecutive weeks, within the last five (5) years<sup>(1)</sup>.</p> <p>To support the evaluation of this criterion, the project details submitted with the bid must clearly include the following:</p> <ol style="list-style-type: none"><li>1. Name of client company;</li><li>2. Project start and end dates (<i>Bidder must use from YYYY/MM to YYYY/MM format</i>);</li><li>3. Detailed description of the types of food services performed; and</li><li>4. Numbers of persons served per meal on a daily basis</li></ol> <p><i>Remark: This is the company's experience, not the experience of the proposed individuals.</i></p> <p><sup>(1)</sup> Time worked on the project(s) must fit between 2017/05 and 2022/05</p>	

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VIC-2-45007

Id de l'acheteur - Buyer ID  
vic246  
N° CCC / CCC No./ N° VME - FMS

MANDATORY TECHNICAL CRITERIA	For additional information & supporting documentation, refer to page # (Bidder must specify)
<p><b>M2 - SITE MANAGER</b></p> <p>The Site Manager is the manager of the contracted staff for the whole of the requirement and responsible for overseeing all operations detailed herein, and serves as the primary point of contact for DND.</p> <p>If Red-Seal certified cook, the Site Manager may also act as the Kitchen Supervisor when the total number of daily diners is less than 150.</p>	
<p><b>M2(a) Site Manager – Proposed individuals</b></p> <p>The Bidder must submit with its bid the Name, Resume and certificates of qualifications of the proposed Site Manager, and alternate, as applicable</p> <p>Bidders are encouraged to submit more than one (1) name with their bid for this position in anticipation of scheduled and unforeseen absences.</p> <p>Individuals proposed for the position of Site Manager may not be proposed for the position of Kitchen Supervisor (Criterion M3) and Other Cooks (Criterion M4) when the total number of daily diners is more than 150.</p> <p>Proposed Individual(s) (<i>Bidder to specify</i>) Minimum of one (1) name required:</p> <p>Principal _____ Red Seal: Yes/No</p> <p>Alternate _____ Red Seal: Yes/No</p>	

MANDATORY TECHNICAL CRITERIA	For additional information & supporting documentation, refer to page # (Bidder must specify)
<p><b>M2(b) Site Manager – Experience</b></p> <p>The Bidder must provide proof of the Site Manager's previous relevant experience in a supervisory or management position of Food Services of similar size and scope as follows:</p> <p><b>M2(b).1</b> The proposed Site Manager must possess a minimum of three (3) years<sup>(1)</sup> of experience as a manager residing in an institutional / commercial kitchen, within the last five (5) years<sup>(1)</sup>;</p> <p><b>M2(b).2</b> AND at least one (1) project involving serving a minimum of 500 persons with three (3) meals per day for a minimum period of six (6) consecutive weeks, within the last five (5) years.<sup>(1)</sup></p> <p>To support the evaluation of this criterion, the individual's resume/information to be submitted with the bid must clearly identify the following for each project:</p> <ol style="list-style-type: none"> <li>1. Name of Client or Employer;</li> <li>2. Project and Position start and end dates (<i>Bidders must use from YYYY/MM to YYYY/MM format</i>);</li> <li>3. Detailed description of the supervisory and management work performed in the position/project; and</li> <li>4. Number of persons served per meal on a daily basis.</li> </ol> <p><i>Remark: This is the individual's experience, not the company's experience.</i></p> <p><sup>(1)</sup> Time worked on the project(s) must fit between 2017/05 and 2022/05</p>	
<p><b>M3 - KITCHEN SUPERVISOR</b></p> <p>The Kitchen Supervisor is a qualified Red-Seal Cook employed by the Contractor to ensure overall quality and delivery of the food services.</p>	

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MANDATORY TECHNICAL CRITERIA	For additional information & supporting documentation, refer to page # (Bidder must specify)
<p><b>M3(a) Kitchen Supervisor – Proposed individuals</b></p> <p>The Bidder must submit with its bid the Name, Resume and a copy of valid Red Seal Professional Cook Certificate for each proposed Kitchen Supervisor, and alternate, as applicable</p> <p>Certificate copy must be legible to clearly show name of issuing Authority, name of certificate holder, certificate number, and date of issuance.</p> <p>Canada reserves the right to request additional information after bid closing to validate this requirement.</p> <p>Bidders are encouraged to submit more than one (1) name with their bid for this position in anticipation of scheduled and unforeseen absences.</p> <p>Individuals proposed for the position of Kitchen Supervisor may not be proposed for the position of Site Manager (Criterion M2) and Cooks (Criterion M4)</p> <p>Proposed Individual(s) (<i>Bidder to specify</i>) Minimum of one (1) name required:</p> <p>Principal _____ Red Seal: Yes/No</p> <p>Alternate _____ Red Seal: Yes/No</p>	

MANDATORY TECHNICAL CRITERIA	For additional information & supporting documentation, refer to page # (Bidder must specify)
<p><b>M3(b) Kitchen Supervisor – Experience</b></p> <p>The Bidder must provide proof of the Kitchen Supervisor's previous relevant experience in the provision of Food Services of similar size and scope as follows:</p> <p><b>M3(b).1</b> The proposed Kitchen Supervisor must have a minimum of two (2) years<sup>(1)</sup> of experience as a Kitchen Supervisor in a kitchen institutional / commercial, within the last five (5) years<sup>(1)</sup>;</p> <p><b>M3(b).2</b> AND with at least one (1) project involving serving a minimum of 500 persons with three (3) meals per day for a minimum period of six (6) consecutive weeks, within the last five (5) years<sup>(1)</sup>.</p> <p>To support the evaluation of this criterion, the individual's resume/information to be submitted with the bid must clearly identify the following for each project:</p> <ol style="list-style-type: none"> <li>1. Name of Client or Employer;</li> <li>2. Project and Position start and end dates (<i>Bidders must use from YYYY/MM to YYYY/MM format</i>);</li> <li>3. Detailed description of the supervisory and management work performed in the position; and</li> <li>4. Number of persons served per meal on a daily basis.</li> </ol> <p><i>Remark: This is the individual's experience, not the company's experience.</i></p> <p><sup>(1)</sup> Time worked on the project(s) must fit between 2017/05 and 2022/05</p>	
<b>M4 - OTHER KITCHEN STAFF</b>	

MANDATORY TECHNICAL CRITERIA	For additional information & supporting documentation, refer to page # (Bidder must specify)						
<p><b>M4 (a) Cooks (other than proposed Site Manager(s) and Kitchen Supervisor(s))</b></p> <p>The Bidder must propose a <b>minimum of three (3) cooks</b></p> <p><b>M4(a).1:</b> Proposed cooks must be registered in a cook apprenticeship program or hold a valid Cook Certificate recognized by the BC Industry Training Authority (ITA) or its equivalency in another Canadian province or territory; and</p> <p>Certificate copy must be legible to clearly show name of issuing Authority, name of certificate holder, certificate number, and date of issuance.</p> <p>Canada reserves the right to request additional information after bid closing to validate this requirement.</p> <p><b>M4(a).2</b> AND must have a minimum two (2) years of experience in a kitchen institutional / commercial within the last five (5) years<sup>(1)</sup> ;</p> <p><b>M4(a).3</b> AND at least one (1) project involving serving a minimum of 200 persons with three (3) meals per day, within the last five (5) years<sup>(1)</sup>.</p> <p>Bidders are encouraged to submit more than three (3) name with their bid in anticipation of scheduled and unforeseen absences.</p> <p>Proposed Individuals (<i>Bidder to specify</i>) Minimum of three (3) names required:</p> <table><tr><td>1. _____</td><td>2. _____</td></tr><tr><td>3. _____</td><td>4. _____</td></tr><tr><td>5. _____</td><td>6. _____</td></tr></table>	1. _____	2. _____	3. _____	4. _____	5. _____	6. _____	
1. _____	2. _____						
3. _____	4. _____						
5. _____	6. _____						

MANDATORY TECHNICAL CRITERIA	For additional information & supporting documentation, refer to page # (Bidder must specify)
<p><b>M4 (a) - CONTINUED Cooks (other than proposed Site Manager(s) and Kitchen Supervisor(s))</b></p> <p>To support the evaluation of this criterion, the individual's resume/information to be submitted with the bid must include the following information for each project:</p> <ol style="list-style-type: none"> <li>1. Name of Employer;</li> <li>2. Proof of cook or apprenticeship registration;</li> <li>3. Project and Position start and end dates (<i>Bidders must use from YYYY/MM to YYYY/MM format</i>);</li> <li>4. Detailed description of food services performed in the position; and</li> <li>5. Number of persons served per meal on a daily basis</li> </ol> <p><i>Remark: This is the individual's experience, not the company's experience.</i></p> <p><sup>(1)</sup> <i>Time worked on the project(s) must fit between 2017/05 and 2022/05</i></p>	
<p><b>M5 – APPROACH AND METHODOLOGY</b></p>	
<p><b>M5 (a) Staffing Plan</b></p> <p>The Bidder must provide with its bid a staffing plan which addresses supervision/staff/hours (at a minimum number of staff and their designated positions to serve each of the following ration strength: 1-50 diners; 51-150; 151-250; 251-499; 500 and more.</p>	

#### 4.1.2 Financial Evaluation

##### 4.1.2.1 Mandatory Financial Criteria

- Bidders must submit their financial bid in accordance with the financial evaluation tables B.3, B.4, B.5, B.6, B.7, and B.8 presented in the Basis of Payment in Annex "B".
- Bidders must submit firm prices and/or rates for all service categories and for each period of the contract (including option years) detailed in the financial evaluation tables. A financial bid addressing only a portion of the requirement will be declared non-responsive.

Failure to meet any of the above instructions and mandatory financial evaluation criteria will result in the Bidder's bid being declared non-responsive and given no further consideration.

##### 4.1.2.2 Evaluation of Price



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

#### **4.1.2.3 Calculation of Evaluated Bid Price**

Refer to Annex "B" – Basis of Payment.

## **4.2 Basis of Selection – Mandatory Technical and Financial Evaluation Criteria**

A bid must comply with the requirements of the bid solicitation and meet all mandatory technical evaluation criteria and financial evaluation criteria to be declared responsive. The responsive bid with the lowest evaluated price will be recommended for award of a contract.

## **PART 5 – CERTIFICATIONS AND ADDITIONAL INFORMATION**

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

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

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

### **5.1 Certifications Required with the Offer**

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

#### **5.1.1 Integrity Provisions - Declaration of Convicted Offences**

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

#### **5.1.2 Additional Certifications Required with the Offer**

##### **5.1.2.1 Canadian Content Certification**

This procurement is conditionally limited to Canadian services.

Subject to the evaluation procedures contained in the request for standing offer, offerors acknowledge that only offers with a certification that the service offered is a Canadian service, as defined in clause A3050T, may be considered.

Failure to provide this certification completed with the offer will result in the service offered being treated as a non-Canadian service.

The Offeror certifies that:

( ) the service offered is a Canadian service as defined in paragraph 2 of clause A3050T.

For more information on how to determine the Canadian content for a mix of goods, a mix of services or a mix of goods and services, consult Annex 3.6, Example 2, of the Supply Manual.

#### **5.1.2.1.1 SACC Manual clause A3050T (2020-07-01) Canadian Content Definition**

#### **5.1.2.3 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 "FCP Limited Eligibility to Bid" list ) available at the bottom of the page of the Employment and Social Development Canada (ESDC) - Labour's website.

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 Status and Availability of Resources**

The Offeror certifies that, should it be issued a standing offer as a result of the Request for Standing Offer, every individual proposed in its offer will be available to perform the Work resulting from a call-up against the Standing Offer as required by Canada's representatives and at the time specified in a call-up or agreed to with Canada's representatives. If for reasons beyond its control, the Offeror is unable to provide the services of an individual named in its offer, the Offeror may propose a substitute with similar qualifications and experience. The Offeror must advise the Standing Offer Authority of the reason for the substitution and provide the name, qualifications and experience of the proposed replacement. For the purposes of this clause, only

the following reasons will be considered as beyond the control of the Offeror: death, sickness, maternity and parental leave, retirement, resignation, dismissal for cause or termination of an agreement for default.

If the Offeror has proposed any individual who is not an employee of the Offeror, the Offeror certifies that it has the permission from that individual to propose his/her services in relation to the Work to be performed and to submit his/her résumé to Canada. The Offeror must, upon request from the Standing Offer Authority, provide a written confirmation, signed by the individual, of the permission given to the Offeror and of his/her availability. Failure to comply with the request may result in the offer being declared non-responsive.

## **PART 6 - FINANCIAL REQUIREMENTS**

### **6.1 Financial Capability**

Canada may, but will have no obligation to: examine the offeror's financial capabilities to determine if they are adequate to meet the requirements of the RFSO.

## **PART 7 - STANDING OFFER AND RESULTING CONTRACT CLAUSES**

### **A. STANDING OFFER**

#### **7.1 Offer**

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

#### **7.2 Security Requirements**

**7.2.1** There is no security requirement associated with the issuance of a Standing Offer. However, the delivery and installation of the goods procured under this Standing Offer may be subject to security requirements. Any security requirements will be identified in, and the appropriate clauses incorporated into the resulting call-up.

#### **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 ( 2022-01-28 ) 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 "H". 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.

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 30 calendar days after the end of the reporting period.

## **7.4 Term of Standing Offer**

### **7.4.1 Period of the Standing Offer**

The period for making call-ups against the Standing Offer is from date of issuance to May 31, 2023 inclusive.

### **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 two (2) periods of one (1) year each 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 days before the expiry date of the Standing Offer. A revision to the Standing Offer will be issued by the Standing Offer Authority.

### **7.4.3 Delivery Points**

Delivery of the requirement will be made to delivery point(s) specified at Annex "A" of the Standing Offer.

## **7.5 Authorities**

### **7.5.1 Standing Offer Authority**

The Standing Offer Authority is:

Angela Cowie  
Supply Specialist  
Public Works and Government Services Canada  
Acquisitions Branch  
Victoria Acquisitions  
Telephone: 250-217-2150  
E-mail: Angela.Cowie@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 Site Authority

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

The Site 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.

### 7.5.3 Offeror's Representative

Name: \_\_\_\_\_

Title: \_\_\_\_\_

Address: \_\_\_\_\_

Telephone: \_\_\_\_\_

Facsimile: \_\_\_\_\_

E-mail address: \_\_\_\_\_

## 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) 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 of the Treasury Board Secretariat of Canada.

## 7.7 Identified Users

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

Department of National Defence.

## 7.8 Call-up Procedures

All Work to be performed under the Call-up will be on an "as and when requested basis" using the Daily Meal Forecast (Refer to Appendix 10 of Annex "A") or similar DND form.

The Work described in the Daily Meal Forecast must in accordance with the scope of the Call-up and the applicable Basis of Payment as specified in the Call-up.

The Contractor must not commence work until a Daily Meal Forecast authorized by DND has been received by the Contractor. The Contractor acknowledges that any work performed before a Daily Meal Forecast has been received will be done at the Contractor's own risk.

## 7.9 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:
  1. PWGSC-TPSGC 942 Call-up Against a Standing Offer
  2. PWGSC-TPGSC 942-2 Call-up Against a Standing Offer - Multiple DeliveryOr  
The DND Daily Meal Forecast form at Annex A, Appendix 10.

## 7.10 Limitation of Call-ups

Individual call-ups against the Standing Offer must not exceed \$750,000.00 (Applicable Taxes included).

Elevated call-ups against the Standing Offer above \$750,000.00 and up to \$ 999,999.00, CDN (applicable taxes included) must be authorized by 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 ( 2022-01-28 ) General Conditions - Standing Offers - Goods or Services;
- d) the supplemental general conditions  
4013 (2021-11-29), Compliance with on-site measures, standing orders, policies  
4014 (2021-11-29), Suspension of the work;
- e) the general conditions 2010C (2022-01-28), General Conditions - Services (Medium Complexity);
- f) Annex A, Statement of Work;
- g) Annex B, Basis of Payment;
- h) Annex C, DND Food Quality Standards
- i) Annex D, DND Food Safety and Defense Program
- j) Annex E, DND Food Safety and Defense System
- k) Annex F – DND National Standardized Cycle Menu (NSCM)
- l) Annex G - DND NSCM Recipe Book
- m) Annex H – Usage Reporting Format
- n) the Offeror's offer(s) dated \_\_\_\_\_ (*inserted upon issuance of Standing Offer*)

## 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).

#### **7.12.3 SACC Manual Clauses**

M3020C (2016-01-28), Status of Availability of Resources - Standing Offer;  
M3060C (2021-05-20), Canadian Content Certification

### **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 \_\_\_\_\_ (*insert the name of the province or territory as specified by the Offeror in its offer, if applicable*).

### **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.

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## 7.2 Standard Clauses and Conditions

### 7.2.1 General Conditions

2010C (2022-01-28), General Conditions - Services (Medium Complexity) apply to and form part of the Contract.

### 7.2.2 Supplemental General Conditions

4013 (2021-11-29), Compliance with on-site measures, standing orders, policies; and  
4014 (2021-11-29), Suspension of the work  
apply to and form part of the Contract.

## 7.3 Term of Contract

### 7.3.1 Period of the Contract

The period of the contract is in accordance with the call-up against the Standing Offer.

### 7.3.2 Delivery Date

Delivery must be completed 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) 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 of the Treasury Board Secretariat of Canada.

## 7.5 Payment

### 7.5.1 Basis of Payment

The Contractor will be paid for the Work in accordance with Annex B, Basis of Payment.

1. Canada's total liability to the Contractor under the Contract must not exceed the value of the call-up. Customs Duties and Applicable Taxes are extra.
2. No increase in the total liability of Canada or in the price of the Work resulting from any design changes, modifications or interpretations of the Work, will be authorized or paid to the Contractor unless these design changes, modifications or interpretations have been approved, in writing, by the Contracting Authority before their incorporation into the Work.

The Contractor must not perform any work or provide any service that would result in Canada's total liability being exceeded before obtaining the written approval of the Contracting Authority. The Contractor must notify the Contracting Authority in writing as to the adequacy of this sum:

- a) when it is 75% committed, or
- b) four months before the contract expiry date, or
- c) as soon as the Contractor considers that the contract funds provided are inadequate for the completion of the Work,  
whichever comes first.



3. If the notification is for inadequate contract funds, the Contractor must provide to the Contracting Authority a written estimate for the additional funds required. Provision of such information by the Contractor does not increase Canada's liability.

#### **7.5.2 Multiple Payments**

*SACC Manual* Clause H1001C (2008-05-12) Multiple Payments

#### **7.5.3 Electronic Payment of Invoices – Call-up**

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

- a. Visa Acquisition Card;
- b. MasterCard Acquisition Card;
- c. Direct Deposit (Domestic and International);
- d. Electronic Data Interchange (EDI);
- e. Wire Transfer (International Only);
- f. Large Value Transfer System (LVTS) (Over \$25M)

### **7.6 Invoicing Instructions**

1. The Contractor must submit invoices in accordance with the section entitled "Invoice Submission" of the general conditions.
2. The Contractor must submit semi-monthly invoices (Refer to Appendix 13 of Annex "A") to DND for services rendered under the Contract for the periods from the first to the fifteenth and from the sixteenth to the last day of each month. Invoices will be based on the information contained in the Certified Daily Ration Entitlement Statement (Refer to Appendix 9 of Annex "A") and the Daily Meal Forecast (DMF) (Refer to Appendix 10 of Annex "A") authorized by DND.

Each invoice must be supported by:

- a. a copy of the Daily Meal Forecast or PWGSC-TPSGC 942 or PWGSC-TPSGC 942-2 authorized by DND ;
  - b. a copy of the time sheets to support the time claimed ;
  - c. a copy of the release document and any other documents as specified in the Contract; and
  - d. a copy of the invoices, receipts, vouchers for all eligible reimbursable expenses.
3. Invoices must be distributed electronically as follows:
    - a. One (1) copy must be forwarded to the Site Authority identified on the Call-up for certification and payment along with all supporting receipts for reimbursable expenses.

### **7.7 Insurance Requirements**

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

### **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.

N° de l'invitation - Solicitation No.  
W3937-230008/A  
N° de réf. du client - Client Ref. No.  
W3937-230008

N° de la modif - Amd. No.  
000  
File No. - N° du dossier  
VIC-2-45007

Id de l'acheteur - Buyer ID  
vic246  
N° CCC / CCC No./ N° VME - FMS

- 
- (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".

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**ANNEX "A"**  
**STATEMENT OF WORK**

**FOOD SERVICES**  
**HMCS QUADRA CADET TRAINING CENTRE (CTC), COMOX, BC**

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Appendix 1 - Quality of Food Services

Appendix 2 - Standard Meal Entitlement Pattern for Dispersed Meals

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Appendix 11 - Sanitation and Safety Requirements

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Appendix 13 – Contractor's Semi-Monthly Invoice

Appendix 14 - Contract Incident Reporting

Appendix 14A - Catering Contract Incident Report

Appendix 14B - Catering Contract Incident Register

Appendix 15 – Estimated Cost of Kitchen Equipment Available by location/building

Appendix 16 – Estimated Annual Rations Forecast

Appendix 16A – Estimated Annual Food Services Rating Forecast

Appendix 16B – Estimated Annual Individual Dispersed Meals Forecast

Appendix 17 – Night Snack Food Entitlement Table

## 1.0 Requirement

To provide Food Services for the Department of National Defense at HMCS QUADRA CTC, Comox, B.C. in accordance with the specifications herein.

### 1.1 *Period of Call-Up*

The Work is to be performed during the period specified in the call-up.

The Work is to be performed during the period of mid-June to end-August inclusive and 'as and when required' from September to May.

### 1.2 *Definitions*

The following definitions apply to the content of the Statement of Work:

- a. **Between Meal Allowance (BMA):** BMA is a supplement authorized for personnel engaged in operational exercises, arduous work and/or exposure to extreme heat or cold, when the diners are precluded from obtaining a refreshment from their designated camp work area, dining facility, non-public food outlet, self-help canteen on camp or in a commercial outlet. BMA, which is 5% of the ration day, will comply with the Between Meal Food Entitlement Table at Appendix 6;
- b. **Cadet Training Centre (CTC):** A period during the summer months of June, July, and August when diner strength is consistently over 300. See Appendix 8 for opening and closing dates;
- c. **Cafeteria Service:** A method of serving food wherein:
  - (1). the diners collect their meals at the serving counter;
  - (2). tables are set with necessary condiments and accessories but not with cutlery, crockery, or glassware; and
  - (3). the diners return their meal tray with cutlery, crockery, glassware, and leftovers to a specified area for drop-off; the drop-off area may be a rack, series of racks or table(s). The diners are responsible for taking the items off the meal tray, separating the requisite recyclables, organic waste and non-recyclables, and leaving the cutlery, crockery, glassware and place the tray on the rack for the Contractor to put through the dishwashing and sanitizing process;
- d. **Catering Services:** From time to time, catering service is requested for special functions, Mess Dinners or coffee breaks;
- e. **Catering Staff:** The Contractor's employees engaged to perform the work;
- f. **Client:** The base, unit or group seeking food services for its personnel;
- g. **Contingency Feeding:** Contingency feeding includes, but is not limited to the provision of meal service outside of normal operating hours in existing locations or the provision of meal service at locations not specified in the Statement of Work. Contingency feeding is typically required on short notice;

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- h. **Contract Management Team (CMT):** Consists of a representative from Base Foods, the Contract Supervisor and a selected representative, who will be present onsite as required;
  - i. **Contractor (Caterer):** The organization responsible for provision of food services, who are the subject of this Statement of Work;
  - j. **Crown:** The Government of Canada;
  - k. **Crown Paid:** Refers to food services which are paid for by the Crown;
  - l. **Customer:** The individual consuming food;
  - m. **Department of National Defence (DND):** For the purpose of this Contract, DND refers to Albert Head CTC;
  - n. **Diner Forecast:** The forecasted number of personnel entitled to receive meals at a given location for a given meal or day;
  - o. **Diner Strength:** The total number of personnel entitled to receive meals;
  - p. **Dining-In Buffet Meals:** A semi-formal meal using Limited Table Service, linen, table cloths, fine crockery, glassware, and cutlery (provided by DND). Meals are prepared by the Contractor for self-service selection by the diners, using serving trays, chafing dishes, and other serving or presentation equipment provided by DND. Meals that include meats which would normally require on-demand carving and serving shall require Contractor's staff to carve and serve;
  - q. **Dispersed Meals:** Meals, hot or cold, provided in the form of box lunches or bulk insulated containers for consumption away from dining facilities. All meals leaving the facility must be cooked. Dispersed meals must not include raw rations. The Contractor must quote separately for a dispersed meal surcharge (if any); The Dispersed Meal Pattern is included at Appendix 2;
  - r. **Entitlement:** The amount of food that a Customer may consume which is Crown Paid, expressed as a dollar value, for a specific Entitlement Period;
  - s. **Entitlement Period:** The period of time for which a Customer is granted an Entitlement;
  - t. **Food Services Contract:** The provision of meals where the Contractor provides the food services staff and managerial services using DND equipment and facilities;
  - u. **Food Services Contract Incident Register:** A register for Incident Reports raised by the CMT or the Contract supervisor documenting the Contractor's deficiencies is recorded with confirmation that satisfactory corrective measures were taken by the Contractor within ten (10) calendar days of the incident. The Catering Contract Incident Register form can be found in Appendix 14B;
  - v. **Food Services Officer (FSO):** Appointed by the Client to liaise with Contractor regarding day-to-day Contract implementation in accordance with the Canada Food Guide for Food Service Industry <http://www.hc-sc.gc.ca/fn-an/food-guide-aliment/index-eng.php>;
  - w. **Full Table Service:** A method of dining room service wherein:

N° de l'invitation - Solicitation No.

W3937-230008/A

N° de réf. du client - Client Ref. No.

W3937-230008

N° de la modif - Amd. No.

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File No. - N° du dossier

VIC-2-45007

Id de l'acheteur - Buyer ID

vic246

N° CCC / CCC No./ N° VME - FMS

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- (1). diners are seated at tables previously set with cutlery, crockery glassware, and condiments in the accepted Mess Dinner fashion;
  - (2). the entire meal is served; and
  - (3). tables are cleared by the Catering Staff;

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- x. **Kitchen Supervisor:** A qualified Red-Seal Cook employed by the Contractor to ensure overall quality and delivery of the food services at each site. The Kitchen Supervisor manages the daily kitchen operations. The Kitchen Supervisor manages the hiring of Cooking Staff and Serving Staff.
- y. **Limited Table Service:** Combination of table/cafeteria service wherein:
- (1). dining tables are set w/ cutlery, crockery, glassware & condiments in standard restaurant fashion;
  - (2). diners collect their meals at the serving counter; and
  - (3). the diners return their meal tray with cutlery, crockery, glassware, and leftovers to a specified area for drop-off; the drop-off area may be a rack, series of racks or table(s). The Contractor is responsible for taking the items off the meal tray, separating the requisite recyclables, organic waste and non-recyclables and processing the cutlery, crockery, glassware and tray through the dishwashing and sanitizing process;
- z. **Light Lunch:** A reduced service offering only available to individuals not on ration strength. Items available for this service will be soup, salad bar, sandwich bar, and beverages only. Diners must pre-purchase meal tickets to access this.
- aa. **Mess Dinners:** Formal meals using Full Table Service. Fine crockery, glassware, linens and cutlery (provided by DND) will be used. Mess Dinners are 5 course meals with additional coffee and cheese plate post meal service;
- bb. **Modified Table Service:** Customers pick up their own food and cutlery from the service lines. Soiled trays, dishes and cutlery are picked up by food service staff and transported by them to the dishwashing area;
- zcc **Preventative Medical Technician (P Med Tech):** Function is to inspect, investigate and report on environmental health, hygiene and sanitation, pest control, occupational health matters, perform preventative medicine control procedures, advise on all preventative medicine aspects, carry out epidemiological investigations and advise on communicable disease control measures, initiate preventative medicine control measures in emergency and disaster response situations, liaise with other health authorities, instruct military and civilian personnel on preventative medicine matters, operate and maintain a wide variety of equipment from pest control to high tech computerized occupational health testing equipment, perform extensive administrative procedures and technical report writing. Inspection reports, based on the Sanitation Evaluation Checklist, Appendix 11B, will be prepared by the P Med Tech and authorized by a Medical Doctor before being actioned to the affected site. Copies of any P Med Inspection Reports must be provided to the Contractor and the CMT;
- dd. **Projected Annual Number of Meals:** The projected number of regular meal days, dispersed hot meals, and box lunches to be used for the purposes of development of proposals by the proponents and to be used by PWGSC for financial evaluation purposes only. This number does not represent a commitment by Canada and is only an estimation of the number of meals which may be requested by DND against this contract. Refer to Appendix 16;
- ee. **Ration:** A total of food for three meals plus morning and afternoon breaks and evening snacks provided to one authorized person for one day. In the context of catering Contracts, the term ration also encompasses all the activities associated with the provision of these meals. Whenever less than three (3) meals are provided to a given diner, the meals have the ration value stated in Annex "B" – Basis of Payment.



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- ff. **Sandwich Bar:** A stand-alone service point for the lunch meal where diners may have made-to-order sandwiches prepared and served by the Contractor, or made available self-serve. The Contractor must provide serving staff dedicated to the Sandwich Bar Lunch Services, Monday to Friday. Not required on weekend services or Breakfast and Supper Services;
- gg. **Self-Serve Meals:** See "Cafeteria Service" in Definitions 1.2c;
- hh. **Service Requirements:** With the exception of Dining-In functions, Mess Dinners and special luncheons, the Contractor must dispense hot food items from the main steam line adjacent to the kitchen during normal Cafeteria Service. When the numbers of diners exceed 150 persons, the Contractor must also dispense hot food items from a secondary steam line upon request by the Client;
- ii. **Site Manager:** the Contractor representative, or designate, responsible for the overall management of the Contract at each site and acts as the Contractor's primary liaison with the CMT.
- jj. **Special Luncheons:** Meals served using Limited Table Service. Tables are set with linens, cutlery, water glasses and jugs, and meals are collected by the diners at a steam line. Standard menu items are dispensed by the Contractor to the diners;
- kk. **Specifications:** Contract specifications for the Supply of Food Services or Food and Food Services;
- ll. **Standard Daily Entitlement:** The dollar value of the prepared food items contained in the Standard Meal Entitlement Pattern (appendix 2) to be provided to a Customer by the Contractor. This dollar value must cover associated operating costs;
- mm. **Standard Meal Item Availability:** Appendix 3, lists the number of types and varieties of choices that must be offered for each meal component (category of food items) of the Standard Meal Entitlement Pattern. The Standard Meal Item Availability is also a tool used to measure how well a food services operation provides "meals that meet diner expectations for nutritional quality and variety according to the guidelines of the *"Canada's Food Guide to Healthy Eating"*. In this context, variety is not essentially determined by the number of choices provided at a meal, but by the variety of choices offered from meal to meal and from day to day over a representative period (week or month). The Standard Meal Item Availability drives the menu of a food services operation. Therefore, it is one of the most visible standards that characterize any CF/DND food services operation and that demonstrate to clients and diners the application of common standards amongst CF DND funded Food Services operations in a static or deployed environment. Therefore, it must be applied consistently to set diner expectations at a sustainable level.
- nn. **Technical Authority:** The person will be the Technical Authority as listed in the Contract, the individual appointed by DND for oversight of all aspects of the Contract and to act as the primary client contact for the Contractor. The Contract Supervisor is available to give specialist advice to ensure that Contract specifications are observed, provides the Caterer with administrative advice, and assists in interpreting the specifications as related to food, food services, sanitation and hygiene. The Contract Supervisor is part of the CMT;
- oo. **Term:** The length of the Contract between DND and the Contractor; and
- pp. **Uncooked Food Supplies:** Uncooked food supplies or a combination of uncooked/cooked food supplies are required from time to time for the purposes of provisioning units or activities

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which will prepare or complete preparations of their own meals outside of normal food service operations;

- qq. **Workplace Refreshment (WR)**: a refreshment available in the workplace in a bulk issue for self-preparation and service for personnel who are precluded from obtaining refreshments from a non-public facility or self-help canteen on camp or from a commercial outlet. Items provided will be in accordance with the Workplace Refreshment Entitlement Table (see Appendix 7).

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### 1.3 Background

- a. Historically, DND has contracted with commercial catering Contractors to provide food services in accordance with its assigned budget and the authorized ration strength for this base.

### 1.4 ***Expectations***

Food service operations must satisfy the following expectations:

- a. be customer focused within the parameters of the SOW;
- b. provide flexible and responsive support to military activities;
- c. provide a good variety of nutritious, wholesome, tasty food choices that are well prepared to the DND Food Safety and Defence Program (see Annex "F"), preferences and cooking styles;
- d. have continuous quality improvement;
- e. provide competitive pricing;
- f. provide timely and courteous service;
- g. reduce administration through automation; and
- h. be cost effective.

## 2.0 **Service Requirements**

### 2.1 ***Standard Requirements***

The Contractor must provide prepared meal items and other food items in accordance with the approved National Standardized Cycle Menu (NSCM) at Annex "H" and Standard Meal Item Availability Table - Appendix 3. The Contractor must acquire, prepare, and cook sufficient quantities of quality, wholesome food items to feed entitled personnel three (3) meals per day in accordance with the Daily Meal Forecast (see appendix 10). Using meal and menu mix forecasting techniques, sufficient quantities of each item must be prepared to ensure that, as much as possible, the last diner has the same choice as the first. Diner serving sizes must meet the Minimum portion Size Standard detailed in Appendix 4.

### 2.2 ***Cafeteria Service***

The dining hall(s) must be Cafeteria Service only, with the exception of Dining-In functions, Mess Dinners and special luncheons. The Contractor must dispense hot food items from the main steam line adjacent to the kitchen during normal Cafeteria Service. When the numbers of diners exceed 150 persons, the Contractor must also dispense hot food items from a secondary steam line upon request by the Client;

**a. Mess Dinners:**

Formal military Mess Dinners may be required each calendar year. These meals normally, but not exclusively, replace the normal evening meal for that specific day. The Contractor must be advised of a Mess Dinner fourteen (14) calendar days in advance and a fixed number of attendees, 24 hours prior to the event. It is anticipated that the food costs for a mess dinner will approximate that of what would be a regular supper ration, however, DND will remain entitled to demand additional food items for Mess Dinners. The Contractor will be reimbursed for the differential food item cost(s) in accordance with Annex "B" - Basis of Payment. These costs must be identifiable and justified by receipts. Cost of cleaning linens used for the provision of Mess Dinners will be the responsibility of DND, as provided elsewhere in the specifications.

**b. Dining-In Buffet Meals:**

Dining-In buffet suppers may be requested. When dining-in buffets are requested as a substitute for a supper meal, they are normally scheduled to commence at 1800 hrs, and conclude at 2000 hrs. Because of the later and longer dining hours, the Contractor may charge up to a maximum of two (2) hours overtime for these functions. The Contractor shall be advised of the requirement fourteen (14) calendar days prior to the event. Dining-in buffet substituting lunch meal shall not entitle the Contractor to surcharge any overtime fees. It is anticipated that the food costs for a Dining-In Buffet will approximate that of what would be a regular meal, however, DND shall remain entitled to demand additional food items for Dining-In buffets. The Contractor will be reimbursed for the differential food item cost(s) in accordance with Annex B - Basis of Payment. These costs must be identifiable and justified by receipts. Cost of cleaning linens used for the provision of Mess Dinners shall be the responsibility of DND, as provided elsewhere in the specifications;

**c. Receptions:**

There is a requirement for receptions that will be held for special occasions and graduation ceremonies. Receptions will require cheese trays, fruit trays, canapés (such as sausage rolls, quiche and other foods not subject to continuous refrigeration), cake, and both hot and cold beverages and will be in addition to the regular meal requirement for that day. The Contractor will be advised of the requirement fourteen (14) calendar days prior to the event. The Contractor is responsible for all material and condiments related to the provision and service of these receptions including paper products. The Contractor will be reimbursed for the reception service charges in accordance with Annex "B" - Basis of Payment

**d. Barbecues (BBQ):**

There is a requirement for BBQ events each calendar year where diners will pick up raw food provided by the Contractor and cook it using the BBQ facilities on site. The Contractor will be advised of the requirement seven (7) calendar days prior to the event. It is anticipated that the food costs for a BBQ reception will approximate that of a lunch or supper ration. User groups on ration strength will have the opportunity to take their normal lunch or supper meal as a BBQ. The Contractor must provide and prepare meals of equivalent value and serving size to that provided in dispersed meals. BBQ receptions are considered to be dispersed meals and associated paper products must be included. If DND requests food items that

result in increased cost, the Contractor will be reimbursed for the differential food item cost(s) in accordance with Annex B - Basis of Payment. These differential costs must be identifiable and justified by receipts.

### **2.3 Requirements for Specified Limited Table Service**

The requirements for specified limited table service are:

- a. Commanding Officer's Table: During the operation of the CTC, this table shall normally accommodate up to fifteen (15) people, with linens, cutlery, water glasses and jugs pre-set for the lunch and supper meal from Monday to Friday only. Diners will collect their meals from the serving counter and the table will be cleared by the Contractor's staff;
- b. Special Luncheons: Occasionally held throughout the year. Tables for groups, with linens, cutlery, water glasses and jugs pre-set for the lunch meal only. Diners will collect their meals from the serving counter and the table will be cleared by the Contractor's staff; and
- b. Provision of the above Specified Limited Table Service(s) must be provided without surcharge over the daily meal rate as stated at Annex "B". Cost of cleaning linens used for the provision of Mess Dinners will be the responsibility of DND, as provided elsewhere in the specifications.

### **2.4 Scope of Services**

The Contractor must provide catering services (food and labour) to DND by:

- a. purchasing and maintaining rations, paper products (minimum 30% post-consumer recycled content, where possible), cleaning supplies (green cleaning products e.g. eco-labelled or Green Seal-certified products, where possible), with the exception of cleaning and dishwasher chemicals provided by DND;
- b. cooking;
- c. serving; and
- d. providing maintenance cleaning.

## **3.0 Meal Services**

### **3.1 Expectations**

The Contractor must operate sufficient food service locations in order to ensure ease of access to food services by Customers. The recommended locations and service styles must provide a high level of customer-focused innovation while being cost effective. Proponents may propose any variety of service formats and styles which they believe will accomplish this objective.

### **3.2 Operational Hours**

- a. Summer Operations (16 Jun – 31 August)

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Monday to Saturday

Early Breakfast 0430 hrs to 0530 hrs (Subject to request by Client)  
Breakfast: 0630 hrs to 0830 hrs  
Lunch: 1115 hrs to 1345 hrs (Can shorten hours dependent on diner forecast)  
Supper: 1700 hrs to 1830 hrs  
Late Supper: 1830 hrs to 1930 hrs (Subject to request by Client)

Sunday:

Early Breakfast: 0430 hrs to 0730 hrs (Subject to request by Client)  
Brunch: 0730 hrs to 1030 hrs  
Lunch: 1115 hrs to 1345 hrs  
Supper: 1700 hrs to 1830 hrs  
Late Supper: 1830 hrs to 1930 hrs (Subject to request by Client)

b. Winter Operations (1 September – 15 June)

7-Days per Week

Breakfast: 0700 hrs to 0800 hrs  
Lunch: 1130 hrs to 1330 hrs  
Supper: 1700 hrs to 1800 hrs

- a. Meals service must be available seven days per week. Dispersed meals may be required on a daily basis (continuous during CTC, and periodically throughout the balance of the year).
- b. Meals will be served at the following location: at Albert Head's CTC's kitchen. Unless otherwise specified the style of service is cafeteria service with self-serve salad, dessert, condiment and beverage bars;
- c. DND reserves the right to amend meal service hours, upon a minimum of 48 hrs notice to the Contractor. Breakfast, lunch, and supper hours may be extended on either side of the normal operational hours as required, with 48 hrs notice to the Contractor. During the summer hour meal timings can change due to operational requirements of Clients. (Hours which are subject to request by Client).
- c. Operations are continuous during the operation of the CTCs (June, July, and August). During the remainder of the year, meal-service is on-demand, and for a variable number of diner strengths. The Contractor will be given minimum seven (7) calendar days' notice of an upcoming service requirement during CTC operations. Confirmed diner strength will be provided by DND 48 hours in advance of the service request. Outside of CTC operations (September to May), the Contractor must respond with "best efforts" should the above notices be less than fourteen (14) calendar days for any requirements. The Performance Standards as described in paragraphs 6.1 to 7.1 must apply with the length of in-advance Diner Strength notice to the Contractor.
- d. For the purpose of invoicing, the work is defined as the single continuous summer operational period, and each individual operation requiring advance notification during the winter period.

**3.3 Unforeseen Operational Requirements**

In the event that, due to emergency operational requirements, food services are required outside of the proponent's proposed hours of operation and result in identifiable additional cost to the Contractor, the Contractor will be reimbursed in accordance with Annex "B" - Basis of Payment.

Exceptions to the above are as follows:

- a. Receptions;
- b. Mess Dinners; and
- c. Dining-In buffet suppers;

#### **3.4 Requirement for additional nourishment**

Operational requirements may result in diners needing extra nourishment under specific situations. DND may request an increase in portion size and quantity of food (as detailed at Appendix 4) based on a percentage of the certified daily ration entitlement. This increase will be implemented using a daily average so that each diner has received the desired increase over a full ration day. The percentage of the increase will be applied to the cost of a full ration day as indicated at Annex "B".

## **4.0 Other Services**

### **4.1 Dispersed Meals**

The Contractor must provide Dispersed Meals in accordance with an approved cyclical menu (Appendix 5). The Contractor must prepare and issue hot bulk meals in the quantity requested and in accordance with an approved menu that complies with the Standard Meal Entitlement Pattern for Dispersed Meals at Appendix 2 and the following:

- a. Only foods which retain their appearance and form with travel and which hold their temperature at safe levels for reasonable periods of time in accordance with the *Food Safety Code of Practice for Canada's Foodservices Industry* are to be used. A card indicating the amount per serving (e.g. pork chops - 1, boiled potato - 2, cookies - 2) is to accompany each issue. Sufficient each menu item must be prepared to ensure that the last diner has the same choice as the first.
- b. Insulated food containers will be supplied to the Contractor by the requesting unit at least two (2) hours before meals are due to be picked up. Inserts for insulated food containers are to be maintained, cleaned and sanitized by the Contractor. The Contractor is responsible for all other material and condiments related to the provision and service of these meals including paper products (boxes, brown bags, disposable KFS, napkins) unless otherwise advised.
- c. To provide and issue, at the time and place requested, quality, individual cold-box meals in the quantity requested and in accordance with the approved cycle menu at Appendix 5. The Contractor is responsible for all packaging materials related to the provision and service of these meals. Each box meal is to be time and date stamped when completely assembled and stamped in French and English with:

A stamp will be provided by DND, which will include the following:

CANADIAN FORCES BOX LUNCH	BOÎTE-REPAS DES FORCES CANADIENNES
UNIT: _____	UNITÉ: _____
DATE OF ISSUE: _____	DATE DE DÉLIVRANCE: _____
PACKED BY: _____	EMBALLÉ PAR: _____
PERISHABLE FOOD – KEEP COOL	DENRÉES PÉRISSABLES – CONSERVER AU FRAIS

Meals are to be held under refrigeration until pick-up. Holding times and temperatures must be in accordance with the *Food Safety Code of Practice for Canada's Foodservices Industry*. Meals are to be picked up by unit and/or individual at each specified food service location.

#### **4.2 Workplace Refreshment**

Workplace refreshments to be provided in bulk form for self-preparation and service by personnel precluded from obtaining refreshments from a non-public source or self-help canteen on camp or from a commercial outlet. Items provided will be in accordance with the Workplace Refreshment Entitlement Table at Appendix 7. The number of Workplace Refreshments to be provided as advised by the Project Authority. The cost of Workplace refreshment must be included in the cost of a full ration day indicated at Annex "B".

#### **4.3 Catering**

From time to time, the Contractor may be requested to provide food services not otherwise described in this Statement of Work for special functions at various locations onsite. This includes catering to such events as formal mess dinners, receptions, VIP coffee breaks, luncheons, sports days, birthday party, etc. The type of function being catered will determine the menu and style of service being provided. Generally, orders will be placed with a minimum of seven (7) days advance notice; however, last minute requirements may arise and the Contractor will be asked to respond to the best of its ability in such cases. This service will be provided on a non-exclusive, as required basis. The Contractor will be paid in accordance with the labour charges and additional food charges provisions detailed in the Basis of Payment at Annex "B". Costs must be identifiable and justified by receipts and time sheets.

#### **4.3 Payment for other services**

Other services pertaining to catering and traditions will be additional to the contract price, on an as required basis in accordance with the basis of payment at Annex "B".

## **5.0 Contractor's Responsibilities**

- a. The Contractor must provide prepared meal items and other food items in accordance with the approved National Standardized Cycle Menu (NSCM) at Annex "G", and Standard Meal Item Availability Table at Appendix 3. The Contractor must acquire, prepare, and cook sufficient quantities of quality, wholesome food items to feed entitled personnel three (3) meals per day in accordance with the Daily Meal-Day Diner Forecast (see appendix 10). Using meal and menu mix forecasting techniques, adequate quantities of each item must be prepared to ensure that, as much as possible, the last diner has the same choice as the first. Diner entitlement is set out in Appendix



2 and 3. Serving sizes must meet Standard Portion Sizes detailed in Appendix 4. Preparation of food and prepared products must be in accordance with the *Food Safety Code of Practice for Canada's Foodservice Industry*.

- b. Food items must be prepared as-close-to serving time as possible, and as a guiding principle, must be made fresh from established recipes and ingredients. The use of pre-prepared "heat-&-eat" foods is highly discouraged. Changes to menu require prior approval from Food Services Technical Authority for minor modifications and Designated DND Authority for any major changes. DND will establish a process to monitor and respond to customer and Contractor requests and comments.
- c. The Contractor must also set in place a mechanism to identify unpopular items on the menu and to submit proposed alternative choices of a similar value to Designated DND Authority or the Technical Authority for approval.
- d. The Contractor must make any changes to the menu to follow the most up to date NSCM, as directed by the CMT, with 14 days' notice of changes. NSCM third choice option may be adjusted seasonally to account for the availability of fresh seasonal food items.

#### **5.1 Menus and Meal Pricing**

- a. The Contractor is expected to offer, as a minimum, menus which conform to the Standard Meal Item Availability Table provided in Appendix 3, and to the Minimum Portion Size Standards specified in Appendix 4. Typical consumption pattern statistics are provided in Appendix 16.
- b. Contractor must offer, at each meal, an all-inclusive meal based on the Standard Meal Item Availability Table provided in Appendix 3, to ensure that Crown paid Customers are guaranteed a full meal within the Entitlement allowance.
- c. Contractor must be able to provide reasonable options to accommodate religious beliefs and reasonable dietary restrictions, and temporary illness brought to its attention by the CMT. No special accommodation requirements will be provided without prior approval from the CMT.

#### **5.2 Equipment and Facilities**

To ensure the health and safety of workers and customers alike, all equipment is to be operated and maintained in accordance with manufacturer's instructions and operating procedures. All safety guards and safety equipment needed to operate the equipment are to be used when operating the equipment.

The Contractor's use of these facilities is limited to functions which pertain directly to servicing DND. The facilities may not be used for other purposes without the prior written consent of the Contract Supervisor.

The Contractor must:

- a. at the commencement of the Contract, reimburse DND for the cost-value of food and paper items which may be in inventory on the day of turn-over. Contractor and DND will mutually complete an inventory list and an extended valuation of the items. Contractor must reimburse DND for the inventory within 30 days;
- b. ensure all kitchen equipment will be listed and shortfalls will be corrected by DND;
- c. note any deficiencies and sign an inventory listing of all DND equipment;

- d. promptly advise the CMT of any equipment malfunction, lack of cleaning supplies, refrigeration failures, problems with heat, electricity, plumbing, sewage, garbage disposal;
- e. properly use the storage facilities for swill and garbage and keep the adjacent areas clean;
- f. operate, maintain and service all equipment in accordance with manufacturer's directions, to prevent any impact on the production capacity of food services equipment and installations;
- g. use safety guards and safety equipment at all times. Manufacturer's instructions, operating manuals or standard operating procedures must be available to staff in the workplace;
- h. ensure all food services staffs operating food service equipment have been instructed on the appropriate use and methods of operating, cleaning and maintaining equipment;
- i. Ensure food services personnel have personal protective equipment (PPE) in good condition and in sufficient quantities required in work area. For example, oven mitts, chain mail gloves, special purpose aprons, etc.;
- j. Return the facility and equipment in the same condition as when they became the Contractor's responsibility, and to the satisfaction of the CMT, at the end of the contract, and/or (as applicable) the end of the operational period (ex. End of summer operations). The Contractor will not be liable for maintenance and repair costs to the equipment and/or buildings resulting from normal and reasonable wear and tear. The Contractor will not be required to prepare kitchen fixtures for dormant storage unless a separate Contract or extension to Contract has been negotiated to cover this work;
- k. Upon expiration of the Contract/early termination/end of operational period (as applicable), transfer material and equipment inventories to DND or to a new Contractor as directed by DND. The Contractor must complete a comprehensive physical inventory of all DND materials and equipment including replacement items held by the Contractor 30 days before Contract/Task Order expiration or termination. The inventory must provide sufficient information for DND to determine whether items will be transferred to a new Contractor or removed from the site;
- l. reimburse DND at the expiration of the Contract for losses, shortages or damages to equipment and facilities (in excess of 5% shortfalls) except as indicated above. The Contractor will be financially responsible for any tableware deficiencies considered by the Contract Supervisor to be attributed to the Contractor's (in)actions or negligence;
- m. Upon expiration of the Contract/early termination/end of operational period (as applicable), perform an inventory check of all DND supplied equipment with the Contract Supervisor or designated alternate. The deficiencies must be recorded and recovery action must be taken prior to the Contractor's departure. DND will provide the Contractor with a written release against further inventory shortages; and
- n. Properly use the equipment and materials provided for box lunch and field meal service by DND.
- o. A detailed list of equipment available for use by the Contractor on site at the DND facility will be established after Contract award. There are male and female washrooms in the facility for Contractor use. There are sufficient numbers of pots, pans, and other required small wares. Diners use crockery, trays and regular cutlery for in-house dining and dispersed meals must be prepared and staged by the Contractor for pick up at this location.

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### **5.3 Food**

The Contractor is responsible for the purchase, receipt, storage, use and safekeeping of food from the time of delivery until it is consumed. Food will remain Contractor property until consumed or disposed of.

Foodstuffs procured for use in the provision of meals and refreshments are to be consistent with the purchase standards set out in existing government and DND standards where and when applicable. This includes DND Food Quality Specifications (FQSs) as per Annex "D". Where standards do not exist, the Contractor is responsible for purchasing food products that are consistent with the quality standards defined for CAF/DND Food Services.

Foodstuffs procured for use in the provision of meals and services are to be distributed in a refrigerated vehicle or containers to locations to maintain proper holding temperatures and to prevent possible contamination in accordance with the *Food Safety Code of Practice for Canada's Foodservice Industry*.

In accordance with the *Food Safety Code of Practice for Canada's Foodservice Industry*, the Contractor must operate and maintain secure, pest-free food storage facilities including facilities for dry goods, frozen and chilled food supplies. The Contractor must implement responsible receiving procedures for food supplies. Stockholdings must sufficiently meet the feeding requirements between two delivery periods. Stock management must optimize the quality and freshness of food stocks, minimize spoilage and waste, and ensure the cost control and security of food stocks.

### **5.4 Small Wares and Linen**

- a. The Contractor is responsible for maintaining the original supply of small wares and linens to the satisfaction of the Contract Supervisor throughout the term of the Contract. Upon the completion of the Contract, the Contractor must return the original inventory of small wares and linens in its original condition and quantities to DND. In the case of equipment, crested wares and silver, this is subject to a normal wear and tear margin of 5%. In the case of linens, the Contractor must return them in the condition in which it was received, less normal wear and tear. DND will pay for the cleaning of linens as they are used, however, the Contractor is responsible for ensuring:
  - i) Linens are used only for authorized DND service as outlined in the Contract; and
  - ii) The Contractor must remain responsible for ensuring that proper inventory counts of linens sent-out for cleaning are subsequently returned.
- b. All equipment is to be serviceable on return. The Contractor will not be held responsible for changes in conditions and/or quantities of materials or equipment resulting from normal wear and tear or through occurrences beyond the Contractor's control. Crockery and flatware must be replaced on a continual basis; therefore, large discrepancies in numbers will not be accepted unless the Contractor can prove that they were beyond his control.

### **5.5 Cleaning and Sanitation**

The responsibilities of the Contractor with respect to the normal and customary cleaning of the food services facilities must be as follows (Refer to Appendix 11, Appendix 11A, Appendix 11B, and Appendix 12):

- 
- a. Kitchens and Serveries: Maintaining all areas of the kitchens and serveries, including floors, walls, windows (inside only), and equipment serving the food services in a clean and sanitary condition to a height of three meters; and
  - c. Dining Areas: Cleaning of all dining areas including floors, carpet vacuuming, walls to a height of three meters, windows (inside only), tables, chairs and garbage bins. Periodic spills during service hours are immediately cleaned up by Contractor.

The contractor must comply with Appendices 11, 11A, 11B and 12.

## **5.6** *Miscellaneous*

The following standards apply:

- a. Refuse and Recycling: The Contractor is responsible for transporting bagged garbage and items destined for recycling relating to the food services to the collection area(s) designated by the CMT;
- d. Long Distance Telephone Charges: The Contractor is responsible for any long distance telephone charges associated with the operation of the food services or made by its personnel;
- c. Reporting: The CMT, or CMT designate (normally the Contract Supervisor), will be the day-to-day contact for the Contractor for overseeing technical aspects of the Contract, quality assurance, and to act as a liaison for Customers;
- d. Regular Consultation: The Contractor's Site Manager must meet regularly with the Contract Supervisor on a mutually agreed date and time, to discuss day-to-day operating issues;
- e. Direct Supervisor: The Site Manager's direct supervisor must meet monthly with the Contract Supervisor and the CMT for the first three months of the contract and as requested by the Contract Supervisor thereafter, to discuss all matters pertaining to the performance of this Contract;
- f. Incident Reports: Contractor must provide these reports as stated herein. (Refer to Appendix 14A and 14B);
- e. Audits: The Contractor will be subject to periodic general service, quality, safety and sanitation audits of the facilities by representatives of DND. The Contractor will be required to provide documentation to Food Svcs as per requirements in the DND Food Safety and Defense Program (Annex "E"). Upon reasonable notice, the Contractor must ensure that its representative is available in connection with such audits. DND will be the judge of the adequacy and completeness of performance and will notify the Contractor of conditions requiring modification or improvement. The Contractor must remedy such deficiencies to the satisfaction of DND within a reasonable time frame agreed upon by DND and the Contractor. The Contractor is subject to inspection at any time. The Contractor must be prepared to host unscheduled P Med Tech inspections; and
- f. Administration: The Contractor must submit semi-monthly invoices (Refer to Appendix 13) to the CMT for services rendered under the contract for the periods from the first to the fifteenth and from the sixteenth to the last day of each month. Invoices will be based on the information contained in the Certified Daily Ration Entitlement Statement (Refer to Appendix 9) prepared by the CMT.
- g. List of references for mandatory compliance:
  - a) Food Safety Code of Practice for Canada's Foodservice Industry ([www.restaurantscanada.org](http://www.restaurantscanada.org))
  - b) Sanitation Code for Canada's Food Service Industry ([www.restaurantscanada.org](http://www.restaurantscanada.org))
  - c) Canada's Food Guide to Healthy Eating (<https://food-guide.canada.ca/en/>)

- d) Canada Labour Code (<http://laws-lois.justice.gc.ca/eng/acts/L-2/page-1.html>)
- e) Canada Occupational Health and Safety Regulations (<http://laws-lois.justice.gc.ca/eng/regulations/SOR-86-304/index.html>)
- f) Canadian Food Inspection Agency (CFIA) Regulations and Policy (<http://www.inspection.gc.ca/food/archived-food-guidance/non-federally-registered/safe-food-production/guide/eng/1352824546303/1352824822033>)
- g) DND Food Quality Standards (see Annex "D")
- h) DND Food Safety and Defense Program (see Annex "E")
- i) DND Food Safety and Defense System (see Annex "F")

Any changes to policies, including above references, will be discussed with the Contractor and reflected in the contract.

## 6.0 Performance Standards

### 6.1 *In-house Dining*

The following standards apply:

- a. Minimum rates of service are: each dinner is served within ten (10) minutes of accessing the dining room during peak diner flow periods, and within five (5) minutes outside of peak periods. Where meal service includes items cooked to order, diners must not wait longer than five (5) minutes between arriving at the service counter and receiving their meal order;
- b. All menu items must be available throughout the meal period a minimum of 90% of time;
- c. Healthy cooking methods are practiced a minimum of 90% of the time, using standardized recipes (Annex "H") for healthy cooking, and they are incorporated in at least one of the main course choices to ensure that healthy choices are available at each meal;
- d. Identify and resolve issues related to non-conformity of the approved menus to ensure a minimum of 95% compliance and successfully address unpopular menu choices no later than the beginning of the next menu cycle a minimum of 90% of the time;
- e. Rates of service must be met for peak periods a minimum of 90% of the time and outside of peak periods a minimum of 95% of the time. Rates of service must also be met for cook to order items a minimum of 90% of the time;
- f. Meal service schedule as listed above is to be met at least 90% of the time;
- g. A major (more than ten (10) minutes) delay in the commencement and/or delivery of meal service will be tolerated only when it results from circumstances outside of the control of the Contractor. Minor delays (less than ten (10) minutes) must not occur more than three (3) occasions in one calendar month;
- h. All food preparation, storage and related areas and equipment are to be maintained to the standard of the *Food Safety Code of Practice for Canada's Foodservice Industry* 100% of the time; and

- h. Tasty and appealing meals are to be available in the quantity requested and prepared in accordance with approved DND National Standardized Cycle Menu (NSCM) at Annex "G", at a minimum of 95% of the time when 48 hours notification is provided, or in accordance with Annex "G", at a minimum of 90% of the time when less than 48 hours notification is provided.

## **6.2 Dispersed Meals**

The following standards apply:

- a. Material and condiments related to the provision and service of these meals must be available in the right quantity at a minimum of 90% of the time;
- b. The right quantity of meals must be available at the required time for pick-up at a minimum of 95% of the time when provided with 48 hours' notice, or at a minimum of 90% of the time when provided with less than 48 hours' notice; and
- c. The Contractor must successfully address issues about schedule adherence, food quality, quantity and safety to prevent re-occurrence as noted by the CMT.

## **6.3 Quality**

The food services must, in all respects, be performed in an efficient, competent and professional manner satisfactory to DND. The cleanliness of the facilities and other sanitary standards must be in accordance with The Sanitation Code for Canada's Foodservice Industry prepared by Restaurants Canada. The officials enforcing such applicable laws and standards must be permitted to inspect the facilities or any portion thereof, or anything in connection therewith at any time during the period of the Contract. The Contractor must ensure that foods are used on a first-in, first out basis to ensure freshness.

## **6.4 Regulations**

DND may make reasonable regulations from time to time relating to the food services, including, without limitation, regulations relating to safety, access to the premises, the time and manner of delivery of supplies, security, security checks, and use and occupancy of the facilities. The Contractor must comply with such regulations. The Contractor must ensure that the catering staff comply with orders and regulations issued by the CMT.

## **6.5 Hazardous Materials**

The Contractor must not bring chemicals or hazardous materials onto the base except as may be necessary in connection with the food services. Any such materials must be transported, labelled, used, stored and any waste in respect thereof must be removed, all in accordance with applicable laws. Further, the Contractor must declare any such materials on Material Safety Data Sheets which must be provided to the base before transport, use or storage of any such materials on the premises. The Contractor must ensure compliance with all Workplace Hazardous Materials Information System (WHMIS) or similar laws applicable to the food services. The Contract Supervisor must advise the Contractor as to the required location within the premises for the Material Safety Data Sheets.

## **6.6 Written Materials**

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Id de l'acheteur - Buyer ID

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All menus and signs provided or made visible to any Customers or potential Customers in connection with the food services must be approved by the Contract Supervisor or CMT prior to their use.



## **6.7 Health and Safety**

The Contractor must adhere to all aspects of applicable health and safety legislation. DND may require any member of the catering staff to provide a medical certificate at any time if there is an applicable medical concern related to the food services contract. Costs and arrangements for medical examinations including X-rays and laboratory analyses are the responsibility of the Contractor.

## **6.8 Customer Feedback**

The CMT will provide a customer feedback system and take follow-up action in accordance with incident register process detailed in Appendix 14B.

# **7.0 Personnel**

## **7.1 Personnel Availability**

The following standards apply:

- a. The Site Manager and Kitchen Supervisor may be required to be available at the site fourteen (14) days prior to commencement of the contract to organize and set up operations with the CMT;
- b. The Site Manager or qualified alternate must be available during daily meal service;
- c. The Contractor must ensure the provision of sufficient qualified management and non-management personnel to efficiently operate the food services at all times; and
- d. The Contractor must ensure that trained relief personnel are available to substitute for regular personnel during absence of personnel for any reason whatsoever.

## **7.2 Contractor Responsibilities**

The Contractor must:

- a. provide an experienced Site Manager, as specified in the Contract, who may also act as the Kitchen Supervisor when the total number of daily diners is less than 150. If acting as Kitchen Supervisor, the Site Manager must be Red-Seal Certified;
- b. provide an experienced Kitchen Supervisor, as specified in the Contract, who must supervise the catering staff and participate in preparation and service of meals. When the total number of diners in any one ration-day equals or exceeds 150, then the Site Manager and Kitchen Supervisor may not be the same individual. The Kitchen Supervisor must be a fully qualified Red Seal Cook. The Kitchen Supervisor or a Red Seal qualified cook is required to taste test meals to ensure quality of meals; and
- c. provide the catering staff the means to meet the CAF standards for meal production and service, hygiene, sanitation and general safety. Food service sanitation and safety specifications are outlined in Appendixes 11 and 12;

- d. provide Workplace Hazardous Materials and Information System (WHMIS) and fire prevention training to Contractor's staff;
- e. maintain personnel training, certification and qualification records on site and available for inspection by the CMT;
- f. provide all personnel with clean, consistent and appropriate uniforms in sufficient quantities to permit a daily change. The Contractor is responsible for laundering these uniforms. The Contractor is responsible for the cleanliness and tidiness of the catering staff. At a minimum, the uniform must include a head covering, shirt or blouse, and pants. Uniform components must be coordinated and professional in appearance. The Contractor must ensure the use of the approved uniforms by its staff at all times. Personnel must also be provided with appropriate Personal Protective Equipment (PPE) by the Contractor, including, without limitation, disposable gloves and aprons;
- g. instruct its personnel not to disclose, remove, photocopy or otherwise duplicate any information or assets belonging to DND found on the premises. The Contractor must take all measures necessary including those issued by the Contract Supervisor to protect secure information and documentation found in the performance of work.
- h. Immediately give notice to the Contract Supervisor of any changes to the nature of the collective bargaining agreement between the Contractor and its personnel should this occur during the Term of the Contract. The Contractor must immediately give notice to the Contract Supervisor of any actual or potential dispute of which it has knowledge, which could or does threaten to delay or adversely affect the food services or other performance by the Contractor of its obligations hereunder. The Contract Supervisor may, without incurring any liability whatsoever to the Contractor, its agents or employees, make arrangements to continue the food services by alternate means during any period of interruption.
- i. The Contractor must provide within three (3) calendar days upon request from DND copies of Food Services standard operating procedures that will govern all food services activities and those of the staff (e.g. food storage, dish washing, preparation and cooking of meals, meal service, housekeeping, staff department, etc.).

### **7.3 Personnel Screening:**

The Contractor will be responsible for screening all potential employees. All costs of screening are the responsibility of the Contractor. DND reserves the right to verify compliance at any time during the period of this Contract.

### **7.4 Mandatory Personnel Requirements:**

#### **7.4.1 Site Manager:**

- a. The Contractor must provide the services of a Site Manager who will be the manager of the contracted staff for the whole duration of the requirement and responsible for overseeing all operations as detailed in the Contract. The Site Manager also serves as the primary point of contact for the CMT. The Site Manager may also act as the Kitchen Supervisor when the total number of daily diners is less than 150. If acting as Kitchen Supervisor, the Site Manager must be Red-Seal Certified.
- b. The Site Manager must possess a minimum of three (3) years of experience as a manager residing in a kitchen institutional / commercial involving 500 persons / per

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meal on a daily basis for a minimum period of six (6) consecutive weeks, within the last five (5) years.

#### **7.4.2 Kitchen Supervisor:**

- a. The Contractor must provide an experienced Kitchen Supervisor who must supervise the catering staff and participate in preparation and service of meals. When the total number of diners in any one ration-day equals or exceeds 150, then the Site Manager and Kitchen Supervisor may not be the same individual.
- b. The Kitchen Supervisor must be a fully qualified Red-Seal Cook (<http://www.red-seal.ca/trades/c.4.4k-eng.html>)
- c. The Kitchen Supervisor or qualified Red Seal Cook is required on the premises during production and service to monitor quality assurance in accordance to applicable references.
- d. The Kitchen Supervisor must have a minimum of two (2) years of experience as a Kitchen Supervisor in a kitchen institutional/commercial involving 500 persons / per meal on a daily basis for a minimum period of six (6) consecutive weeks, within the last five (5) years.

#### **7.4.3 All kitchen and catering staff:**

All kitchen personnel and staff handling or serving food must hold a valid BC Food Safe Level 01 certificate or recognized equivalent from The BC Centre for Disease Control  
<http://www.bccdc.ca/resource-gallery/Documents/Guidelines%20and%20Forms/Guidelines%20and%20Manuals/EH/FPS/Food/FoodHandlerTrngCourseEquivtoFS.pdf> (*link/document available in English only*)

#### **7.4.4 All Contractor Staff**

In addition to the above-noted requirements, and upon request, the Contractor must submit to the CMT the following documents for all personnel:

- a. Proof of Workplace Hazardous Material Information System (WHMIS) training; and
- b. Copy of Criminal Record Check.
- c. Copy of Vulnerable Sector Security Check

## **8.0 Responsibilities of DND**

### **8.1 Existing buildings**

Provide and maintain existing food service building structures to the extent that they currently exist by:

- a. maintaining all grounds in the vicinity of the food service building structures. Providing facilities in a ready and sanitary condition;
- b. providing locks, keys, window grills, bars and other safeguards for the custody of food and equipment deemed advisable by the CMT and satisfactory to the Contractor; and
- c. provide copies of standing orders, fire orders, operating and maintenance instructions for food services facilities.

### **8.2 Equipment and Small Wares**

DND will:

- a. provide copies of standing orders, fire orders, operating and maintenance instruction for kitchen equipment;
- b. provide all existing equipment to the Contractor at the start of the Contract period. DND will purchase any replacement equipment required throughout the Contract period in the event that it is jointly determined that the existing equipment needs replacement. Subject to budget approval.
- c. provide all existing small wares (including crested wares and silver for mess functions) to the Contractor at the start of the Contract period.
- d. provide tableware (china, earthenware, glassware, cutlery, flatware and plastic ware) in amounts to cater to the number being fed.
- e. provide tablecloths for dining rooms, used for special functions.
- f. provide maintenance service for DND kitchen facilities equipment.
- g. ensure the Contractor and the CMT will meet at the outset of the Contract to verify the equipment and inventory. Existing equipment and small wares must be returned to DND in its original condition and quantities at the conclusion of the Contract. In the case of equipment, crested wares and silver, this is subject to normal wear and tear.
- h. at the expiration of the Contract, at DND's sole discretion, the food and paper items which are in inventory the day of the hand-over may be purchased by DND. DND retains the right to decline purchasing the Contractor's inventory (in which case the Contractor is entitled to remove), with no further obligations for that inventory by DND to the Contractor.

### **8.3 Pest control**

DND will:

- a. be responsible for all pest control at the premises; and
- b. rodent/pest control compounds with equipment.

### **8.4 Cleaning and Sanitation**

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The responsibilities of DND with respect to the normal and customary cleaning of the food services facilities will be as follows:

- a. Kitchens and Serveries: DND will be responsible for maintaining all areas of existing kitchens and serveries higher than three meters and for grease traps and ventilation ducts in existing facilities;
- b. Dining areas: DND will be responsible for the cleaning of all existing dining areas above three meters, for carpet shampooing, stripping and refinishing of tile floors, and for the cleaning of window coverings. DND will also be responsible for the cleaning of public washrooms; and
- c. Refuse, Organic Waste and Recycling: DND will arrange for the removal of garbage, organic waste and recycling from the designated locations.

#### **8.5 Building Services for Existing Operations**

DND will:

- a. provide any building services including water, heat, light, electrical power, fuel for kitchen equipment, plumbing, gas and air conditioning required at existing facilities and will be responsible for all related charges, subject to the condition that the food service operations demonstrate compliance with energy conservation measures.
- b. provide adequate storage facilities and removal services for swill and kitchen refuse.

#### **8.6 Transportation of Goods**

DND will provide drivers and vehicles for the transportation of rations and other food items from kitchen and for carrying food to field or other locations for the service of meals as required in Appendix 10.

## Appendix 1 – Quality of Food Services

1. The Contractor must:

- a. Provide meals (including dispersed meals) and snacks in accordance with DND Food Quality Standards (see Annex "D"), and DND National Standardized Cycle Menu (see Annex "G"), and DND NCSM Recipe Book (see Annex "H").

Subject to the consent of the CMT and the Contract Supervisor, only minor modifications to the menus are acceptable, providing that no additional cost is incurred by the DND. Proposals for permanent menu item changes must be sent to the Technical Authority for review and approval. The menu patterns must be followed and comparable standards must be maintained;

b. Ensure that all food preparation/cooking follows:

- (1). standardized recipes (Annex "H"); and
- (2). takes place as close as possible to actual time of consumption;

c. Conduct its services in accordance with the National Standardized Cycle Menu and the Canada Food Guide for Food Service Industry (<http://www.hc-sc.gc.ca/fn-an/food-guide-aliment/index-eng.php>);

d. Present a sufficient quantity of each menu item to satisfy the Minimum Portion Size requirements at Appendix 4. An adequate quantity of each selection on the menu must be prepared to ensure that last diners have the same choice as the first;

e. Provide a menu board by each serving table and one outside the main door (3 menu boards);

f. Provide efficient and pleasant service to the diner according to the meal service schedule, contained in the requisition;

g. Receive and store food supplies properly in accordance with "Food Safety Code of Practice," "The Sanitation Code for Canada's Food Services Industry," and ensure foods are used on a first-in, first-out basis, and minimize wastage;

h. Adhere to DND Food Quality Standards (Annex "D") when procuring rations;

i. To ensure compliance with Federal standards for food safety and food grades, as per current legislation, including the *Meat Inspection Act and Regulations*, meat inspection must meet the **Federal** standard. The procurement of meat or meat products from provincially or municipally inspected facilities is **not** acceptable; and

j. Meat and meat products suppliers must be licensed and inspected by the CFIA to meet the Federal standard. A list of suppliers meeting this standard can be found at Canadian Food Inspection Agency - Food of Animal Origin – Federally Registered Meat Establishments.  
<https://laws-lois.justice.gc.ca/eng/regulations/SOR-2018-108/index.html>

## Appendix 2 – Standard Meal Entitlement Pattern for Dispersed Meals

Dispersed meals must be produced using foods that travel well and can tolerate being held at the required temperature for reasonable periods of time in approved CAF containers. A card indicating the amount per serving (for example, pork chop - 1; boiled potato - 2 pieces; cookies - 2) must accompany each meal.

The quantity for main protein dish and starch choice must be **10% greater** for dispersed/infrequent hot meals than for regular meals served in the dining room.

Hot meals must offer the standard items as described in Table A-2 below.

Vegetarian box lunches must contain a minimum 23-29 grams of protein, which can be achieved in a variety of ways including protein sandwich replacements (e.g. egg salad sandwich), salads (e.g. bean salad), and snacks (e.g. nuts, cheese).

**Table A-1: Standard Meal Entitlement Pattern for Hot Meals**

Breakfast	Lunch / Supper
Same as Regular meal pattern	Soup Main protein dish Starch item Vegetable Tossed salad, coleslaw and assorted raw vegetables Fresh fruit One prepared or baked dessert Bread or rolls and butter or margarine Two beverages Appropriate condiments

Cold meals must be offered using the guidelines as described in Table A-2 below.

**Table A-2: Standard Meal Entitlement Pattern for Cold Meals**

Box Breakfast	Box Lunch /Supper
1 fruit (1 piece or 175 ml canned fruit) 1 juice (250 ml) Individual cereal with 250 ml milk 2 Eggs Breakfast meat (45 grams), cheese (30 grams) or yogurt (175 ml) 2 breakfast bread products. (Note: at least one bread product must be whole grain). -Condiments  Note: a breakfast wrap (115 grams) may be used in place of egg, breakfast meat and bread product.	-2 sandwiches - 1 of sliced solid meat (90 g meat, less than 5 grams of fat and less than 1,000 mg of sodium per serving) and 1 with a mixed filling (110 grams filling) Or 1 sandwich with a mixed filling e.g. tuna, salmon, egg, etc. (110 grams filling) and 1 solid meat item with a roll (90 grams meat less than 5 grams of fat and less than 1,000 mg of sodium per serving) Or 1 cold plate with sliced meats that are from a <u>federally inspected source and CFIA approved</u> , with 2 rolls (90 grams meat) (Note: at least one bread product must be whole grain.) -Vegetable salad and assorted raw vegetables (125 ml)

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Box Breakfast	Box Lunch /Supper
	<p>Note: if salad is rice, pasta or potato, an additional serving of vegetables must also be provided.</p> <p>-Condiments including at least 1 low-calorie/reduced fat condiment (e.g. mustard)</p> <p>-Fresh or canned fruit (1 piece fresh or 175 ml canned)</p> <p>-1 dessert or pocket supplement (e.g. granola bar or cookies) IAW portion size standard</p> <p>-1 milk and 1 juice (250 ml each). Milk may be substituted with another juice of a different variety.</p> <p>Note: canned pop and bottled water are not permitted.</p> <p>Note: potato chips and chocolate bars are not permitted.</p>

Note: The following condiments/accompaniments must be included in each box lunch:

- (1). box lunch box/bag;
- (2). plastic fork;
- (3). plastic spoon;
- (4). plastic knife;
- (5). paper napkin;
- (6). individual salt;
- (7). individual pepper;
- (8). individual mustard portion;
- (9). individual mayonnaise portion; and
- (10). vegetable sticks will have an individual ranch dressing portion.



## Appendix 3 – Standard Meal Item Availability Table

### Appendix 3A – Healthier Choice Entrées

Category	Meal Item Availability Standard	Definition/ Specification/ Healthier Choices based on grams, % Daily Value (DV) etc. as per product nutritional labels
<b>BREAKFAST</b>		
<b>Fruit</b>	6 - 8 varieties IAW season	May include a maximum of 2 canned and 1 dried varieties. The remainder should be ripe and cut when possible/required. Canned fruit: in fruit juice, water or light syrup. Fresh, frozen without added sugar.
<b>1 Healthier Choice Breakfast Item</b>	One of Hot cereal, or Muffin, Breakfast Sandwich, or Breakfast Parfait. (Counts as choice in corresponding menu category, i.e. healthier choice muffin counts as one of Baked Bread Products)	<p>Healthier Criteria:</p> <p>Hot cereals: 1 serving (175ml)</p> <ul style="list-style-type: none"> <li>Sodium: 140mg</li> <li>Sugar: No added sugar</li> <li>Sweetener: No added sweetener</li> <li>Fibre: Minimum of 3 grams</li> <li>Fat: No more than 30% of calories from fat</li> </ul> <p>Muffins:</p> <ul style="list-style-type: none"> <li>Fat: No more than 30% of calories from fat</li> <li>Fibre: A minimum of 2.5g</li> </ul> <p>Breakfast Sandwiches:</p> <ul style="list-style-type: none"> <li>Fat: Less than 15 g</li> <li>Trans fat: 5% or less of total fat</li> <li>Sodium: A maximum of 800 mg</li> <li>Fibre: A minimum of 3g</li> </ul> <p>Breakfast Parfait:</p> <ul style="list-style-type: none"> <li>Fibre: A minimum of 2g of fibre</li> <li>Sugar: Less than 21g (lactose accounts for approx. 12g, fruits for 4.5g and granola for 4.5g)</li> </ul>

Category	Meal Item Availability Standard	Definition/ Specification/ Healthier Choices based on grams, % Daily Value (DV) etc. as per product nutritional labels
<b>Entrée</b>	Eggs any style;  Cereals: 5 varieties Cold;  1 hot variety; and  1 breakfast entrée	Cooked with little or no fat.  A minimum of 4 varieties must have: <ul style="list-style-type: none"> <li>• a minimum of 3 grams of fibre;</li> <li>• a maximum of 12 g of sugar (may exceed 12 g of sugar if high fibre cereal containing dried fruit);</li> <li>• Contains 10% or more of the DV of one of vitamin A, C E, calcium, magnesium, potassium or iron; and</li> <li>• No more than 30% of calories from the total fat.</li> </ul> Hot cereal with no added sugar (may include instant hot cereal mix with no sugar (e.g. Instant Regular Oatmeal)). E.g. pancakes, French toast, waffles, etc. (during preparation use ½ whole grain or whole wheat flour or use whole grain whole wheat toast).
<b>Meats</b>	1 - 2 hot breakfast meats; and  2 cold meats or 1 cold meat and 1 meat spread	E.g. bacon, ham, sausage, back bacon.  One meat must be: <ul style="list-style-type: none"> <li>• Lean meat (less than 5 g fat/serving or less than 10% DV for fat/serving); and</li> <li>• Reduced sodium varieties or less than 480 mg/serving.</li> </ul>
<b>Cheese/Yogurt</b>	2-3 varieties of cheese; and  4 varieties of yogurt	To include a minimum of 2 with: <ul style="list-style-type: none"> <li>• Milk Fat (M.F.) 2% or less (Usually labelled low-fat, fat-free or made with skim milk); and</li> <li>• At least 15% of DV for Calcium/175g.</li> </ul> To include a minimum of 2 with M.F. 2% or less and 10% DV of Calcium
<b>Starch</b>	1 - 2 breakfast starch items	E.g. baked beans, potatoes. Both choices to be prepared with little or no fat.
<b>Vegetable</b>	1 breakfast vegetable	E.g. sliced tomatoes, stewed tomatoes, etc.

Category	Meal Item Availability Standard	Definition/ Specification/ Healthier Choices based on grams, % Daily Value (DV) etc. as per product nutritional labels
<b>Bread Products</b>	1 – 3 baked products; and  2 - 4 varieties of sliced bread	E.g. bagels, English muffins, muffins, sweet buns, etc. One of 3 must be freshly baked. One must be: <ul style="list-style-type: none"> <li>whole grain containing a minimum of 2.5 g of fibre per serving.</li> </ul> One must be low-fat/high fibre containing: <ul style="list-style-type: none"> <li>less than 30% of calories from fat; and</li> <li>a minimum of 2.5 g of fibre per serving.</li> </ul> Minimum of 50% of choices offered must be: <ul style="list-style-type: none"> <li>whole grain with a minimum of 2.5 g of fibre per slice. Choose items that list the grains as the first or second ingredient.</li> </ul>
<b>Beverage</b>	3 hot beverages;  Fruit juice: 2 - 3 varieties;  Vegetable juice/blends: 1 - 2 varieties;  Dairy (2 - 3 varieties);  Optional: fruit flavoured drinks; and (0 - 2 varieties)  Non-dairy beverages, up to 2 varieties, if required	Tea (regular, decaffeinated, herbal), Coffee (regular, decaffeinated) and Hot Chocolate.  All fruit juice must be from 100% juice or juice concentrate No more than one fruit juice may have added sugar, such as cranberry cocktail. One choice must be less than 480mg sodium/250ml.  A minimum of one must be skim milk or 1% M.F.  If provided, to include a maximum of 2 flavours. <ul style="list-style-type: none"> <li>Must contain 24 - 48 mg of vitamin C per 100 ml of ready to serve portion.</li> </ul> Fortified Lactose-free containing calcium, vitamin D and vitamin A. (e.g. soy beverage).  Note: <ul style="list-style-type: none"> <li>Where potable water is available, bottled water will not be provided;</li> <li>Canned soda pop, sports drinks, energy drinks, thirst quenchers, flavoured/sparkling/fortified bottled water products are not authorized; and</li> <li>Single item hot beverage dispenser products are not authorized.</li> </ul>

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Category	Meal Item Availability Standard	Definition/ Specification/ Healthier Choices based on grams, % Daily Value (DV) etc. as per product nutritional labels
<b>Condiments</b>	2 types of spreads; and  3 - 5 varieties jam/jellies  plus:  -honey -syrup -butter and/or margarine -ketchup -mustard -mayonnaise -hot sauce -meat sauce (e.g. HP, plum sauce, BBQ sauce etc.	E.g. peanut butter, chocolate nut spread, cheese spread, etc.  Offer a variety or regular and reduced sugar/fat varieties.  Condiments should match the entrées provided.
<b>LUNCH AND SUPPER</b>		
<b>Soup</b>	2 soups	One Healthier Choice IAW National Standardized Cycle Menu recipes containing: <ul style="list-style-type: none"> <li>• Maximum of 3 g of Fat (target trans fat content of less than 5% of total fat);</li> <li>• Maximum of 480 mg of sodium (Na); and</li> <li>• 2 g or more Fiber or at least 5% of the DV for Vitamin A or Vitamin C or iron or calcium or folate.</li> </ul> One hearty choice (may be pre-prepared) (e.g. chowder).
<b>Crackers</b>	1-2 types	To be served with soup.

Category	Meal Item Availability Standard	Definition/ Specification/ Healthier Choices based on grams, % Daily Value (DV) etc. as per product nutritional labels
<b>Healthier choice</b>	Healthier Choice entrée;	One Healthier Choice IAW the NSCM recipes containing: <ul style="list-style-type: none"> <li>• Maximum of 400 Calories (kcal);</li> <li>• Maximum of 15 grams (g) of Fat (Max 5 g Saturated Fat, 10 g unsaturated fat); and</li> <li>• Maximum of 600 milligrams (mg) Sodium (Na).</li> </ul>
<b>Vegetarian Protein Choice</b>	Vegetarian entrée;	One Vegetarian choice IAW the NSCM recipes. In the event of an unforeseen substitution, a good source of protein such as dairy or egg products or other protein sources must be provided IAW Chapter 6.
	3 <sup>rd</sup> Entrée; and	Local choice IAW operational requirements and BFC
	3-5 varieties of sandwich fillings (optional at supper depending on location/demand/labour)	<p>1-2 mixed filling (e.g. tuna, salmon, egg, etc).</p> <p>2-3 sliced meats or one sliced meat and one meat alternative with at least 1 containing:</p> <ul style="list-style-type: none"> <li>• Fat: No more than 15 g (meat &lt; 5 g, fish &lt; 8 g)</li> <li>• Sodium: Less than 960 mg</li> <li>• Fibre: More than 4 g</li> <li>• .</li> </ul> <p>A variety of regular, low calorie/fat condiments must be available</p> <p>Cheese:</p> <ul style="list-style-type: none"> <li>• at least 15% DV of calcium; and</li> <li>• less than 20 % M.F. (labelled as low-fat, fat free or made with skim milk).</li> </ul> <p>2-3 varieties of sliced bread, one must be:</p> <ul style="list-style-type: none"> <li>• whole grain containing a minimum of 2.5 g of fibre per slice. Choose items that list the grains as the first or second ingredient.</li> </ul> <p>1-2 specialty bread (e.g. roll/bun, flat bread, sliced bread, tortilla wrap, etc.) One choice must be a whole grain containing:</p> <ul style="list-style-type: none"> <li>• a minimum of 2.5 of fibre per serving; on rotation.</li> </ul>

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Category	Meal Item Availability Standard	Definition/ Specification/ Healthier Choices based on grams, % Daily Value (DV) etc. as per product nutritional labels
<b>Starch</b>	2 starch items	<p>One at either lunch or supper must be:</p> <ul style="list-style-type: none"><li>• whole grain with at least 1.5 to 2 g of fibre;</li><li>• low sodium; and</li><li>• low-fat.</li></ul> <p>NSCM recipes will meet these criteria.</p> <p>When two choices are offered that do not the above criteria, one must be prepared with little or no fat</p>
<b>Vegetables</b>	2 cooked vegetables	<p>At least one prepared with little or no fat or salt.</p> <p>Offer at least one dark green and one orange vegetable daily Strat J4 Food Svcs website provides a list of Dark Green and Orange vegetables. Vegetable mixes containing dark green or orange vegetable do not meet the criteria unless they are on the list provided on the Strat J4 Food Svcs website.</p>
<b>Salads</b>	Salads	Selection of salads as per the Salad Bar standard below.
<b>Fruit</b>	6- 8 varieties IAW season	<p>May include a maximum of 2 canned and 1 dried varieties. The remainder should be ripe and cut when possible/required.</p> <p>Canned fruit: -in fruit juice, water or light syrup.</p> <p>Fresh, frozen without added sugar.</p>

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Category	Meal Item Availability Standard	Definition/ Specification/ Healthier Choices based on grams, % Daily Value (DV) etc. as per product nutritional labels
<b>Dessert</b>	<p>1-2 prepared desserts;</p> <p>1-2 baked desserts;</p> <p>Optional - Ice cream/frozen yogurt (1 - 2 flavours); and</p> <p>Yogurt (4 flavours)</p>	<p>At least one healthier prepared dessert containing (according to nutrition label for prepared products) <u>Must meet at least 3 of the following:</u></p> <p><u>Calories:</u></p> <ul style="list-style-type: none"> <li>• <u>No more than 200 calories (with no more than 30% of calories from fat)</u></li> <li>• <u>Trans fat: A maximum of 2% of total fat</u></li> <li>• <u>≤ 10% calories from saturated fat</u></li> <li>• <u>Fibre: A minimum of 2g</u></li> <li>• <u>≤ 10g of sugar</u></li> <li>• <u>Sodium: No more than 200mg</u></li> <li>• <u>At least ½ serving of fruit/vegetables</u></li> </ul> <p>Strat J4 Food Svcs will provide some recipes/pre-prepared products that meet these standards.</p> <p>At least one healthier baked dessert containing 2g fiber or more. Strat J4 Food Svcs will provide some recipes.</p> <p>To include a minimum of two with M.F. 2% or less and 10% DV of calcium.</p>
<b>Bread Products</b>	<p>2 - 4 varieties of sliced bread; and</p> <p>1 - 2 types of specialty bread products</p>	<p>Minimum of 50% of choices offered must be whole grain with a minimum of 2.5 g of fibre per slice. Choose items that list the grains as the first or second ingredient</p> <p>E.g. bagels, pita bread etc.</p> <p>One choice must be whole wheat containing a minimum of 2.5 g of fibre per serving. The Strat J4 Food Svcs website provides a list of common whole grain products.</p>

Category	Meal Item Availability Standard	Definition/ Specification/ Healthier Choices based on grams, % Daily Value (DV) etc. as per product nutritional labels
<b>Beverage</b>	<p>3 hot beverages;</p> <p>Dairy (2 - 3 varieties);</p> <p>Fruit juice (2- 3 varieties);</p> <p>Veg juice (1 - 2 varieties);</p> <p>Non-dairy beverages, up to 2 varieties, if required;</p> <p>Optional: fruit flavoured drinks (0- 2 varieties); and</p> <p>Optional: pop (0 - 4 varieties)</p>	<p>Tea (regular, decaffeinated, herbal), Coffee (regular, decaffeinated) and Hot Chocolate.</p> <p>A minimum of one must be skim milk or 1% M.F.</p> <p>All fruit juice must be from 100% juice or juice concentrate No more than one fruit juice may have added sugar, such as cranberry cocktail.</p> <p>One choice must be less than 480mg sodium/250ml.</p> <p>Fortified Lactose-free containing calcium, vitamin D and vitamin A. (e.g. soy beverage).</p> <p>If provided, to include a maximum of 2 flavours.</p> <ul style="list-style-type: none"> <li>Must contain 24 - 48 mg of vitamin C per 100 ml of ready to serve portion.</li> </ul> <p>If provided, to include a minimum of one low-calorie variety and a maximum of 4 flavours.</p> <p>Note:</p> <ul style="list-style-type: none"> <li>Where potable water is available, bottled water will not be provided;</li> <li>Canned soda pop, sports drinks, energy drinks, thirst quenchers, flavoured/sparkling/fortified bottled water products are not authorized; and</li> <li>Single item hot beverage dispenser products are not authorized.</li> </ul>
<b>Category</b>	<b>Meal Item Availability Standard</b>	<b>Definition/ Specification/ Healthier Choices based on grams, % Daily Value (DV) etc. as per product nutritional labels</b>
<b>SALAD BAR (Offered during lunch and supper meals)</b>		
<b>Leaf Salads</b>	<p>1 leaf salad without dressing; and</p> <p>Optional: 1 other salad that may contain dressing/ ingredients</p>	<p>Leafy salad greens/mixes only.</p> <p>E.g. Caesar salad, garden salad, etc.</p>
<b>Raw Vegetables</b>	6-8	E.g. radishes, green onions, celery sticks, carrot sticks, turnip sticks, sliced cucumber, tomato wedges, mushrooms, sliced zucchini, green/red pepper, broccoli, cauliflower, etc.



Category	Meal Item Availability Standard	Definition/ Specification/ Healthier Choices based on grams, % Daily Value (DV) etc. as per product nutritional labels
<b>Marinated and /or Starch Salad</b>	2 Vegetable, Bean, or Lentil; and 1 Starch	Ensure a variety at each meal. At least one choice must contain: <ul style="list-style-type: none"> <li>less than 15% of calories from saturated and trans fat/100g;</li> <li>Less than 7.4g fat/100g; and</li> <li>Less than 240mg salt/100g.</li> </ul> Some healthier choice recipes will be provided
<b>Cheese</b>	2-3 types of cheese	At least one hard choice and one soft cheese choice. At least one choice must contain: <ul style="list-style-type: none"> <li>Milk Fat (M.F.) 2% or less (Usually labelled low-fat, fat-free or made with skim milk); and</li> <li>At least 15% of DV for Calcium/175g.</li> </ul>
<b>Vegetarian Protein</b>	1 vegetarian protein choice	E.g. chick peas, other legumes, egg, hummus, tofu, etc. (this is in addition to the Vegetarian Protein Choice entrée.)
<b>Pickles/Olives</b>	2 - 3 varieties of pickles/olives	E.g. olives, beets, onions, dill pickles, gherkin pickles, etc.
<b>Condiments</b>	2 types of spreads; and plus: -honey -syrup -butter and/or margarine -ketchup -mustard -mayonnaise -hot sauce -meat sauce (e.g. HP, plum sauce, BBQ sauce etc.	E.g. peanut butter, chocolate nut spread, cheese spread, etc.  Offer a variety or regular and reduced sugar/fat varieties.  No more than 3 types of meat sauce to be offered and will complement the entrées provided.  .

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### ***Appendix 3B – Snack Menu Pattern***

1. Morning and Afternoon Snack:

- a. One (1) beverage and one (1) food item per person must be served. At least two beverages and two food items must be offered and the selection must be varied from day to day;
- b. Beverages may be tea, coffee, hot chocolate, chocolate milk, partially skimmed milk, fruit beverages; and
- c. Food items may be fresh fruit, cookies, muffins, sticky/cinnamon buns, doughnuts, granola bars, cheese and crackers.

2. Evening Snack:

- a. Beverages and two food items per person must be served;
- b. Tea and coffee will be served as well as at least two of the following: partially skimmed milk, chocolate milk, hot chocolate, fruit beverage; and
- c. Food items must include sandwich materials (see note) and a minimum of one of the following food items: fresh fruit, cookies, cakes, muffins, squares, pies, doughnuts, cheese and crackers.

NOTE: Sandwich material in bulk (butter, margarine, bread, rolls, cheese, cheese spread, cold cuts, peanut butter, jelly, jam) must be offered. Additionally the Contractor may serve (if available) cold leftovers from the day's regular service as a substitute for one of the food items during the evening snack.

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## Appendix 4 – Minimum Portion Size Standard

Portion Size Standard	
<b>Breakfast</b>	
Eggs, large	2 each
Ham/Back Bacon	45 g (raw)
Bacon	3 slices (40/48 slices per kg raw)
Sausages	2 each (12/500 g raw)
Hot cakes	2 X 90 ml ladles of batter
French toast	2 slices
Cereal w/milk - hot	175 ml (cooked) plus 125 ml of milk
- cold	1nd pkg or 250 ml plus 125 ml of milk
Cheese	30 g
Muffin	1 each (130 g)
Bagel	1 each (110 g)
Croissants	1 each (60 g)
Toast/bread	2 slices (each 35 g)
<b>Lunch and Supper</b>	
Soup	250 ml
Steaks and chops (bone in)	250 g (raw)
Chicken pieces (bone-in)	275 g (raw)
Steak (boneless)	225 g (raw)
Boneless meat/poultry	150 g cooked (180 g raw)
Fish (steaks, fillet)	150 g (raw)
Fish (battered)	150 g (cooked)
Stews	300 g (cooked) (250 ml ladle)
Casserole dishes	300 g (cooked) (250 ml ladle)
Pasta w/ sauce (main entrée)	150 g of pasta, 175 ml of sauce
Three decker sandwich	1 each (90 g of meat total)
Hamburger	1 each (167 g raw)
Hot dog	80 g (2 ea @ 40 g or 1 ea @ 80 g)
Pizza	1 each (1/6 of a 40 cm diameter pizza) 240 g
Tacos	2 each
Burritos	1 each (150g)
Submarine (15 cm long)	1 each (90 g sliced meat or 110 g mixed filling)
Sandwich	1 each
Sandwich filling - salad	110 g
Sandwich filling - sliced meat	90 g
Sliced meat – for cold plate	90 g
Starch Item - potatoes, rice, pasta	125 g (cooked) (2 ea 125 ml spoon, 2 ea #16 scoop)
Vegetables	90 g (125 ml spoon)
Salad Items	6" bowl or 8" plate
Canned fruit	175 ml
Fresh fruit (individual)	1 each
Fresh grapes/berries/sliced fruits	125 ml or 90 g
Pudding	125 ml
Gelatin dessert	125 ml
Ice cream	125 ml

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Portion Size Standard	
Fruit yogurt	175 ml
<b><i>Lunch and Supper(continued)</i></b>	
Cake	1 piece (5 cm X 5 cm X 7 cm)
Pie	1 piece (1/8 of a 22 cm diameter pie)
Squares	1 piece (5 cm X 5 cm X 2.5 cm)
Cookies (7.5 cm diam.)	2 each
Cookies (12.5 cm diam.)	1 each
Doughnuts / Sweet Buns	1 each
Bread	1 slice (35 g)
Dinner Roll	1 each
<b><i>Beverages</i></b>	
Juice	250 ml
Milk (2%, 1%, skim, choc, non-dairy)	250 ml
Fruit Drinks	250 ml
Pop	250 ml
Hot Beverages	250 ml

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## Appendix 5 – Three Week Box Lunch Cycle Menus

### Week #1

Monday	Tuesday	Wednesday	Thursday
Tuna Salad on Brown Smoked Turkey on White Macaroni Red Delicious Apple Oreo Cookies 2% Milk Tetra Juice Nutri-Grain Bar	Egg Salad on Multigrain Black Forest Ham on White Vegetable Sticks Fruit Cup Choc Chip Cookies 2% Milk Tetra Juice Nutri-Grain Bar	Smoked Chicken on Brown Salmon Salad on Cheese Bun Potato Orange Fudge-O Cookies 2% Milk Tetra Juice Nutri-Grain Bar	Honey Ham w/ Cheese on White Chicken Salad on Wrap Coleslaw Fruit Cup Choc Chip Cookies 2% Milk Tetra Juice Nutri-Grain Bar
Friday	Saturday	Sunday	
Smoked Turkey on Brown Tuna Salad on White Asian Noodle Granny Smith Apple Oreo Cookies 2% Milk Tetra Juice Nutri-Grain Bar	Pullman Ham on Whole Wheat Egg Salad on White Vegetable Sticks Orange Choc Chip Cookies 2% Milk Tetra Juice Nutri-Grain Bar	Crab Salad on Brown Black Forrest Ham on Keiser Potato Red Delicious Apple Fudge-O-Cookies 2% Milk Tetra Juice Nutri-Grain Bar	

### Week #2

Monday	Tuesday	Wednesday	Thursday
Assorted Meat Sub Chicken Salad on Brown Asian Noodle Red Delicious Apple Oreo Cookies 2% Milk Tetra Juice Nutri-Grain Bar	Montreal Smoked on Rye Tuna Salad on Brown Vegetable Sticks Fruit Cup Choc Chip Cookies 2% Milk Tetra Juice Nutri-Grain Bar	Egg Salad on White Roast Beef on Brown Potato Orange Fudge-O Cookies 2% Milk Tetra Juice Nutri-Grain Bar	Salmon Salad on Brown Bologna w/ Cheese on Cheese Bun Coleslaw Fruit Cup Choc Chip Cookies 2% Milk Tetra Juice Nutri-Grain Bar
Friday	Saturday	Sunday	
Chicken Salad on Kaiser Salami on Multigrain Macaroni Granny Smith Apple Oreo Cookies 2% Milk Tetra Juice Nutri-Grain Bar	Tuna Salad on Wrap Smoked Turkey on White Vegetable Sticks Orange Choc Chip Cookies 2% Milk Tetra Juice Nutri-Grain Bar	Shaved Pastrami on Rye Egg Salad on Brown Potato Red Delicious Apple Fudge-O Cookies 2% Milk Tetra Juice Nutri-Grain Bar	

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### Week #3

<b>Monday</b>	<b>Tuesday</b>	<b>Wednesday</b>	<b>Thursday</b>
Roast Beef on Brown Crab Salad on White Macaroni Red Delicious Apple Oreo Cookies 2% Milk Tetra Juice Nutri-Grain Bar	Montreal Smoked on Rye Chicken Salad on Cheese Bun Vegetable Sticks Fruit Cup Choc Chip Cookies 2% Milk Tetra Juice Nutri-Grain Bar	Smoked Chicken on Wrap Egg Salad on Brown Potato Orange Fudge- Cookies 2% Milk Tetra Juice Nutri-Grain Bar	Honey Ham on Kaiser Salmon Salad on Brown Coleslaw Fruit Cup Choc Chip Cookies 2% Milk Tetra Juice Nutri-Grain Bar
<b>Friday</b>	<b>Saturday</b>	<b>Sunday</b>	
Smoked Turkey on White Salmon Salad on Multi- Grain Asian Noodle Granny Smith Apple Oreo Cookies 2% Milk Tetra Juice Nutri-Grain Bar	Roast Beef on Brown Chicken Salad Cheese Bun Vegetable Sticks Orange Choc Chip Cookies 2% Milk Tetra Juice Nutri-Grain Bar	Tuna Salad Kaiser Black Forest Ham Potato Red Delicious Apple Fudge-O Cookies 2% Milk Tetra Juice Nutri-Grain Bar	

**Note: Use Appendix 2 Table A-2: "Standard Meal Entitlement Pattern for Cold Meals" when preparing box lunches.**

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## Appendix 6 – Between Meal Food Entitlement Table

BETWEEN MEAL FOOD ENTITLEMENT TABLE
<b>Any one of the following food and/or beverage items can be issued as one BMA IAW Portion Size Standard</b>
Coffee or tea, plus cream or milk, plus sugar, <b>plus</b> individual plain cookie pkg (oatmeal, social tea, digestive, or other plain biscuit)
Hot chocolate beverage mix <b>plus</b> individual plain cookie pkg (oatmeal, social tea, digestive, or other plain biscuit)
Fruit beverage powder <b>plus</b> individual plain cookie pkg (oatmeal, social tea, digestive, or other plain biscuit)
Iced tea mix <b>plus</b> individual plain cookie pkg (oatmeal, social tea, digestive, or other plain biscuit)
Soup, individual canned or instant package <b>plus</b> individual soda cracker pkg
Individual cheese pkg <b>plus</b> individual soda cracker pkg
Fruit juice
Fresh fruit (orange, apple, pear, peach, banana, etc.)
Cereal or granola bar
Individual higher calorie cookie pkg (shortcake, chocolate chip, oatmeal chocolate chip, cream-filled, fruit and nut cookies, or fig newton)

**Note:** High-energy bars, sports drinks or other meal replacement beverages are not included as a standard BMA.

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## Appendix 7 – Workplace Refreshment (WR) Entitlement Table

Refreshments available to personnel in their workplace, up to a maximum of two issues per person per 24 hour period. The standard portion size is 250 ml per issue (reconstituted).

WORKPLACE REFRESHMENT ENTITLEMENT TABLE
<b>Any of the following beverage items can be provided as a refreshment:</b>
Coffee or tea, plus cream or milk, plus sugar
Hot chocolate beverage mix
Iced tea mix
Fruit beverage powder drink mix



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Appendix 8 – Opening and Closing Dates by Location

VERNON LIBERTY HEADAMP				
ESTIMATE OPENING AND CLOSING DATES				
	Kitchen/Mess	Building	OPENING DATE/MEAL	CLOSING DATE/MEAL
A	Kitchen	B-15	Year around	Year around
B	Kitchen	B-28	End June	Mid-August
C	Mobile Kitchen	D-17	Early July	Mid-August
D	Commissary	J-1	Early June	End August

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## Appendix 9 – Certified Daily Ration Entitlement

DND Personnel (Note 1)	DINER STRENGTH (2)	RATION VALUE	ENTITLEMENT
All meals		x 1.0	
Breakfast only		x 0.2	
Lunch only		x 0.4	
Dinner only		x 0.4	
Total Ration Day Strength (3)			

Note 1:

In accordance with contract definitions, a “ration” also includes 3 snacks (for a full-day), and must also include pro-rata provision of snacks for less-than full ration value diners.

Note 2:

Diner Strength as provided by DND in Daily Meal Forecast at Appendix 10

Note 3:

Total Ration Day Strength used to determine the applicable Firm Ration Day Charge / Pricing Tier at Annex “B”

### Determination of Total Ration Day Strength and Ration Day Strength Category in accordance with Certified Daily Ration Entitlement

#### Example 1:

DND Personnel (Note 1)	DINER STRENGTH (1)	RATION VALUE	ENTITLEMENT
All meals		x 1.0	
Breakfast only	20	x 0.2	4
Lunch only	140	x 0.4	56
Dinner only	200	x 0.4	80
Total Ration Day Strength (2)			140

#### Example 2:

DND Personnel (Note 1)	DINER STRENGTH (1)	RATION VALUE	ENTITLEMENT
All meals	20	x 1.0	20
Breakfast only		x 0.2	
Lunch only	120	x 0.4	48
Dinner only	180	x 0.4	72
Total Ration Day Strength (2)			140

Remark: When multiple Daily Meal Forecasts (DMFs) are being issued for a single calendar servicing date (e.g. to identify various group of participants), the applicable Ration Day Strength Category / Pricing Tier will be based on the combined Total Ration Day Strength.

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**Example 3:**

If three (3) Daily Meal Forecasts of 140 Ration Day Strength each are being issued for the same servicing date, the combined Total Ration Day Strength is 420 and the applicable Ration Day Strength Category will be 251 – 499.



## Appendix 11 – Sanitation and Safety Requirements

1. The Contractor must comply with the following standards of food services sanitation and safety throughout the duration of the Contract. These standards, based on the Sanitation Code for Canada's Food Service Industry, CFAO 34-12, CFAO 34-13 and Chapter 5 (Food Services Sanitation) of A-85-269-001/FP-001, CF Food Services Manual, are set out as a series of statements of fact.
2. Safe Food Handling:
  - a. Food Reception:
    - (1). goods are free of signs of spoilage, adulteration & filth upon delivery;
    - (2). frozen foods are received in the frozen state; and
    - (3). perishable foods are delivered in refrigerated vehicles.
  - b. Food Storage:
    - (1). foods are properly stored immediately upon receipt;
    - (2). refrigerated foods are stored at 4°C (40°F) or lower;
    - (3). frozen foods are stored at -18°C (0°F) or lower;
    - (4). in the refrigerator, uncooked (raw) foods are stored on the shelf below the cooked prepared) food items;
    - (5). all foods are covered and stored on racks or pallets 15 cm (6 inches) from the floor;
    - (6). dry foods are stored in a clean, well ventilated area; and
    - (7). fridge/freezers are equipped with a calibrated thermometer and temperatures are recorded daily.
  - c. Food Preparation:
    - (1). food preparation is done in quick, efficient manner;
    - (2). food is prepared just in time for service;
    - (3). separate cutting boards/utensils are used for cooked and raw foods;
    - (4). foods are thawed under refrigeration;
    - (5). foods are kept out of the "Danger Zone" 4-60°C (40-140°F) as much as possible;
    - (6). hot foods are held at 60°C (140°F) or higher;
    - (7). cooked meats/poultry are held at 60°C (140°F) for no more than two hours (batch cooking is the norm);
    - (8). cooked meats/poultry are held at 4°C (40°F) for no more than seventy-two hours;
    - (9). fresh meat/poultry which has been cooked, chopped or minced is used within two days;
    - (10). fresh meat cuts are held at 4°C (40°F) or less for no longer than five days;
    - (11). cooked fish is held a 2°C for no more than two days;
    - (12). fresh eggs are not served uncooked;

- 
- (13). fresh eggs are stored at 4°C;
  - (14). milk and milk products are stored at 4°C or lower;
  - (15). outdated food/drink items are discarded;
  - (16). custards, fillings and puddings are held at 4°C for no more than two (2) days. If not served under refrigeration, leftovers are discarded;
  - (17). food mixtures containing poultry, eggs, meat, fish or other potentially hazardous items are held at 4°C for no more than one (1) day;
  - (18). cooked fruits/vegetables are held at a temperature of 4°C for no more than 48 hours while open cans of the same are held for no more than 72 hours;
  - (19). fresh fruits and vegetables are stored under refrigeration;
  - (20). open fats and oils are stored under refrigeration; and
  - (21). prepared foods are dated prior to storage.

3. Personnel:

a. General:

- (1). all staff must be given training in sanitation procedures prior to the start of commencing work in support of this Contract;
- (2). all staff handling and/or preparing food are to be Food Safe Level 1 qualified; and
- (3). follow-up in-service sessions are held throughout the Contract to maintain a high standard in compliance with the regulations as defined herein and in the sanitation code.

b. Personal Hygiene:

- (1). personnel appear to bathe daily and use deodorant;
- (2). hair and beards are clean and covered by a hair net and or hat;
- (3). hands are washed frequently - prior to starting work, after using the toilet facilities, after any type of break, after coughing, sneezing or touching the face, after handling raw foods and before handling potentially hazardous foods;
- (4). correct hand washing procedures are followed;
- (5). fingernails are kept short, clean and neatly trimmed;
- (6). ladles, lifters, tongs and scoops are used when handling foods;
- (7). hands are not used as serving tools;
- (8). plastic gloves are worn when employees have a cut, burn or abrasion on their hands; and
- (9). personnel are not eating foods in the kitchen and/or serving areas.

c. Uniforms:

- (1). Neat and clean uniforms are worn by all foodservices personnel; and
- (2). professional laundering service for staff uniforms is provided by the Contractor.

4. Equipment:

a. Equipment cleaning standards:

- (1). all food contact surfaces used for the preparation, service, display or storage of food, except cooking surfaces are cleaned and sanitized after each use;
- (2). cooking surfaces used throughout the day are kept free of waste food material or grease and are scraped and cleaned after each use;
- (3). all other surfaces are cleaned at regularly scheduled intervals;
- (4). special attention is directed to the cleaning and sanitizing of cutting/chopping boards and meat slicers. These items are cleaned and sanitized after each use;
- (5). large equipment is cleaned after each use, while equipment which is used less frequently is cleaned and sanitized before and after each use;
- (6). small equipment such as can openers, mixers and kitchen knives are cleaned and sanitized on a regular basis; and
- (7). the exterior surfaces of all equipment, serving areas and utensils are cleaned regularly and kept free of all marks, spills and debris.

b. Equipment Cleaning Schedule: A cleaning schedule is to be employed by the Contractor. A guide is available - refer to Appendix 11A attached.

5. Facilities:

a. General:

- (1). doors and screen are kept closed to prevent the entrance of insects and rodents;
- (2). floors are kept free of spills and debris at all times;
- (3). staff locker/washrooms are kept clean and adequately supplied with hand soap, nail brushes, paper towels, etc.;
- (4). hand-washing facilities are kept clean and stocked with soap, nail brushes and paper;
- (5). mops, brooms, buckets and cleaning supplies are available in adequate quantity and are properly stored when not in use;
- (6). racks are used for the drying and storage of all pots and utensils; and
- (7). walls, especially those behind sinks and cooking or mixing equipment and shelves used for air drying, are cleaned and sanitized regularly.

b. Dining Room/Serving Area:

- (1). dining tables are cleared and washed immediately after each meal;
- (2). chair and table legs are washed on a weekly basis;
- (3). floors are swept after meal service and kept free of marks, spills and debris;
- (4). floors are washed as required but at least daily;
- (5). cold and hot serving equipment is cleaned after each meal and checked for proper temperatures before each meal; and
- (6). condiment containers are cleaned regularly.

- c. Dishwashing/Pot Washing:
  - (1). this area is cleaned after each meal;
  - (2). dishwasher cleaned and descaled as outlined in the cleaning schedule; and
  - (3). dishwasher temperatures are checked regularly to ensure temperatures of 60-70°C (140-150°F) and 80-90°C (176-194°F) are met for wash and rinse cycles.
- d. Garbage:
  - (1). garbage is removed from the kitchen/dining area as required and at end of each meal period;
  - (2). wet garbage (swill/organic waste) is placed in compost bins which are kept covered and stored in a garbage refrigerator or in a suitable place until pick-up;
  - (3). dry garbage is stored in garbage bags;
  - (4). broken glass etc. is placed in separate containers;
  - (5). all garbage containers are covered when not in immediate use; and
  - (6). cans are cleaned and sanitized inside and out after each meal, in an area separate from food production and food storage.
- e. Dry Storage:
  - (1). all dry storage areas are kept neat, clean and organized;
  - (2). storage containers, shelves and floors are cleaned regularly; and
  - (3). all open food containers are tightly covered and elevated from the floor surface.
- f. Preparation/Production:
  - (1). this area is kept clean and sanitized at all times;
  - (2). all food scraps are discarded rapidly and food is not left standing out at room temperature;
  - (3). all equipment in this area is cleaned and sanitized as per posted cleaning schedules;
  - (4). hoods and vents are cleaned as required;
  - (5). overhead pipes, windows, ceiling and walls are cleaned regularly; and
  - (6). floors are kept free of spills at all times.
- g. Refrigerators/Freezers:
  - (1). foods are organized, all food is covered;
  - (2). time expired leftovers and/or spoiled food items are discarded;
  - (3). spills, food debris, empty containers etc., are not visible; and
  - (4). floors are washed daily.
- h. Hallways:
  - (1). hallways are kept clean and clear of all debris and empty cartons/boxes;
  - (2). floors are swept and mopped daily; and



(3). walls and baseboards are cleaned regularly.

### **Appendix 11A – Basic Equipment Cleaning Instructions and Schedule**

<b>WHAT</b>	<b>HOW</b>	<b>WHEN</b>
Ranges	Scrape deposits off grill top using blunt scraper	Daily
	Clean debris from grease trap/tray.	
	Polish grill surface & wipe w/cloth	
	Oil grill lightly using salad oil	
Bake/roast ovens	Clean boiled over foods immediately.	Daily
	Brush and wipe out oven area.	
	Clean outside of ovens with detergent and a soft brush or cloth.	
	Clean with oven cleaner as directed.	
Deep fat Fryer	Cool fat and drain the fryer.	After each use (AEU)
	Filter fat by passing through a mechanical filter or a cloth filter.	
	Clean baskets/strainer/entire fryer w/ hot water & detergent. Rinse well.	
	When ready to use refill with filtered fat and top up with fresh fat	
Mixers	Remove parts, wash, rinse and sanitize in the pot wash area	AEU
	Clean the stationary base parts.	
Tilting Skillet	Wash outside and inside fryer with hot water and detergent.	AEU
	Rinse surfaces with warm water and flush with a sanitizer	
Steam Cooker	Wash kettle immediately after use.	Daily
	Clean inside & out w/ mild detergent	
	Rinse well, and sanitize	
Steam Table	Clean pans, tops and sides with a mild detergent, rinse and sanitize	AEU
	Remove any particles and drain the water.	
	Remove scale on the inside of the water bath using a de-scaling compound	Weekly
Dishwasher	Open drain valves and empty tanks.	AEU
	Clean strainers and wipe excess water around the machine area	
	Scrub inside's tanks around pipes and outside area with brush	After supper
	Clean nozzles & detergent dispensers	
	Leave machine open to air	
	De-scale inside of machine	Weekly
Slicer	Unplug machine, remove parts	AEU
	Wash, rinse and sanitize	
	Clean remainder of machine	
Vegetable Peeler	Remove hopper cover & abrasive disc	AEU
	Clean with water and a stiff brush	
	Rinse and replace cover and disc	
	Clean trap	
Rotary Toaster	Brush out crumbs & clean retain tray	After breakfast

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WHAT	HOW	WHEN
	Wipe and clean exterior surface.	
Can Openers	Wash, rinse and sanitize	Daily
	Clean & remove debris from blade	
Juice Dispenser	Clean handles, faucets, drip tray storage tanks, covers and all exterior surfaces	After each meal (AEM)
Milk Dispenser	Clean and sanitize all dispenser parts	AEM
	Wipe clean interior surfaces	
	Clean milk spills immediately	
Coffee Urns	Rinse w/ hot water before use	Weekly
	Brush inside with hot water	
	Rinse until water runs clean	
	Clean faucet and pipe leading to the centre of the urn	
	Use a de-stainer as directed	
	De-scale water jacket monthly	

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## Appendix 11B – Sanitation Evaluation Checklist

Camp/Organization > Carried out by >		DATE TIME	
TASKS		COMPLETED	Comments
1	Table tops are clean		
2	Condiment containers are clean		
3	Floors are free of debris and spills		
4	Beverage dispenser drip trays are clean		
5	Steam table/serving areas is clean		
6	Hot foods are covered in steam table		
7	Dessert/cold food items are properly displayed/refrigerated		
8	Appropriate serving utensils available on serving line & buffet		
<b>KITCHEN AREA</b>			
9	a) Counter/preparation area(s) are clean		
	b) Cutting board(s) are clean		
	c) Meat slicer(s) are clean		
	d) Deep fat fryer(s) are clean		
	e) Pots, dishes and utensils are clean		
	f) Walls are clean		
	g) Floors are clean		
10	Traffic areas are free from clutter		
11	Fridge/freezer temperatures are recorded		
12	Store rooms are well organized and food is safely stored		
13	In fridges, all food items are properly covered and dated		
14	Foods are not left out at room temperature		
15	Garbage containers are all covered		
16	Wet/dry garbage cans in preparation areas emptied frequently		
17	Doors have intact screens and are kept closed when not in use		
<b>PERSONNEL</b>			
18	Staff are dressed in clean uniforms		
19	Hairnets/hats are used by staff		

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## Appendix 12 – Hygiene and Sanitation (CFAO 34-13)

### GENERAL

1. The spread of certain infectious diseases may be attributed to inadequate hygiene practices or conditions in food service areas. The measures contained in this order are designed to prevent the spread of these diseases and must be observed by military personnel, civilian Contractors and civilian employees who are employed as food services personnel in DND establishments.

### DEFINITIONS

2. This order "food services personnel" means those persons who are employed in:
  - a. the handling, processing, serving or storage of food; or
  - b. the cleaning of food service areas or food dispensing equipment.

### CONSTRUCTION

3. A satisfactory standard of sanitation in food services shall begin with a building that is properly designed and constructed to be free of conditions that are hazardous to food and service. This includes the planning of space to provide adequate room for each operation and adequate separation of operations to reduce the possibility of food contamination.
4. Floor shall be constructed of a smooth, slip-resistant, non-absorptive and non-flaking or peeling material. The flooring surface material should be carried up the wall for at least six inches. Any floor that is cleaned by water flushing or receives water discharges must be suitably sloped to a drain.
5. Wall and ceiling surfaces must be of hard, smooth non-absorbent and easily cleaned material that is capable of withstanding high humidity conditions. Joints must be tight and sealed to eliminate harbourages for insects.
6. An adequate supply of potable hot and cold water must be provided. Steam supplies, where used directly on food or food contact surfaces, must be clean and non-toxic. The use of live steam produced by the central heating plant is not recommended for this purpose since the steam cannot be guaranteed clean or non-toxic. Potable water lines must be separate from, and installed so as to prevent any cross-connection with sewage or non-potable water lines.
7. Floor drains must be trapped, vented and sealed into the floor surface and should be provided with grilles which can be easily removed to allow cleaning.
8. Adequate lighting must be provided for all food service areas. The recommended levels of illumination for these areas are contained in Annex "A" to CFMO 40-60.
9. Ventilation systems must conform to fire regulations and be designed to prevent a back flow of contaminating material on to food or food preparation surfaces from vents or hoods. Air intakes should be designed to prevent the entrance of dirt, dust and insects. Filters must be removable and cleaned at regular intervals, and systems must be kept free of grease and dust accumulation.
10. Washrooms and personnel locker or changing rooms must be structurally separated from food storage, handling, preparation and serving areas. Separate facilities must be provided for male and female personnel.

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11. Staff washrooms must have an adequate supply of hot and cold water, soap, nail brushes, and single service disposable towels or an approved hand drying device.

#### GARBAGE DISPOSAL

12. Food wastes and garbage are a source of food contamination and odors and attract insects and rodents. Since these wastes must be handled, stored or removed in such a way as to prevent food contamination or nuisances, the following measures must be taken:
- a. Food services establishments should be provided with refrigerated garbage storage rooms, otherwise adequately ventilated and screened garbage rooms must be made available;
  - b. Garbage must be held in leak-proof, non-absorptive, easily-cleaned containers with tight fitting lids, garbage cans should be lined with plastic garbage bags to facilitate cleaning; and
  - c. Adequate facilities must be provided for washing and sanitizing garbage containers after each use. Whenever possible a can washer-sterilizer unit should be installed.

#### PEST CONTROL

13. The prime consideration in the prevention of insect or rodent infestation in food service areas is cleanliness. Infestation will occur in food service areas unless particular attention is paid to building maintenance, garbage disposal, cleaning and sanitizing, and storage of food.
14. The following measures, in addition to those prescribed at paragraphs 5, 9, 12, 16, 17 and 26, must be taken to prevent insect or rodent infestation:
- a. Cleanliness in all areas, including corners and behind the equipment, is mandatory;
  - b. All food must be properly covered and stored; and
  - c. Tight fitting window screens and self-closing screen doors must be provided for all food service areas during the fly season.
15. If insect or rodent infestation occurs, the following measures apply:
- a. Cleanliness must be emphasized. Chemical control by the use of pesticides will not be effective unless the infested premises are kept scrupulously clean; and
  - b. Pest control procedures must be carried out in accordance with CFAO-34-46 & CFMO 36-03.

#### EQUIPMENT AND UTENSILS

16. All equipment and utensils must be of a design that is easily cleaned and be constructed of an approved material that is durable and resistant to corrosion.

17. The following measures must be observed in the installation and maintenance of equipment:
- a. Non-mobile equipment must be either sealed onto the floor or mounted on legs with a minimum six-inch clearance between the floor and the base of the equipment. The sides & back of this equipment must be either sealed into adjacent walls or installed with an eight-inch clearance to enable cleaning; and
  - b. Wooden topped preparation tables, meat blocks and cutting boards must be kept clean and in good repair. Items with splits or open cracks must be repaired or replaced. Locally made plywood cutting boards must not be used.
18. All chipped or cracked plastic ware or crockery, and other utensils or heavy equipment items which have surface damage rendering them difficult to sanitize must be replaced. Plastic ware which lost the glaze finish must be replaced.
19. Personnel must not carry their filed utensils into static dining rooms: they must use the plates and cutlery normally provided in these facilities.

#### CLEANING AND SANITIZING

20. Since food is easily contaminated it is imperative that:
- a. all equipment and utensils be cleaned and sanitized at regular intervals;
  - b. all food-contact surfaces be cleaned and sanitized after each use;
  - c. cooking surfaces be kept free of waste food material and be scraped and cleaned daily on completion of use;
  - d. infrequently used or stored equipment be cleaned and sanitized before use; and
  - e. utensils and equipment, when sanitized, be air dried and stored in a clean place to prevent recontamination.
21. One of the following methods of washing and sanitizing must be used for all food and beverage dishes and other equipment.
- a. Mechanical Dishwashing Method:
    - (1). remove all food debris by pre-washing or scraping.
    - (2). the wash water must contain the detergent provided by DND and be maintained at a temperature between 120°F (49°C) and 140°F (60°C.); and
    - (3). rinse water must be maintained at a minimum temperature of 180°F or 82°C;
  - b. Manual Dishwashing Method:
    - (1). normally, three-compartment sinks or sanitary containers will be provided where space limitations prohibit the installation of three-compartment sinks, two two-compartment sinks may be used with the prior approval of NDHQ/Surgeon General;
    - (2). remove all food debris by pre-washing or scraping;

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- (3). wash the utensils in the first sink or container, using the detergent supplied by Contractor. The water must be maintained at a minimum temperature of 110°F or 44°C;
  - (4). in a three-compartment unit rinse the utensils in clean water in the second sink or container. The water must be maintained at a minimum temperature of 110°F or 44°C. In a two compartment unit the second sink must be used for both the clean water rinse and as a sterilization compartment and the sterilization procedure must be the same as prescribed in subparagraph (5);
  - (5). Sterilize in the third sink or container by:
    - a. immersing the utensils for at least two minutes in a solution of not less than 100 ppm available chlorine (see subpara 22a below) or for at least 30 seconds in a quaternary ammonium solution (see subpara 22b below) and in either case the solution must be maintained at a minimum temperature of 100°F or 44°C;
    - b. immersing the utensils for at least two minutes, using a wire basket, in clean water maintained a minimum temperature of 180°F or 82°C; and
    - c. oversized and Electrical Equipment: Equipment that cannot be processed in accordance with subparagraphs a or b, e.g. oversized equipment or electrical appliances, must be cleaned with a warm detergent solution, sanitized and rinsed with clean water.
22. The following are recommended as sanitizing agents:
- a. Chlorine solution. A 100 ppm (parts per million) available chlorine solution is produced by adding one half ounce of ten percent sodium hypochlorite (NSN 6810-21-572-1850) to a gallon of cool water.
  - b. Quaternary Ammonium solution. A satisfactory sanitizing agent may be produced by adding two ounces of quaternary ammonium compound (NSN 6505-21-570-2100) to a gallon of cool water.
23. Regardless of the dishwashing method used, the sanitizing of dishes and other utensils must meet the recognized public health standards. The plate count must not exceed 100 bacteria per article when tested in accordance with the Standard Plate Testing Utilizing the "swab" technique.
24. Normally, after sanitizing, the equipment and utensils must be air dried. However, where air drying is not possible, dish towels may be used, but it is essential that the towels be clean and used for this purpose only.



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## FOOD HANDLERS

25. As food services personnel can be carriers of disease organisms which contaminate food the following precautions must be taken:
- a. Civilians who are employed to prepare or handle food meet the Contractor's minimum health requirements; and
  - b. Food services personnel who incur a common cold, sore throat, gastro-intestinal upset, skin rash or an infected cut or sore must;
    - (1). report to the person in charge of food services, and
    - (2). be removed from food handling duties until approval has been obtained from a medical authority for their return to duty.
26. A high standard of personal hygiene is essential to prevent the transmission of infectious diseases through food. In order to maintain this standard, food services personnel must adhere to the following:
- a. While on duty they must wear clean outer garments provided for food service activities; however, this working dress must not be worn outside the food service establishment;
  - b. They must avoid handling food with their hands, ladles, lifters, tongs or scoops should be used;
  - c. Smoking, combing hair, applying cosmetics and changing clothing in food service areas are prohibited;
  - d. All personnel with hair longer than collar length must wear a hair net. Beards worn by civilian food handlers must be kept short, clean and neatly trimmed; and
  - e. Personnel must thoroughly wash their hands prior to starting work, and also after using the toilet facilities, handling raw foods, using a handkerchief, coughing or sneezing.

## STORAGE AND REFRIGERATION

27. Food that does not require refrigeration or frozen must be stored:
- a. in clean, well-ventilated, rodent-proof areas;
  - b. on racks or pallets with a minimum of six inches clearance from the floor to facilitate cleaning and pest control; and
  - c. in unbroken packages or in closed containers to prevent insect contamination.
28. All refrigeration units such as domestic and walk-in refrigerators, deep freezers, cold top tables and sandwich displays must be maintained as follows:
- a. The interior surfaces, racks, and trays must be kept clean;
  - b. Racks, shelves and trays must be of corrosion-resistant metal;

- 
- c. Cooling coils must be defrosted regularly on units that are not equipped with automatic defrosting devices;
  - d. Proper temperatures must be maintained; and
  - e. An indicating thermometer, readily accessible for reading, must be located in each refrigerator, deep freeze and refrigerated food display counter.
29. Perishable foods, both cooked and uncooked, when not actually being used in the preparation of meals or being served, must be stored in accordance *Food Safety Code of Practice for Canada's Foodservices Industry*.
30. During meal preparation and service, cold foods must be kept below 45°F (7°C) while hot foods must be maintained at a minimum of 140°F (60°C). Leftover food must be cooled rapidly to 45°F (7°C), loosely covered to prevent contamination, and stored in the refrigerator. Maximum storage periods for leftover foods must conform to recommended food service industry standards.

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## Appendix 13 – Contractor's Semi-Monthly Invoice

The Contractor's invoice will be supplied by DND. The format will be on a semi-monthly basis, individualizing each Food Service Request (Appendix 10). Below is an example of the DND invoice.

### CONTRACTORS SEMI-MONTHLY INVOICE

NAME OF  
CAMP/ESTABLISHMENT:

CONTRACT  
NO:

GST #:

FIN CODE:

Invoice  
No:

NAME OF  
CONTRACTING FIRM:

BILLING PERIOD FROM :

TO:

FSR #	Group	Date	Gross Amount	TOTAL
201608AH	Cadets	11/08/2016	\$3,225.00	\$3,225.00
		-	\$0.00	\$0.00
		-	\$0.00	\$0.00
		-	\$0.00	\$0.00
		-	\$0.00	\$0.00
		-	\$0.00	\$0.00

**TOTALS: \$3,225.00**

CREDIT					\$0.00
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GROSS AMOUNT OWED TO  
CATERER:

**\$3,225.00**

SUBTOTAL: \$3,225.00  
5 % GST : \$161.25  
TOTAL \$3,386.25

**\$3,386.25**

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## Appendix 14 - Contract Incident Reporting

### Appendix 14A – Catering Contract Incident Report

TO: Site MANAGER		INCIDENT REPORT	#
DATE AND TIME OF OBSERVATION		date>	time>
CAMP/ORGN		KITCHEN	
OBSERVATION(S)>			
OBSERVED BY	NAME	SIGNATURE	APPOINTMENT
		X	
		date>	time>
RECEIVED BY RESIDENT MGR		date>	time>
SIGNATURE OF RESIDENT MANAGER		Copy is held on file at	
X			

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### Appendix 14B – Catering Contract Incident Register

<b>TO: Site MANAGER</b>		<b>INCIDENT REPORT</b>	<b>#</b>
<b>DATE AND TIME OF OBSERVATION</b>		<b>date&gt;</b>	<b>time&gt;</b>
<b>CAMP/ORGN</b>		<b>KITCHEN</b>	
<b>OBSERVED BY</b>	<b>NAME</b>	<b>RANK</b>	<b>POSITION</b>
<b>OBSERVATION(S)&gt;</b>			
<b>Site MGR advised Verbally/In writing by</b>		<b>date&gt;</b>	<b>time&gt;</b>
<b>SIGNATURE</b>		<b>NAME</b>	<b>RANK / POSITION</b>
<b>X</b>			
<i>Copy received by</i>			
<b>RES MGR X</b>		<b>date&gt;</b>	
<b>OBSERVED CORRECTIVE ACTION TAKEN BY CONTRACTOR</b>			
<b>SIGNATURE</b>		<b>NAME</b>	<b>RANK / POSITION</b>
<b>X</b>			
<b>ADMINISTRATIVE PROCEDURES INITIATED</b>			
<b>SIGNATURE</b>		<b>NAME</b>	<b>RANK / POSITION</b>
<b>X</b>			

## Appendix 15 – List of Kitchen Equipment Available

### HMCS QUADRA CADET TRAINING CAMP

#### Building Q-70 Combined Galley

The facility is cafeteria style and can feed up to 612 persons in one sitting in the Main Galley and 200 diners in one sitting in the Officer's Galley.

- a. 1ea Maytag clothes dryer mod# MDE16MNDAZW, c/w dryer vent extender motor
- b. 1ea Kenmore clothes washer mod# 110-29672801
- c. 1ea Garland stacked bakers oven mod# 2011
- d. 1ea Cleveland electric pot mod# KEL-25-T
- e. 1ea Garland 2 burner gas stove mod# G24-15H
- f. 1ea Frymaster gas Deep fryer mod# MJ355C
- g. 2ea Hobart mixer (bakers) mod# H600
- h. 4ea Crescor food warmer mod# 0671-110
- i. 1ea Hobart potato peeler mod# 6430-CBT
- j. 1ea Garland deep fryer mod# 10-31SF
- k. 1ea Garland deep fryer mod# 10-70F
- l. 1ea Garland deep fryer mod# ERC
- m. 1ea Crescor proofer mod# 0747042
- n. 2ea Brute food warmer mod# BH1500
- o. 1ea Cleveland Steamcraft steamer mod#24CGP10 (2cabinet)
- p. 2ea National steam kettle mod# KDP-40T
- q. 3ea Garland gas grill mod# G-24-36-GTH
- r. 1ea Holman toaster mod# QC3-2-800
- s. 2ea Bunn coffee urn mod# U3
- t. 1ea Hobart single tray dishwasher mod# AM14
- u. 2ea Salvajor garburators mod# 100
- v. 1ea Hobart dishwasher (rack system) mod# CRS86, c/w 45KW water booster
- w. 1ea Cleveland gas tilt skillet mod# SGL-30R
- x. 2ea Garland oven (roast) mod# E2005
- y. 2ea Garland gas convection oven mod# ECO-G-10-E
- z. 1ea Hobart meat chopper mod# 84186
- aa. 1ea Hobart meat slicer mod# 1912
- bb. 1ea Curtis coffee brewer mod# RU 1000
- cc. 2ea Garland flat top grill oven mod# 36ER32
- dd. 2ea Vulcan grill oven mod# VR5
- ee. 2ea Garland convection oven mod# TTE3CH
- ff. 1ea Terminal 5 Well steam table mod# 182
- gg. 6ea Gann over shelf heater mod# LFW30
- hh. 2ea Hatco toast king mod# TK100
- ii. 1ea NSS wrangler DC floor scrubber mod# 20B
- jj. 2ea Terminal 6 Well steam table mod# 152

## HMCS Quadra Galley Refrigerated Equipment List

### Kitchen/Prep Area

#### Walk-In Coolers:

- a. #1 – 208 sq ft of floor space, 1645 cu ft of interior space
- b. #3 – 210 sq ft of floor space, 1664 cu ft of interior space
- c. #4 – 324 sq ft of floor space, 2562 cu ft of interior space
- d. #5 – 137 sq ft of floor space, 1083 cu ft of interior space
- e. #6 – 80 sq ft of floor space,

#### Walk-in freezer:

- a. #2 – 323 sq ft of floor space, 2550 cu ft of interior space
- b. 4 ea            Reach-in coolers
- c. 1 ea            Reach-in freezers
- d. 2 ea            Chest freezers (approx. 9 cu ft)
- e. 1 ea            Ice machine – 450lbs/day

### Serving/Eating Areas

#### Main Galley Serving/Eating Area:

- a. 2 ea            Reach-in storage coolers
- b. 4 ea            Reach-in self-serve coolers
- c. 2 ea            Ice/water dispensers
- d. 3 ea            Two-carton milk dispensers

#### Officer's Serving/Eating Area:

- a. 2 ea            Reach-in self-serve coolers
- b. 1 ea            Chest freezer (approx 7 cu ft)
- c. 1 ea            Ice/water dispensers
- d. 1 ea            Two-carton milk dispensers



## Appendix 16 – Estimated Annual Rations Forecast

This forecast does not represent a commitment by Canada and is only an estimation of the number of meals which may be requested by DND against this contract.

### Appendix 16A – Estimated Annual Food Services Rations Forecast

HMCS QUADRA CTC 2022/23					
<b>Cadet Summer Training Center</b>					
End-June to End-August				80 000	
Other Users (Sep-Jun)				8 000	
<b>Total Rations Forecast – All Users</b>				88 000	

### Appendix 16B – Individual Dispersed Meals Forecast

HMCS QUADRA CTC 2022/23					
<b>Cadet Summer Training Center</b>					
June				100	
July				10 000	
Aug				10 000	
Other Users				1 000	
<b>Total Individual Dispersed Meal* - All Users</b>				21 100	

\*Appendix 16B rosters individual dispersed meals. These meals are included in the Ration Days forecast (Appendix 16A). During the Cadet Summer Training Center service, approximately 90% of the Dispersed Meals are for lunches.

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## Appendix 17 – Night Snack Food Entitlement Table

The night snack must be available in the Dining Facility in accordance with the following table and the portion size standard

NIGHT SNACK FOOD ENTITLEMENT TABLE
<b>All of the following food and/or beverage items must be available as a night snack:</b>
Coffee or tea, plus cream or milk, plus sugar Hot chocolate beverage mix Iced tea mix Milk
Soup, and soda crackers Bread, spreads (peanut butter, cheese spread, jam, etc.)
Fresh fruit (orange, apple, pear, banana, etc.)
Snack (e.g. muffin, breakfast bar, cookies, granola bar)

## ANNEX "B"

### BASIS OF PAYMENT

#### **Instructions and Mandatory Financial Evaluation Criteria :**

1. Bidders must submit their financial bid using the financial evaluation tables provided in this Annex.
2. Bidders must submit firm pricing (Applicable Taxes excluded) for each period of the contract, including option years 1 and 2.
3. Failure to provide pricing for a service category, for an option year, or failure to use the financial evaluation tables provided below will result in the bidder's financial bid being declared non-responsive and given no further consideration.
4. Estimated annual usage provided is for financial evaluation purposes only and does not represent a commitment from Canada.
5. Financial bids will be evaluated in accordance with the evaluation procedures detailed under Part 4 of the solicitation document.
6. Bidders are not required to complete the Extended Price column for their financial bid to be given further consideration

Pricing must be in Canadian Dollars and must include but is not limited to all associated delivery/shipping, labour, material, and food costs for all service categories indicated below for the provision of Food and Food Services as specified in the Statement of Work at Annex "A", all its appendices, and Annexes "C", "D", "E", "F", "G".

All Work to be performed under the Contract will be on an "as and when requested basis" in accordance with the Food Services Ordering Process detailed in section 7.8 Part 7A of the Standing Offer.

Applicable Taxes (GST/HST) are extra.

No other charges will be allowed.

## 1.0 Period of the Contract

Per section 7.4.1 of Part 7A of the Offer, the Initial period of the Contract is from date of issuance to 31-May-2023 inclusive.

Per section 7.4.2 of Part 7A of the Offer the Contractor grants to Canada the irrevocable option to extend the term of the Contract by up to two (2) additional one (1) year period(s) under the same conditions

Option Year 1: From 01-Jun-2023 to 31-May-2024

Option Year 2: From 01-Jun-2024 to 31-May-2025

Per section 3.2 of the Statement of Work at Annex "A", the Work is to be performed during the period of June 16<sup>th</sup> to August 31<sup>st</sup> inclusive and 'as and when required' from September 1<sup>st</sup> to June 15<sup>th</sup>.

The pricing for Option Years 1 and 2 will be subject to the Contract period extension being exercised under section 7.4.2 of Part 7A of the Offer.

## 2.0 Ration Values

The following ration values apply to each meal included in the Firm Ration Day Charge.

	Ration Day Strength Value
Breakfast, Lunch and Dinner	x 1.00
Breakfast only	x 0.20
Breakfast and Lunch	x 0.60
Lunch and Dinner	x 0.80
Lunch or Dinner only	x 0.40

In accordance with contract definitions, a "ration" also includes three (3) snacks (for a full-day), and must also include pro-rata provision of snacks for less-than full ration value diners.

### 3.0 Firm Ration Day Charge

The Contractor must offer a Firm Ration Day Charge per person, which includes all costs associated with the provision and service of breakfast, lunch, and supper, and three (3) snacks for one (1) eligible DND Personnel.

Firm Ration Day Charges are inclusive of all labour, shipping, and food costs.

Any fraction of a Ration Day above a Ration Day Strength Category tier shall be deemed to be in higher category. For example, a day with a 50.5 Ration Day Strength shall be considered as in the 51 to 150 tier and the Contractor shall charge accordingly.

The percentage of an increase in portion size and quantity of food as detailed in section 3.4 of Annex "A" will be applied to the Firm Ration Day Charge stated below after determination of the applicable Total Ration Strength and Ration Day Strength Category.

Refer to Appendix 9 at Annex "A" for determination of applicable Ration Day Strength Category based on Daily Meal Forecast for invoicing purposes

<b>Table B.3</b>	<b>Annual Forecast * 107 000</b>	<b>Firm Ration Day Charge (per Person) (excluding Applicable Taxes)</b>			
<b>Ration Day Strength Category</b>	<b>Est. Ration Days</b>	<b>Firm Contract Period Ending 31-May-2021</b>	<b>Option Year 1 Ending 31-May-2022</b>	<b>Option Year 2 Ending 31-May-2023</b>	<b>Extended Price</b>
<i>(a) - (b)</i>	<i>(c)</i>	<i>(d)</i>	<i>(e)</i>	<i>(f)</i>	<i>(c) * [(d)+(e)+(f)]</i>
15 - 50	2 000	\$	\$	\$	\$
51 - 150	2 000	\$	\$	\$	\$
151 - 250	3 000	\$	\$	\$	\$
251 - 500	5 000	\$	\$	\$	\$
501 and above	76 000	\$	\$	\$	\$
<b>Subtotal – Estimated Firm Ration Day Charges</b>					<b>\$</b>

\* Per Appendix 16A of Annex "A" – Statement of Work

## 1.0 Dispersed Meal Surcharge

Dispersed meals must be charged as an additional cost to the Firm Ration Day Charge stated in Para. 2 & 3, and must be charged on a per meal basis.

<b>Table B.4</b>	<b>Annual Forecast *</b>	<b>Dispersed Meal Surcharge (Per Meal)</b> (excluding Applicable Taxes)			
	<b>Est. # of Dispersed Meals</b>	<b>Firm Contract Period</b> Ending 31-May-2021	<b>Option Year 1</b> Ending 31-May-2022	<b>Option Year 2</b> Ending 31-May-2023	<b>Extended Price</b>
	(c)	(d)	(e)	(f)	(c) * [(d)+(e)+(f)]
	20 500	\$	\$	\$	\$
<b>Subtotal – Estimated Dispersed Meal Surcharges</b>					<b>\$</b>

\* Per Appendix 16B of Annex "A" – Statement of Work

## 5.0 Reception Service Charge

Reception Pricing must be inclusive of all applicable labour, transportation, food costs, condiments and associated paper products.

<b>Table B.5</b>	<b>Annual Forecast 10</b>	<b>Firm Reception Service Charge</b> (per Person)			
<b>Reception Personnel Strength</b>	<b>Est. Number of Receptions</b>	<b>Firm Contract Period</b> Ending 31-May-2021	<b>Option Year 1</b> Ending 31-May-2022	<b>Option Year 2</b> Ending 31-May-2023	<b>Extended Price</b>
(a) – (b)	(c)	(d)	(e)	(f)	(b) * (c) * [(d)+(e)+(f)]
25 - 50	4	\$	\$	\$	\$
51 - 100	1	\$	\$	\$	\$
101 - 150	0	\$	\$	\$	\$
151 - 250	0	\$	\$	\$	\$
251 and above	5	\$	\$	\$	\$ **
<b>Subtotal – Estimated Reception Service Charges</b>					<b>\$</b>

\*Per Section 2.2.b. of Annex "A" – Statement of Work

\*\* For Reception Personnel strength of 251 and above, the extended price will be (a) \* (c) \* [(d)+(e)+(f)] where (a) = 251

## 6.0 Mess Dinner Service Surcharge

Mess Dinner Service must be charged as an additional cost to the Firm Ration Day Charge stated in Para. 2 & 3, and must be charged on a per person basis.

Mess Dinner surcharge is inclusive of applicable labour costs, and shall be on a per person basis. As Mess Dinners normally replace a regular supper, the pricing is for the incremental labour costs associated with the set-up, the requirement for full table service, and the tear-down. As per section 2.2.a. of the Statement of Work, the cleaning of linens shall remain the responsibility of DND.

<b>Table B.6</b>	<b>Annual Forecast</b>	<b>Firm Mess Dinner Service Surcharge (Per Person)</b>			
Est. total # of diners	Est. # of Mess Dinners	Firm Contract Period Ending 31-May-2021	Option Year 1 Ending 31-May-2022	Option Year 2 Ending 31-May-2023	Extended Price
(b)	(c)	(d)	(e)	(f)	(b) * (c) * [(d)+(e)+(f)]
240	5	\$	\$	\$	\$
Subtotal – Estimated Mess Dinner Service Surcharges					\$

\*Per Section 2.2.a. of Annex "A" – Statement of Work

## 7.0 Additional Labour Charges

Additional labour charges attributable to additional preparation, time and extended or special meal hours for dine-in buffets, and other social/operational functions, must be subject to the following rates. This rate shall not apply to Mess Dinners.

Additional Labour is defined as that labour which exceeds two (2) hours of service, when the function is served in lieu of a meal, OR all labour when the entire function is for an event served outside of the Operational Hours specified in section 3.2 of the Statement of Work. Such requests for additional labour must be at the request of the DND Technical Authority. The number of servers and length of function will be negotiated with the authority in charge of the function and billed to the same.

<b>Table B.7</b>	<b>Annual Forecast</b>	<b>Firm Hourly Rate (per Person)</b>			
	Est. # of Additional Hours	Firm Contract Period Ending 31-May-2021	Option Year 1 Ending 31-May-2022	Option Year 2 Ending 31-May-2023	Extended Price
	(c)	(d)	(e)	(f)	(c) * [(d)+(e)+(f)]
	200 hrs	\$ /hr	\$ /hr	\$ /hr	\$
Subtotal – Estimated Additional Labour Charges					\$

## 8.0 Additional Food Charges

In the provision of service of Mess Dinners, Dine-in Buffets, and other social functions falling outside of the Firm Ration Day Charge listed in Table 3.a above, the Contractor shall receive a firm mark-up percentage as specified below on all food items provided at the request of DND. The Contractor is responsible for providing all relevant invoices to support the food charges to be reimbursed.

Table B.8	Annual Forecast	Firm Mark-Up rate (%)			
	Est. food charges before mark-up	Firm Contract Period Ending 31-May-2021	Option Year 1 Ending 31-May-2022	Option Year 2 Ending 31-May-2023	Extended Price
	(c)	(d)	(e)	(f)	See Note 1
	\$4,000	_____ %	_____ %	_____ %	\$
Subtotal – Estimated Additional Food Charges					\$

Note 1:

If the Mark-up rate offered is 2% for the Contract Period (d), 4% for Option Year 1 (e), and 5% for Option Year 2 (f), the evaluated Extended Price will be

$$\begin{aligned}
 &= [(c) * [(1+(d))] ] + [ (c) * [(1+(e))] ] + [ (c) * [(1+(f))] ] \\
 &= [\$4,000 * (1+ 2/100)] + [\$4,000 * [1+ 4/100]] + [\$4,000 * [(1+ 5/100)] \\
 &= [\$4,000 * 1.02] + [\$4,000 * 1.04] + [\$4,000 * 1.05] = \$4,080 + \$4,160 + \$4,200 = \$12,440
 \end{aligned}$$

## 9.0 Evaluated Bid Price

Total evaluated price for the entire period of the contract (including option years 1 & 2) will be the sum of subtotals for financial evaluation tables B.3, B.4, B.5, B.6, B.7, and B.8.

Refer to section 4.2 of Part 4 of the solicitation for further details on Basis of Selection of successful Bidder.



## ANNEX "C" – DND FOOD QUALITY STANDARDS

Food products supplied and used for the food services provided against this Contract must meet or exceed the DND Food Quality Specifications (FQS). The DND Food Quality Specifications can be downloaded from the Government of Canada Publications website [www.publications.gc.ca](http://www.publications.gc.ca) searching for "Food Quality Specifications" or using the following link:

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

FQS # & Description	SQA et Description	Catalogue # English	Numéro de catalogue
FQS-01 Eggs	SQA-01 Oeufs et produits d'œufs	D2-531/01-2018E-PDF	D2-531/01-2018F-PDF
FQS-02 Beef	SQA-02 Boeuf	D2-531/02-2018E-PDF	D2-531/02-2018F-PDF
FQS-03 Veal	SQA-03 Veau	D2-531/03-2018E-PDF	D2-531/03-2018F-PDF
FQS-04 Pork	SQA-04 Porc	D2-531/04-2018E-PDF	D2-531/04-2018F-PDF
FQS-05 Lamb	SQA-05 Agneau	D2-531/05-2018E-PDF	D2-531/05-2018F-PDF
FQS-06 Poultry	SQA-06 Volaille	D2-531/06-2018E-PDF	D2-531/06-2018F-PDF
FQS-07 Variety Meats	SQA-07 Abats comestibles	D2-531/07-2018E-PDF	D2-531/07-2018F-PDF
FQS-08 Prepared Meat and Meat by Products	SQA-08 Viande et sous-produits de viande préparés ou conservés	D2-531/08-2018E-PDF	D2-531/08-2018F-PDF
FQS-09 Fish and Seafood	SQA-09 Poissons et produits de la mer	D2-531/09-2018E-PDF	D2-531/09-2018F-PDF
FQS-10 Fresh Fruit	SQA-10 Fruits frais	D2-531/10-2018E-PDF	D2-531/10-2018F-PDF
FQS-11 Fresh Vegetables	SQA-11 - Légumes frais	D2-531/11-2018E-PDF	D2-531/11-2018F-PDF
FQS-12 Frozen Fruit	SQA-12 Fruits congelés	D2-531/12-2018E-PDF	D2-531/12-2018F-PDF
FQS-13 Frozen Vegetables	SQA-13 Légumes congelés	D2-531/13-2018E-PDF	D2-531/13-2018F-PDF
FQS-14 Canned Fruit	SQA-14 Fruits en conserve	D2-531/14-2018E-PDF	D2-531/14-2018F-PDF
FQS-15 Canned Vegetables	SQA-15 Légumes en conserve	D2-531/15-2018E-PDF	D2-531/15-2018F-PDF
FQS-16 Dried Fruit	SQA-16 Fruits séchés	D2-531/16-2018E-PDF	D2-531/16-2018F-PDF
FQS-17 Dehydrated Vegetables	SQA-17 Légumes déshydratés	D2-531/17-2018E-PDF	D2-531/17-2018F-PDF
FQS-18 Milk and Milk Products	SQA-18 Lait et produits laitiers	D2-531/18-2018E-PDF	D2-531/18-2018F-PDF
FQS-19 Cheese	SQA-19 Fromage	D2-531/19-2018E-PDF	D2-531/19-2018F-PDF

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FQS # & Description	SQA et Description	Catalogue # English	Numéro de catalogue
FQS-20 Misc Groceries	SQA-20 Produits d'épicerie divers	D2-531/20-2018E-PDF	D2-531/20-2018F-PDF
FQS-21 Pasta	SQA-21 Pâtes alimentaires et nouilles	D2-531/21-2018E-PDF	D2-531/21-2018F-PDF
FQS-22 Rice	SQA-22 Riz	D2-531/22-2018E-PDF	D2-531/22-2018F-PDF
FQS-23 Legumes	SQA-23 Légumineuses (légumineuses à grain)	D2-531/23-2018E-PDF	D2-531/23-2018F-PDF
FQS-24 Grains	SQA-24 Grain céréalier	D2-531/24-2018E-PDF	D2-531/24-2018F-PDF
FQS-25 Shortenings, Fats and Oils	SQA-25 Graisses alimentaires et les huiles	D2-531/25-2018E-PDF	D2-531/25-2018F-PDF
FQS-26 Butter and Margarine	SQA-26 Beurre et margarine	D2-531/26-2018E-PDF	D2-531/26-2018F-PDF
FQS-27 Sugar and Preserves	SQA-27 Sucres et conserves	D2-531/27-2018E-PDF	D2-531/27-2018F-PDF
FQS-28 Coffee and Tea	SQA-28 Café et thé	D2-531/28-2018E-PDF	D2-531/28-2018F-PDF
FQS-29 Ice Cream and Sorbets	SQA-29 Crème glacée et sorbet laitier	D2-531/29-2018E-PDF	D2-531/29-2018F-PDF
FQS-30 Pie Fillings and Pie Fruits	SQA-30 Garniture de tarte et fruits à tarte	D2-531/30-2018E-PDF	D2-531/30-2018F-PDF
FQS-31 Herbs, Spices and Seasonings	SQA-31 Fines herbes et épices	D2-531/31-2018E-PDF	D2-531/31-2018F-PDF
FQS-32 Soups, Sauces and Gravies	SQA-32 Soupes, sauces et sauces au jus de viande	D2-531/32-2018E-PDF	D2-531/32-2018F-PDF
FQS-33 Condiments and Condiment Sauces	SQA-33 Condiments et sauces condimentaires	D2-531/33-2018E-PDF	D2-531/33-2018F-PDF
FQS-34 Bread and Baked Products	SQA-34 Pain et produits de boulangerie	D2-531/34-2018E-PDF	D2-531/34-2018F-PDF
FQS-35 Fruit Juice	SQA-35 Jus de fruit	D2-531/35-2018E-PDF	D2-531/35-2018F-PDF
FQS-36 Cereals	SQA-36 Céréales	D2-531/36-2018E-PDF	D2-531/36-2018F-PDF
FQS-37 Flour and Mixes	SQA-37 Farines, mélanges pour gâteaux, pour crêpes et pour gaufres	D2-531/37-2018E-PDF	D2-531/37-2018F-PDF
FQS-38 Game	SQA-38 Gibier	D2-531/38-2018E-PDF	D2-531/38-2018F-PDF

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VIC-2-45007

Buyer ID - Id de l'acheteur  
Vic246  
CCC No./N° CCC - FMS No./N° VME

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## **ANNEX "D" – DND FOOD SAFETY AND DEFENCE PROGRAM**

### **DOWNLOAD THIS ATTACHMENT FROM:**

#### **ALBERT HEAD - FOOD SERVICES - VICTORIA BC CANADA (W0103-208600/A)**

<https://buyandsell.gc.ca/procurement-data/tender-notice/PW-VIC-246-7847>

Title: annex\_e\_dnd\_food\_safety\_and\_defence\_program\_vers. 1.2\_aug\_2019.pdf

Solicitation No. - N° de l'invitation  
W3937-230008/A  
Client Ref. No. - N° de réf. du client  
W3937-230008

Amd. No. - N° de la modif.  
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File No. - N° du dossier  
VIC-2-45007

Buyer ID - Id de l'acheteur  
Vic246  
CCC No./N° CCC - FMS No./N° VME

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## **ANNEX "E" – DND FOOD SAFETY AND DEFENCE SYSTEM**

### **DOWNLOAD THIS ATTACHMENT FROM:**

**ALBERT HEAD - FOOD SERVICES - VICTORIA BC CANADA (W0103-208600/A)**  
<https://buyandsell.gc.ca/procurement-data/tender-notice/PW-VIC-246-7847>

Title : annex\_f\_dnd\_food\_safety\_and\_defence\_system\_vers.\_1.1\_january\_2016.pdf

Solicitation No. - N° de l'invitation  
W3937-230008/A  
Client Ref. No. - N° de réf. du client  
W3937-230008

Amd. No. - N° de la modif.  
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VIC-2-45007

Buyer ID - Id de l'acheteur  
Vic246  
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## **ANNEX "F" – DND NATIONAL STANDARDIZED CYCLE MENU (NSCM)**

### **DOWNLOAD THIS ATTACHMENT FROM:**

**ALBERT HEAD - FOOD SERVICES - VICTORIA BC CANADA (W0103-208600/A)**

<https://buyandsell.gc.ca/procurement-data/tender-notice/PW-VIC-246-7847>

Title : annexes\_g\_ncsm\_h\_recipe\_book.zip (also contains cycle menu file)

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W3937-230008

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VIC-2-45007

Buyer ID - Id de l'acheteur  
Vic246  
CCC No./N° CCC - FMS No./N° VME

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## **ANNEX "G" – DND NSCM RECIPE BOOK**

### **DOWNLOAD THIS ATTACHMENT FROM:**

#### **ALBERT HEAD - FOOD SERVICES - VICTORIA BC CANADA (W0103-208600/A)**

<https://buyandsell.gc.ca/procurement-data/tender-notice/PW-VIC-246-7847>

Title: annexes g ncs m h recipe book.zip

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W3937-230008

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Buyer ID - Id de l'acheteur  
Vic246  
CCC No./N° CCC - FMS No./N° VME

## ANNEX "H" – USAGE REPORTING FORMAT

Return/email to:

ATTN.:  
Angela Cowie  
Standing Offer Authority  
Email: [angela.cowie@tpsgc-pwgsc.gc.ca](mailto:angela.cowie@tpsgc-pwgsc.gc.ca)

<b>STANDING OFFER No.</b> _____			
<b>REPORTING PERIOD:</b> From _____ to _____ (Year ____ Quarter ____)			
Call up #	Date	Short Description of Services provided	Total Amount Invoiced for the Reporting Period (Before Applicable Taxes)
			\$
			\$
			\$
			\$
			\$
			\$
			\$
			\$
<b>(A) Total Dollar Value Call-ups for this reporting period:</b>			\$
<b>+ (B) Total from previous reporting periods:</b>			\$
<b>= Total Expended to date</b>			\$

\*Please include copy of call-ups and related invoices with your report.  
Refer to section 7.3.2 for detail of minimum reporting requirements

<b>Total call-ups processed for this reporting period</b>	
---	--

NIL REPORT: We have not received and/or performed any work in response to a call-up against this standing offer for this reporting period [    ]

PREPARED BY:

NAME (type or print): \_\_\_\_\_ TEL. No.: \_\_\_\_\_

SIGNATURE: \_\_\_\_\_

DATE: \_\_\_\_\_

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Buyer ID - Id de l'acheteur  
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## **ANNEX "I" - ELECTRONIC PAYMENT INSTRUMENTS**

*As indicated in Part 3, clause 3.1.2, the Offeror must 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);
- ☐ ( ) Large Value Transfer System (LVTS) (Over \$25M)



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## ANNEX "J" – COVID-19 VACCINATION REQUIREMENT CERTIFICATION

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: \_\_\_\_\_

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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: \_\_\_\_\_

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.