



RETURN BIDS TO:

RETOURNER LES SOUMISSIONS À:

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

See herein for bid submission
instructions/

Voir la présente pour les
instructions sur la présentation
d'une soumission

NA

**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/Réception
des soumissions Travaux publics et Services
gouvernementaux Canada
Government of Canada Building
101 - 22nd Street East
Suite 110
Saskatoon
Saskatche
S7K 0E1

Title - Sujet One Stop Shop - Groceries	
Solicitation No. - N° de l'invitation W0127-21P004/B	Date 2022-09-08
Client Reference No. - N° de référence du client W0127-21P004	GETS Ref. No. - N° de réf. de SEAG PW-\$STN-201-5584
File No. - N° de dossier STN-0-43158 (201)	CCC No./N° CCC - FMS No./N° VME
Solicitation Closes - L'invitation prend fin at - à 02:00 PM Central Daylight Saving Time CDT on - le 2022-11-01 Heure Avancée du Centre HAC	
Delivery Required - Livraison exigée See Herein – Voir ci-inclus	
Address Enquiries to: - Adresser toutes questions à: Marsland, Rina	Buyer Id - Id de l'acheteur stn201
Telephone No. - N° de téléphone (306)241-5742 ()	FAX No. - N° de FAX (418)566-6167
Destination - of Goods, Services, and Construction: Destination - des biens, services et construction: DEPARTMENT OF NATIONAL DEFENCE ATTN: BLDG 236 SAPPER WAY PO BOX 10500 STN FORCES EDMONTON Alberta T5J4J5 Canada	
Security - Sécurité This request for a Standing Offer does not include provisions for security. Cette Demande d'offre à commandes ne comprend pas des dispositions en matière de sécurité.	

Instructions: See Herein

Instructions: Voir aux présentes

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

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This Standing Offer cannot be used for requirements in locations which fall under the Procurement Strategy for Aboriginal Business, the Set-Aside Program for Aboriginal Business, and Comprehensive Land Claim Agreements.

PART 1 - GENERAL INFORMATION

1.1 Introduction

The Request for Standing Offers (RFSO) is divided into six 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 6A, Standing Offer, and 6B, Resulting Contract Clauses:
 - 6A, includes the Standing Offer containing the offer from the Offeror and the applicable clauses and conditions;
 - 6B, 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 Requirement, the Basis of Payment, the Electronic Payment Instruments and any other annexes

1.2 Summary

- 1.2.1 Public Works and Government Services Canada (PWGSC), Western Region, on behalf of Department of National Defence, has a requirement for Regional Individual Standing Offer for the supply, delivery and offloading of "One Stop Shopping" items for rations, such as dairy products, eggs, meat, fish, poultry, fresh and frozen products, juice, beverages, and miscellaneous groceries to the Department of National Defence, Edmonton Garrison, Edmonton, Alberta, Wainwright at Denwood, Alberta and 19 Wing Comox, BC, for use by Field Units, and Foreign Visiting Army Units, for deliveries within the geographical areas west of Thunder Bay, Ontario, including Manitoba, Saskatchewan, Alberta and British Columbia, including Vancouver Island, on an "as required" basis, for a one (1) year period, November 1, 2021 to November 30, 2022, plus one (1) additional one (1) year rebid period, in accordance with the terms and conditions set out herein.

An estimated 80% of deliveries will be made to Wainwright, Alberta to support various field trainings.

Historically 3 Canadian Division has received requests for assistance (RFA) to support provincial government in disaster response in the following locations such as floods in Winnipeg Manitoba, Calgary and High River, Alberta and forest fires in Alberta and BC and the recent pandemic situations. It is DND's intent to have branch locations and outlets to respond to these main locations as an emergency.

Personnel from the Canadian Forces will meet the Offeror's personnel at the specified points of delivery to receive the delivery.

- 1.2.2 The periods of the Standing Offers will be for one year, from November 1, 2021 to November 30, 2022, plus one (1) additional one (1) year rebid period from December 1, 2022 to November 30, 2023, with applicable refresh periods as indicated in accordance with the terms and conditions set out herein in Annex A and Annex B of this document.
- 1.2.3 There will be **one** Standing Offer awarded for this requirement for each year.
- 1.2.4 This RFSO allows offerors to use the epost Connect service provided by Canada Post Corporation to transmit their offers electronically. Offerors must refer to Part 2 of the RFSO entitled Offeror Instructions and Part 3 of the RFSO entitled Offer Preparation Instructions, for further information on using this method.

1.3 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.

1.4 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) (<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.

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

Delete: 60 days

Insert: 90 days

2.2 Submission of Offers

Offers must be submitted only to the Public Works and Government Services Canada (PWGSC) Bid Receiving Unit specified below by the date and time indicated on page 1 of the RFSO:

PWGSC Western Region Bid Receiving Unit

Only offers submitted using epost Connect service or fax will be accepted.

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

roreceptionSoumissions.wrbidreceiving@tpsgc-pwgsc.gc.ca

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

It is the Offeror's responsibility to ensure the request for opening an epost Connect conversation is sent to the email address above **at least six days before the Request for Standing Offers closing date.**

Offerors shall submit their electronic (Excel) copy of their financial offer with their Epost Connect offer.

Bids can be faxed to: 1 **(418) 566-6167.**

Offerors must submit their electronic (Excel) copy of their financial offer to TPSGC.ROPAequipedesoutien-WRAPSupportTeam.PWGSC@tpsgc-pwgsc.gc.ca by the date and time indicated on page 1 of the RFSO for their faxed offer.

Transmission of offers by hardcopy to PWGSC will not be accepted.

2.3 Enquiries - Request for Standing Offers

All enquiries must be submitted in writing to the Standing Offer Authority no later than **ten (10)** calendar days before the Request for Standing Offers (RFSO) closing date. Enquiries received after that time may not be answered.

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

2.4 Applicable Laws

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

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

2.5 Bid Challenge and Recourse Mechanisms

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

PART 3 - OFFER PREPARATION INSTRUCTIONS

3.1 Offer Preparation Instructions

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

Section I: Financial Offer
Section II: Certifications

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

Section I: 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 "1" Electronic Payment Instruments, to identify which ones are accepted.

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

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

3.1.2 Exchange Rate Fluctuation

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

Section II: Certifications

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.

4.1.1 Financial Evaluation

4.1.1.1 Mandatory Financial Criteria

- i. The Offeror must submit with its offer, pricing in accordance with Annex B – Basis of Payment, in Canadian Funds;
- ii. The Offeror must provide a maximum mark-up percentage for Special Orders. If left blank an amount of 0% will be assumed and used in any resultant standing offer;
- iii. Pricing must be provided for **ninety percent (85%) of all line items in each commodity** on the product lists in Annex B - Basis of Payment and **must be maintained throughout the duration of the Standing Offer**

Failure to provide pricing for a minimum of 85% of all line items will render the offer non-compliant without further consideration being given.

- iv. Offers will be evaluated based on prices detailed in Annex B – Basis of Payment;

v. Refresh Period

- a. The Standing Offer holder is able to update the prices of the items listed in their standing offer and the SO supplier does not change. The refresh information is to be forwarded directly to the Contracting Authority by email if at all possible, for review and processing of the amendment.
- b. Prices that are updated will be subject to review and price support may be required.
- c. If prices are not fair and reasonable, line items may be removed from the category for the period of the Standing Offer.

vi. Rebid Period

- a. the standing offer holder and any other interested suppliers will be able to bid on this requirement at a specified period as laid out in the Standing Offer and this bid solicitation.
- b. Offerors should submit the entire solicitation document as this is an open, competitive process, and the evaluation will be completed as it was in the first solicitation closing.
- c. The requirement will remain posted on Buy and Sell for the period of the Standing Offer which will be affected by the rebid periods.

4.1.2.1 Evaluation of Price

SACC *Manual* Clause [M0220T](#) (2016-01-28), Evaluation of Price-Bid

The total evaluated price will be determined by the following calculations:

1. Column **N** will be multiplied by Column **O** to obtain the Offered Unit of Measure quantity, per lowest common U of M as indicated in columns **H** and **P**. – **Suppliers are to convert their unit of measure to the requested unit of measure for evaluation purposes. See Annex B (Excel Sheet) for Additional Information**
2. Column **Q** will be divided by the Offered U of M quantity calculated above to obtain the Price per Unit of Measure.
3. The Price per unit of measure will be multiplied by the estimated usage which will be obtained by multiplying column **F** by column **G** and then by column **I** to obtain the estimated usage by U of M, which will result in the total evaluated price per line item.
4. The total evaluated price for each line item which was evaluated, will be totalled together to obtain the aggregate Evaluated Total for the Commodity.
5. The aggregate Evaluated Total for the three commodities will be added together to obtain the total aggregate Evaluated Price for the requirement, based on the evaluation of like line items.

4.2 Basis of Selection

An offer must comply with the requirements of the Request for Standing Offers to be declared responsive. The responsive offer with the lowest evaluated price will be recommended for issuance of a standing offer.

PART 5 – CERTIFICATIONS

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

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

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

5.1 Certifications Required with the Offer

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

5.1.1 Integrity Provisions - Declaration of Convicted Offences

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

5.2 Certifications Precedent to the Issuance of a Standing Offer

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

5.2.1 Integrity Provisions – Required Documentation

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

5.2.2 Federal Contractors Program for Employment Equity - Standing Offer Certification

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

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

Solicitation No. - N° de l'invitation
W0127-21P004/A
Client Ref. No. - N° de réf. du client
W0127-21P004

Amd. No. - N° de la modif.
006
File No. - N° du dossier
STN-0-43158

Buyer ID - Id de l'acheteur
STN201
CCC No./N° CCC - FMS No./N° VME

5.2.3 Additional Certifications Precedent to Issuance of a Standing Offer

5.2.3.1 Board of Directors Certification

In accordance with the [Ineligibility and Suspension Policy](#), Section 17, Bidders are required to provide a list of their Board of Directors as part of their bid. Bidders are requested to complete Annex "E" Additional Certification Information 1. Board of Directors.

5.2.3.2 Procurement Business Number (PBN)

In accordance with Section 2, Procurement Business Number, of the Standard Instructions, Contractors are required to have a Procurement Business Number (PBN) as part of their bid. Bidders are requested to complete Annex "E" Additional Certification Information 2. Procurement Business Number (PBN).

Suppliers may register for a PBN online at [Supplier Registration Information](#) (SRI). For non-Internet registration, suppliers may contact the InfoLine at 1-800-811-1148 to obtain the telephone number of the nearest Supplier Registration Agent.

PART 6 - STANDING OFFER AND RESULTING CONTRACT CLAUSES

A. STANDING OFFER

6.1 Offer

6.1.1 The Offeror offers to fulfill the requirement in accordance with the Requirement at Annex "A".

6.2 Security Requirements

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

6.3 Standard Clauses and Conditions

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

6.3.1 General Conditions

[2005](#) (2022-01-28) General Conditions - Standing Offers - Goods or Services, apply to and form part of the Standing Offer.

6.3.2 Standing Offers Reporting

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

The Offeror must provide this data in accordance with the reporting requirements detailed in annex entitled Standing Offer Usage Reporting Form. 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 15 calendar days after the end of the reporting period.

6.4 Term of Standing Offer

6.4.1 Period of the Standing Offer

The period for making call-ups against the Standing Offer is from November 1, 2021 to November 30, 2022, with one (1) additional rebid period from December 1, 2022 to November 30, 2023.

6.4.2 Delivery Points

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

6.5 Authorities

6.5.1 Standing Offer Authority

The Standing Offer Authority is:

Rina Marsland
Procurement Specialist
Public Works and Government Services Canada
Acquisitions Branch
101 22nd St E, Suite 110
Saskatoon, SK S7K 0E1

Telephone: 306-241-5742
E-mail address: rina.marsland@pwgsc-tpsgc.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.

6.5.2 Project Authority

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

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

6.5.3 Offeror's Representative

Name: _____
Title: _____
Address: _____

Telephone: ____- ____- ____
E-mail address: _____

6.6 Identified Users

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

Department of National Defence:

- i. Edmonton Garrison,
- ii. CFB Wainwright, and
- iii. 19 Wing, Comox BC.

The offeror must be able to provide delivery service to remote locations, **upon request**, in the following provinces:

- (a) British Columbia (including Vancouver Island)
- (b) Alberta
- (c) Saskatchewan
- (d) Manitoba

6.6.1 Fees for delivery to remote locations or extraordinary situations will be discussed between the supplier and DND to come to a mutually agreed upon price.

6.7 Call-up Instrument

The Work will be authorized or confirmed by the Identified User(s) using the duly completed forms or their equivalents as identified in paragraphs 2 and 3 below, or by using Canada acquisition cards (Visa or MasterCard) for low dollar value requirements.

1. Call-ups must be made by Identified Users' authorized representatives under the Standing Offer and must be for goods or services or combination of goods and services included in the Standing Offer at the prices and in accordance with the terms and conditions specified in the Standing Offer.
2. Any of the following forms could be used which are available through [PWGSC Forms Catalogue](#) website:
 - PWGSC-TPSGC 942 Call-up Against a Standing Offer
 - PWGSC-TPGSC 942-2 Call-up Against a Standing Offer - Multiple Delivery
 - PWGSC-TPSGC 944 Call-up Against Multiple Standing Offers (English version)
 - PWGSC-TPSGC 945 Commande subséquente à plusieurs offres à commandes (French version)

or

3. An equivalent form or electronic call-up document which contains at a minimum the following information:
 - standing offer number;
 - statement that incorporates the terms and conditions of the Standing Offer;
 - description and unit price for each line item;
 - total value of the call-up;
 - point of delivery;
 - confirmation that funds are available under section 32 of the Financial Administration Act;
 - confirmation that the user is an Identified User under the Standing Offer with authority to enter into a contract.

6.8 Limitation of Call-ups

Individual call-ups against the Standing Offer must not exceed **\$100,000.00** (Applicable Taxes included).

6.9 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 general conditions 2010A (2022-01-28), General Conditions: Goods (Medium complexity)
- e) Annex A, Requirement;
- f) Annex B, Basis of Payment;
- g) Annex C, Usage Reporting Form;
- h) Annex D, Supplier Quality Assurance, Notification of Rejection/Discrepancy;
- i) the Offeror's offer dated _____.

6.10 Certifications and Additional Information

6.10.1 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.

6.11 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 Alberta.

6.12 Transition to an e-Procurement Solution (EPS)

During the period of the Standing Offer, Canada may transition to 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.

6.13 SACC Clauses

6.13.1 Price Adjustment – Milk

The prices detailed in the Standing Offer are subject to upward or downward adjustment to reflect the actual minimum wholesale prices for milk established by the provincial milk marketing board. A copy of the Offeror's notification of price increase or decrease from the provincial milk marketing board must be provided to the Standing Offer Authority.

At the Offeror's request, the Standing Offer will be revised to reflect the actual price of the increase or decrease, and will be evidenced, for administrative purposes only, through a revision to the standing offer completed by the Standing Offer Authority. The Offeror must not invoice at prices other than those specified in the Standing Offer.

6.13.2 Price Adjustment – Butter

The prices detailed in the Standing Offer are subject to upward or downward adjustment to allow for any increase or decrease in the support prices for butter established by the Canadian Dairy Commission. A

copy of the Offeror's notification of price increase or decrease from the Canadian Dairy Commission must be provided to the Standing Offer Authority.

At the Offeror's request, the Standing Offer will be revised to reflect the actual price of the increase or decrease, and will be evidenced, for administrative purposes only, through a revision to the standing offer completed by the Standing Offer Authority. The Offeror must not invoice at prices other than those specified in the Standing Offer.

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.

6.1 Requirement

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

6.2 Standard Clauses and Conditions

6.2.1 General Conditions

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

To be determined at award

Section 16 Interest on Overdue Accounts, of 2010A (2022-01-28), General Conditions - Goods (Medium Complexity) will not apply to payments made by credit cards.

6.3 Term of Contract

6.3.1 Period of the Contract

The period of the Contract is from **to be determined at call up** inclusive.

6.3.2 Delivery Date

Delivery must be completed in accordance with the call-up against the Standing Offer.

6.4 Payment

6.4.1 Basis of Payment

In consideration of the Contractor satisfactorily completing all of its obligations under the Contract, the Contractor will be paid firm prices, as specified in Annex B and identified in the Call-up. Customs duties are included and Applicable Taxes are extra.

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

6.4.3 Single Payment

SACC Manual clause [H1000C](#) (2008-05-12) Single Payment

6.4.4 Electronic Payment of Invoices – Call-up

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

To Be Determined

- 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)

6.5 Invoicing Instructions

1. The Contractor must submit invoices in accordance with the section entitled "Invoice Submission" of the general conditions. Invoices cannot be submitted until all work identified in the invoice is completed.
2. Invoices must be distributed as follows:
 - a) The original and one (1) copy must be forwarded to the address shown on page 1 of the Contract for certification and payment.

6.6 Insurance

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

6.7 SACC Manual Clauses

[A9062C](#) (2011-05-16) Canadian Forces Site Regulations
[D3007C](#) (2007-11-30) Inspection and Stamping
[D0014C](#) (2007-11-30) Delivery of Fresh Chilled or Frozen Products
[D0018C](#) (2007-11-30) Delivery and Unloading
[D3004C](#) (2007-11-30) Type of Transport

6.8 Inspection and Acceptance

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

6.9 Dispute Resolution

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

ANNEX " A "

REQUIREMENT

1. BACKGROUND INFORMATION

3rd Canadian Division (3 Cdn Div) is one of four operational commands of the Canadian Army. This command is responsible for all Canadian Army administration and operations in western Canada from the Pacific Ocean to Thunder Bay, Ontario and is headquartered at 3rd Canadian Division Support Base Edmonton, Alberta.

Under the 3 Cdn Div command are approximately 5,400 Regular Force soldiers, 4,800 Reserve Force soldiers, 1,400 DND civilian employees, and 900 Canadian Rangers.

The area of responsibility (AOR) for 3 Cdn Div span over five (5) provinces, west of Thunder Bay, On, Saskatchewan, Manitoba, Alberta and BC including Vancouver Island.

3 Cdn Div requires a Regional Individual Standing Offer (RISO) for miscellaneous groceries to support 3 Cdn Div in their training exercises and emergency responses to all regions listed above with an estimated 80 percent of deliveries to be at Wainwright AB and an estimated 20 percent with remainder of deliveries made to remote locations for emergency situations that span over Thunder Bay, On to Vancouver Island, BC.

2. REQUIREMENT

Regional Individual Standing Offer for the supply, delivery and offloading of "One Stop Shopping" items for rations, such as dairy products, eggs, meat, fish, poultry, fresh and frozen products, juice, beverages, and miscellaneous groceries to the Department of National Defence, Edmonton Garrison, Edmonton, Alberta, Wainwright at Denwood, Alberta and 19 Wing Comox, BC, for use by Field Units, and Foreign Visiting Army Units, for deliveries within the geographical areas west of Thunder Bay, Ontario, including Manitoba, Saskatchewan, Alberta and British Columbia, including Vancouver Island, on an "as required" basis, for a one (1) year period, November 1, 2021 to November 30, 2022 plus one (1) additional one (1) year rebid period, in accordance with the terms and conditions set out herein.

An estimated 80% of deliveries will be made to Wainwright, Alberta to support various field training. Historically 3 Canadian Division has received request for assistance (RFA) to support provincial government in disaster response in the following locations such as floods in Winnipeg Manitoba, Calgary and High River, Alberta and forest fires in Alberta and BC. It is DND's intent to have branch locations and outlets to respond to these main locations as an emergency.

Personnel from the Canadian Forces will meet the Offeror's personnel at the specified points of delivery to receive the delivery.

Food Product Categories

- a) Protein
- b) Fresh Produce
- c) Dairy and Eggs
- d) Miscellaneous Groceries

3. Food Quality Specifications

All goods supplied must be in accordance with the Food Quality Specifications located at Publications.gc.ca

<i>FQS # & Description</i>	<i>Catalogue # English</i>
<i>FQS-01 Eggs</i>	<i>D2-531/01-2018E-PDF</i>
<i>FQS-02 Beef</i>	<i>D2-531/02-2018E-PDF</i>
<i>FQS-03 Veal</i>	<i>D2-531/03-2018E-PDF</i>
<i>FQS-04 Pork</i>	<i>D2-531/04-2018E-PDF</i>
<i>FQS-05 Lamb</i>	<i>D2-531/05-2018E-PDF</i>
<i>FQS-06 Poultry</i>	<i>D2-531/06-2018E-PDF</i>
<i>FQS-07 Variety Meats</i>	<i>D2-531/07-2018E-PDF</i>
<i>FQS-08 Prepared Meat and Meat by Products</i>	<i>D2-531/08-2018E-PDF</i>
<i>FQS-09 Fish and Seafood</i>	<i>D2-531/09-2018E-PDF</i>
<i>FQS-10 Fresh Fruit</i>	<i>D2-531/10-2018E-PDF</i>
<i>FQS-11 Fresh Vegetables</i>	<i>D2-531/11-2018E-PDF</i>
<i>FQS-12 Frozen Fruit</i>	<i>D2-531/12-2018E-PDF</i>
<i>FQS-13 Frozen Vegetables</i>	<i>D2-531/13-2018E-PDF</i>
<i>FQS-14 Canned Fruit</i>	<i>D2-531/14-2018E-PDF</i>
<i>FQS-15 Canned Vegetables</i>	<i>D2-531/15-2018E-PDF</i>
<i>FQS-16 Dried Fruit</i>	<i>D2-531/16-2018E-PDF</i>
<i>FQS-17 Dehydrated Vegetables</i>	<i>D2-531/17-2018E-PDF</i>
<i>FQS-18 Milk and Milk Products</i>	<i>D2-531/18-2018E-PDF</i>
<i>FQS-19 Cheese</i>	<i>D2-531/19-2018E-PDF</i>
<i>FQS-20 Misc Groceries</i>	<i>D2-531/20-2018E-PDF</i>
<i>FQS-21 Pasta</i>	<i>D2-531/21-2018E-PDF</i>
<i>FQS-22 Rice</i>	<i>D2-531/22-2018E-PDF</i>

<i>FQS-23 Legumes</i>	<i>D2-531/23-2018E-PDF</i>
<i>FQS-24 Grains</i>	<i>D2-531/24-2018E-PDF</i>
<i>FQS-25 Shortenings, Fats and Oils</i>	<i>D2-531/25-2018E-PDF</i>
<i>FQS-26 Butter and Margarine</i>	<i>D2-531/26-2018E-PDF</i>
<i>FQS-27 Sugar and Preserves</i>	<i>D2-531/27-2018E-PDF</i>
<i>FQS-28 Coffee and Tea</i>	<i>D2-531/28-2018E-PDF</i>
<i>FQS-29 Ice Cream and Sorbets</i>	<i>D2-531/29-2018E-PDF</i>
<i>FQS-30 Pie Fillings and Pie Fruits</i>	<i>D2-531/30-2018E-PDF</i>
<i>FQS-31 Herbs, Spices and Seasonings</i>	<i>D2-531/31-2018E-PDF</i>
<i>FQS-32 Soups, Sauces and Gravies</i>	<i>D2-531/32-2018E-PDF</i>
<i>FQS-33 Condiments and Condiment Sauces</i>	<i>D2-531/33-2018E-PDF</i>
<i>FQS-34 Bread and Baked Products</i>	<i>D2-531/34-2018E-PDF</i>
<i>FQS-35 Fruit Juice</i>	<i>D2-531/35-2018E-PDF</i>
<i>FQS-36 Cereals</i>	<i>D2-531/36-2018E-PDF</i>
<i>FQS-37 Flour and Mixes</i>	<i>D2-531/37-2018E-PDF</i>
<i>FQS-38 Game</i>	<i>D2-531/38-2018E-PDF</i>

4. Standards

All food must comply with, but not limited to, the following standards and regulations:

- a) The Canadian Food and Drug Regulations;
- b) Canadian Food Inspection Agency Inspection Standards;
- c) Canada Agriculture Products Act;
- d) Canada Sanitation Code, as it relates to delivery vehicles.

5. Delivery

5.1 Delivery Locations

- 5.1.1 The locations identified in Appendix 1 to Annex A are anticipated delivery points, however other locations may be required;
- 5.1.2 Deliveries must be made directly to the location/s detailed in the Call-up

5.2 Period of Delivery

- 5.2.1 Deliveries must be made in accordance with the time and date indicated on the call-up document;
- 5.2.2 Delivery must be made within seventy-two (72) hours from receipt of a Call-Up document;
- 5.2.3 Emergency deliveries must be made within twenty-four (24) hours from receipt of a Call-Up document at no additional cost;
- 5.2.4 The Contractor must accept customer cancellations / amendments to call-ups if they occur twenty-four (24) hours in advance of delivery;
- 5.2.5 Deliveries for Miscellaneous Items must be made within 7 calendar days. This time frame has been established as a general timeframe for all non-stocked items. Government departments must contact their suppliers in advance in order to determine if the lead time of 7 days can be met. If not, the Contractor must contact the client department to identify the most realistic time frame and provide a reason for the delay.
- 5.2.6 Delivery for items identified as special order must be made within 7 calendar days. This timeframe allows the Department to be able to meet their menu requirements.

If the lead time of 7 days can't be met at time of order, the Contractor must immediately contact the client department to offer the most realistic time frame, provide a reason for the delay, and the Department then has the right to decide if that is acceptable or not.

5.3 Delivery Vehicle(s)

- 5.3.1 All goods must be delivered in vehicles which are clean, free of odours and free of any signs of rodent or insect activities;
- 5.3.2 The vehicle(s) utilized for the transportation must be considered as an extension of the company premises and as such the environment it presents must not put at risk the integrity of the food products.

5.4 Delivery Slips

- 5.4.1 The Contractor must supply a delivery slip with each delivery. The delivery slip will be used to compare what was shipped, actual count of products shipped to the products ordered on the call-up to determine acceptance of order.

5.5 Back Orders

- 5.5.1 Back Orders will not be accepted without prior written approval by the Project Authority identified in the call-up against the Standing Offer;
- 5.5.2 Items must not be short shipped when the entire quantity ordered is not available. All items ordered must be processed on a fill or kill basis.

5.6 Discontinued Product

- 5.6.1 All discontinued products must be reported to the Contracting Authority immediately. The Contractor must replace the discontinued product with a comparable one that is equal cost until the replacement product is agreed upon and approved. The replacement produce must be approved by the Project Authority and Contracting Authority.

5.7 Substitutions

- 5.7.1 The Contractor must supply the products in the size quoted and outlined in the Basis of Payment. No deviation from that size will be acceptable unless the stated size is no longer available to the industry. The Contractor must notify the Standing Offer Authority to obtain their acceptance of the replacement size;
- 5.7.2 If the Contractor is proposing a substitute item, it must be with an item of equal or higher quality. A substitute product of lesser quality will not be accepted.

5.8 Inspection and Acceptance

- 5.8.1 Final inspection and acceptance of product(s) rests solely with the consignee at the point of delivery. All products supplied must be free of signs of deterioration, spoilage, filth, or damage by rodents or insects. The consignee has the right to reject products at the time of delivery and unacceptable product(s) must be removed immediately by the Offeror;
- 5.8.2 The Contractor must deliver the goods as per the Recommended Case Description or the Contractors Case Description;
- 5.8.3 The site authority will identify any discrepancies and/or short shipments of products at the time of delivery. The Contractor must issue a credit for all discrepancies and/or short shipments of products within seven (7) working days.

5.9 Rejections

- 5.9.1 Rejected items discovered after delivery must be picked up and replaced within one (1) working day of notification of the rejection;
- 5.9.2 Rejections also cover deliveries that are not completed in compliance with the delivery requirements under 4. Delivery.

5.10 Packaging

- 5.10.1 The Contractor is responsible for all costs for the supply, pickup, removal, disposal and recycling of empty pallets and shipping containers;
- 5.10.2 Items must be packaged to prevent cross-contamination. Like items by category are encouraged to be placed together and different categories must be separated. For example, raw meat must not be packaged together with fresh mushrooms if the Contractor holds more than one Standing Offer and is delivering different categories at the same time;
- 5.10.3 The Contractor must use every effort to utilize environmentally friendly packaging.

6. Call-Ups

6.1 Acknowledgment of call-ups

- 6.1.1 The Contractor must not proceed without receipt of a duly completed and authorized call-up;
- 6.1.2 The Contractor must acknowledge receipt of each call-up.

6.2 Minimum Call-Up

- 6.2.1 There is no minimum call-up limit and no minimum shipment due to limited storage areas

7. Product Recall

- 7.1 All products that are recalled by a manufacturer must be returned to the Contractor. The Contractor must notify the Project Authority on the call-up immediately of any product which is subject to a product recall by a manufacturer. The Contractor must pick-up the product recall within twenty-four (24) hours of the recall notice. The Contractor must offer a comparable substitute product at no additional expense or provide a credit note for reimbursement of the recalled product

8. Miscellaneous Items

- 8.1 Miscellaneous items are items that are not specified in Annex B and are not required by the client on a regular basis.
- 8.2 Miscellaneous items will be paid in accordance with the % mark-up outlined in Annex B and the Contractor's regular, seasonal and sale catalogues or current published price lists in effect at the time of call-up.
- 8.3 The total amount of miscellaneous items incorporated on any call-up must not exceed **25%** of the individual call-up total value (taxes included).

9. Greening

- 9.1 The Contractor is responsible for determining if pallets are used. If pallets are used, the Offeror must have a pallet tracking system in place. The Contractor must ensure that the number of pallets delivered to a location is the same number returned monthly. The Contractor must maintain a record of the number of pallets delivered to and returned by for each delivery location on a monthly basis. A copy of this record must be provided to the Contracting Authority monthly. Any discrepancy with the quantities of pallets delivered and returned on the record will be forwarded to the Contractor in writing within thirty (30) days after the last delivery date of month;
- 9.2 Any plastic used to wrap the pallets must be recyclable;
- 9.3 Provide Polyethylene Terephthalate and High-density polyethylene plastic containers when available;
- 9.4 Deliveries should be made in hybrid vehicles if the Contractor has hybrid vehicles in their fleet;
- 9.5 Contractors facilities should use LED lighting.

10. Price List Updates

- 10.1 The pricing provided by the Contractor in Annex B is firm for the entire period of the Standing Offer, unless otherwise specified;
- 10.2 The Contractor can provide new pricing in accordance with the pricing rebid and refresh frequency and terms and conditions provided in Annex B-1.

APPENDIX 1 to ANNEX A

LOCATION

1. Delivery Locations

1.1 Contractor's must deliver to all locations identified in the lists below

Department	Location Name	Location Address	Delivery Information and Special Instructions
Department of National Defence	CFB Comox	DND Comox Building 105 - Combined Mess – Heritage Blvd CFB Comox 19 Wing Lazo, BC V0R 2K0	N/A

Department	Location Name	Location Address	Delivery Information and Special Instructions
Department of National Defence	3 Canadian Division Edmonton Garrison	Bldg 236 195 Avenue Rhine Road Edmonton, AB T5J 4J5	N/A

Department	Location Name	Location Address	Delivery Information and Special Instructions
Department of National Defence	CFB Wainwright 3 CDSB Edm Grn Wainwright	Food Services Complex, Bldg 614 Denwood, AB TOB 1B0	N/A

- 1.2 The offeror **must also** be able to provide delivery service to remote locations, **upon request**, in the following provinces:
- (a) British Columbia (including Vancouver Island)
 - (b) Alberta
 - (c) Saskatchewan
 - (d) Manitoba
- 1.3 Fees for delivery to remote locations or extraordinary situations will be discussed between the supplier and DND to come to a mutually agreed upon price.

ANNEX " B "

BASIS OF PAYMENT

See Attached spreadsheets for the list of items.

1. Provincial Milk Marketing Board Price Adjustments

PWGSC will follow the Price Adjustment process for Milk and Butter items as detailed in A. Standing Offer, Article 6.13 SACC Clauses. The PWGSC Contracting Authority will only accept a copy of the Offeror's notification of price increase or decrease issued from the provincial milk marketing board. Documents from the Offeror's distributors will not be accepted.

The Standing Offer will be revised to reflect the actual price of the increase or decrease as indicated from the provincial milk marketing board and will not take into account any other price increases.

2. Provincial Egg Marketing Board Price Adjustments

PWGSC will follow the Price Adjustment process for eggs, but the PWGSC Contracting Authority will only accept a copy of the Offeror's notification of price increase or decrease issued from the provincial egg marketing board. Documents from the Offeror's distributors will not be accepted.

The Standing Offer will be revised to reflect the actual price of the increase or decrease as indicated from the provincial egg marketing board and will not take into account any other price increases.

ANNEX " B – 1 "

REBID

Pricing Requirements

1. Pricing must be provided for **ninety (85%) of all line items per category** on the product lists in Annex B - Basis of Payment and **must be maintained throughout the duration of the Standing Offer.**

Failure to provide pricing for a minimum of **85%** of the items will render the offer non-compliant without further consideration being given.

Pricing is to remain valid from date of issuance of the Standing Offer but the Offeror can provide new pricing in accordance with the pricing refresh frequency and terms and conditions listed below.

2. The qualified offeror and any other interested supplier is given the opportunity on a yearly basis, rebid their unit prices for any of the line items identified in Annex B, Base of Payment;
3. All price rebids are due no later than the specified day of the preceding month as indicated in Annex B, Schedule of Refresh and Rebid dates.

A. Monthly Refreshes, between rebid periods:

- Fresh Produce

B. Monthly Refreshes, between rebid periods:

- Protein

C. Quarterly Refreshes, between rebid periods:

- Miscellaneous Groceries, including Dairy

4. The Offeror must forward via email, electronic pricing in the format provided in their Standing Offer Annex B to the Standing Offer Authority for the **Refresh Periods**;
5. The Offeror must forward electronic pricing in the format requested in the original solicitation documents for all **Rebid Periods**, and NOT directly to the Standing Offer Authority;
6. Electronic pricing files should be properly named and identify the vendor name and the applicable dates pricing applies. Example: Vendor Name Produce Prices DD-MM-YY to DD-MM-YY;
7. Prices must be provided in 2 decimal place format only (example: \$2.99 per kilogram);
8. Prices must include delivery to the locations;
9. Prices will be reviewed by Public Works and Government Services Canada (PWGSC). The Offeror must be prepared to justify and substantiate any increase at the request of PWGSC;

Solicitation No. - N° de l'invitation
W0127-21P004/A
Client Ref. No. - N° de réf. du client
W0127-21P004

Amd. No. - N° de la modif.
006
File No. - N° du dossier
STN-0-43158

Buyer ID - Id de l'acheteur
STN201
CCC No./N° CCC - FMS No./N° VME

ANNEX "1" to PART 3 OF THE REQUEST FOR STANDING OFFERS

ELECTRONIC PAYMENT INSTRUMENTS

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)

Solicitation No. - N° de l'invitation
W0127-21P004/A
Client Ref. No. - N° de réf. du client
W0127-21P004

Amd. No. - N° de la modif.
006
File No. - N° du dossier
STN-0-43158

Buyer ID - Id de l'acheteur
STN201
CCC No./N° CCC - FMS No./N° VME

ANNEX " C "

STANDING OFFER USAGE REPORTING FORM

Company Name: _____

Standing Offer No. <i>W0127-21P004</i>						
Month:						
Unitrak/FSIMS Code	Offerors Code	Item Description	Case Description	Quantity	Firm UoM Price	Firm Case Price
Monthly Total						\$

NIL REPORT: We have not done any business with the federal government for this period []

PREPARED BY:

NAME: _____ TELEPHONE No.: _____

SIGNATURE: _____ DATE: _____

ANNEX " D "

SUPPLIER QUALITY ASSURANCE, NOTICE OF REJECTION/DISCREPANCY

If you are not receiving the quality level of goods or services expected from the supplier, please complete this feedback form with specific details.

Department/Unit (with complaint)

Date of Discrepancy

Supplier/Company Name

Standing Offer #

Supplier Product Code

Unitrak or FSIMS Code

1. TYPE OF DISCREPANCY (Check appropriate remarks below)

- Did not meet delivery time
- Invoices did not conform to contract/order terms
- Good/services did not meet specification requirements
- Delivery charges were added
- Other (specify in Remarks section)

2. ACTION TAKEN (Check appropriate remarks below)

- Replacement requested
- Shipment quarantined due to hygiene reasons
- Replaced by local purchase (LPO)
- Goods accepted due to operational requirements.
- Goods returned to the Supplier.

3. REMARKS (Specify details of Rejection/Discrepancy).

4. DATE SUBMITTED

5. CONTACT NAME

ANNEX " E "

ADDITIONAL CERTIFICATIONS

1. Board of Directors

Please refer to Part 5, Certifications, Article 5.2.1 for details.

Director Name - _____ Position - _____

2. Procurement Business Number (PBN)

Please refer to Section 02, [Procurement Business Number](#) of the [2006](#) (2019-03-04) Standard Instructions – Request for Standing Offers - Competitive Requirements

Procurement Business Number - _____

Suppliers may register for a PBN online at [Supplier Registration Information](#). For non-Internet registration, suppliers may contact the InfoLine at 1-800-811-1148 to obtain the telephone number of the nearest Supplier Registration Agent.