

ANNEX "A" STATEMENT OF WORK

1. Scope

1.1 Purpose

Canada requires contracted support for the provision of accommodation services for Canadian Armed Forces (CAF) personnel (pers) in Cologne, Germany in support of Third Location Decompression (TLD) programs.

1.2 Background

The CAF will be conducting Third Location Decompression (TLD) programs in Cologne, Germany for CAF pers who are undergoing decompression prior to continuation of their travel to Canada. These programs are anticipated to take place during the period of 27 October to 30 November 2022 inclusive. In addition, there will be the Technical Authority (TA) (or TA representative) and TLD Team staff that will reside with the Decompressing CAF pers for the duration of the TLD program, the TA or TA's Representative will be the Point of Contact (POC) responsible for liaising with the Contractor and/or Contractor's staff as required.

1.3 Terminology

1.3.1 Single occupancy Room, means one person occupying the room, regardless of the number or size of the bed(s) (double, queen or king). Single occupancy rooms must have at least one bed (not a pullout sofa, cot, or futon). Each bed must be a double-size (54" x 75" or 137cm x 191cm) single bed or larger with size-appropriate bedding and a newer mattress (within 5 years). A "double-size" bed refers to the size of the mattress while "single" refers to the number of mattresses that make up the total size, (i.e. two smaller mattresses placed side-by-side cannot be used to create a mattress that meets the size requirement). Cots, pullouts, sofa beds or two single beds put together are not acceptable. Adjoining rooms would be preferred but not mandatory.

1.3.2 Single Occupancy Suite: Single occupancy Suite that has a living and a sleeping area. Single occupancy suite means one person occupying the suite, regardless of the number or size of the bed(s) (double, queen or king). Single occupancy suites must have at least one bed (not a pullout sofa, cot, or futon). Each bed must be a double-size (54" x 75" or 137cm x 191cm) single bed or larger with size-appropriate bedding and a newer mattress. A "double-size" bed refers to the size of the mattress while "single" refers to the number of mattresses that make up the total size, (i.e. two smaller mattresses placed side-by-side cannot be used to create a mattress that meets the size requirement). Cots, pullouts, sofa beds or two single beds put together are not acceptable. The living area must be large enough to accommodate additional work tables and chairs at no increased or additional cost for the suite, on request of the TA or TA's Representative. Adjoining suites would be preferred but not mandatory. A suite living area must consist of one or more of the following items – couch or armchairs, coffee table or side tables, and reading or pedestal lamps.

1.3.3 Incidentals are defined as:

- a. Telephone Charges;
- b. Food and Beverage Charges;
- c. Minibar Charges;
- d. Pay per view/television pay program;
- e. Charges for Damages; and
- f. Any other charges/incidentals that a CAF member could personally incur.

2. Scope of Work

The Contractor must provide Accommodation Services for approximately 250 CAF personnel staggered throughout the period of 27 October 2022 to 30 November 2022. The TLD programs are expected to receive approximately 220 CAF personnel staggered over the period of 3 – 27 November 2022. A TLD staff team of approximately 16 personnel will arrive on 27 Oct 2022 to prepare and coordinate the arrival of the remaining CAF personnel.

CAF pers will be divided into groups of approximately 51 - 101 pers. Each group will participate in the TLD program which consists of:

- a. Day 1 Arrival - CAF personnel will attend training in conference/meeting rooms led by TLD Staff and check in to the accommodations;
- b. Day 2 - CAF personnel will attend training led by TLD Staff in conference/ meeting rooms and participate in CAF organized recreation and social activities;
- c. Day 3 - CAF personnel participate in CAF organized recreation and social activities;
- d. Day 4 - CAF personnel depart for Canada. (check out of the accommodations); and
- e. The TLD Staff will remain in location to complete any final documentation at the end of the TLD Programs.

Each group of CAF personnel participating in the TLD programs, require accommodations for four (4) days/ three (3) nights to complete the TLD program. At any time during the TLD programs there may be concurrent or overlapping arrival/departure times for CAF pers. The TA or TA's representative will coordinate with the Contractor and/or Contractor's staff as required.

Accordingly, conference/meeting rooms will be required as per the table below in accordance with (IAW) the local COVID safety guidelines with respect to social/physical distancing.

2.1 Requirements

The Contractor must provide accommodations services, conference rooms and parking IAW table 2.1.

Table 2.1

Group	Check in	Check out	# of Pers	Room Type	# of nights	Conference/Meeting Rooms		Parking	
						Qty	Dates	Qty	Dates
TLD Staff Group A	27 Oct 22	30 Nov 22	20	Single	34			5	27 Oct – 30 Nov 22
TLD Staff Group B	28 Oct 22	29 Nov 22	2	Suite	32				
Group 01	9 Nov 22	12 Nov 22	79	Single	3	2	9-10 Nov 22		
Group 02	13 Nov 22	16 Nov 22	66	Single	3	2	13-14 Nov 22		
Group 03	18 Nov 22	21 Nov 22	51	Single	3	2	18-19 Nov 22		

The Contractor must provide conference(s) or meeting room(s) at para 2.2.5 in accordance with local safety COVID guidelines;

The Contractor must provide access and use to all on-site amenities in accordance with local COVID safety guidelines;

2.2 Technical Requirements

The Contractor must provide the following minimum requirements for Accommodation Services. The Contractor may provide alternatives that exceed these requirements:

2.2.1 Hotel Facility Requirements:

- 2.2.1.1 Contractor must provide early check-in and late check-out as required to accommodate CAF personnel flight changes. If not feasible, in lieu of early check-in or late check-out, a secure storage room for the luggage of CAF personnel (up to 100 pieces) must be provided upon request.
- 2.2.1.2 Contractor must provide space for TLD team staff in the vicinity of the accommodation entrance/lobby with a table, 2 chairs and high speed wireless internet connection for the duration of the scheduled TLD.
- 2.2.1.3 Contractor must identify eating facilities/coffee shops/restaurants within 300 meters' walking distance of the accommodation services for the purchase of meals, refreshments, and light snacks during the hours of 10:00-18:00 hours daily. CAF personnel are individually responsible to pay for their refreshments/snacks/meals.
- 2.2.1.4 Contractor must provide high speed wireless internet access in all rooms, suites, conferences and common areas.

2.2.2 Room and Suite Requirements:

- 2.2.2.1 All Rooms and Suites must be non-smoking.
- 2.2.2.2 Single occupancy Room, as per as per 1.3.1 above.
- 2.2.2.3 Single occupancy Suite. As per para 1.3.2 above. Adjoining suites would be preferred but not mandatory and the contractor will make all efforts to ensure the suites are accessible by all CAF members (i.e. Does not require a key or access card to get to the specific floor which the suite is located).
- 2.2.2.4 Temperature controlled (heat and air-conditioning) with individual controls located in each room and suite.
- 2.2.2.5 Private full bath must be located in the room and suite, and include a toilet, sink, mirror, and shower complete with fresh towels and toiletry articles.
- 2.2.2.6 Television with remote control and cable services.
- 2.2.2.7 Telephone capable of making international calls. All phone charges are considered incidentals and are the responsibility of the occupant.
- 2.2.2.8 A safe must be available within the room.
- 2.2.2.9 A minimum of two (2) electrical outlets.

- 2.2.2.10 Armchair or sofa.
- 2.2.2.11 Armoire or dresser and wardrobe closet.
- 2.2.2.12 Alarm Clock or easy access to reliable wake-up call services.
- 2.2.2.13 All rooms, suites and common areas must have complimentary high speed wireless internet service.
- 2.2.2.14 The Contractor must provide one (1) litre of unflavored, non-carbonated drinking water, daily per room at no cost to the occupants (one x 1L bottle or two x500mL bottles, etc). Commercial bottled water must be NSF International certified. Certified brands of bottled water such Evian or Volvic are examples of acceptable bottled water that can be found using the search engine available at the NSF Public Health and Safety Organization website <http://info.nsf.org/Certified/BWPI/>

- 2.2.2.15 One (1) room key per room and suite. Keys will be picked up in advance of check-in and controlled by the TA or TA's Representative.

2.2.3 Cleaning Requirements Rooms and Suites:

- 2.2.3.1 Daily room cleaning to European standards (IAW local COVID public health measures, guidance, restrictions) including the toilet, sink and shower area.
- 2.2.3.2 Beds must be made up daily.
- 2.2.3.3 Fresh towel service, shampoo and soaps sufficient for the number of personnel in each room must be provided on a daily basis.
- 2.2.3.4 Bed linen must be changed in accordance with the normal accommodation standard, and/or on occupant's departure, whichever takes place first.
- 2.2.3.5 At least one (1) sanitized (clean and disinfected) drinking glass per person must be provided daily.
- 2.2.3.6 Garbage can(s) emptied and waste removed daily.

2.2.4 Conference Room Requirements:

- 2.2.4.1 Conference room must be within the accommodation services and must accommodate simultaneous seating comfortably for approximately one hundred to one hundred and fifty (100-150) CAF pers in one room, which can ideally be sub-divided into two (2) rooms, each seating fifty to seventy-five (50-75) CAF pers. This capacity includes extra spacing between seats in accordance with (IAW) COVID local guidelines and restrictions.
- 2.2.4.2 Individual chairs with sufficient space between each person (IAW local COVID public health measures, such as two (2) meter spacing) and writing tables.
- 2.2.4.3 To be configured in a briefing/classroom format as required by the TA or TA's representative.
- 2.2.4.4 Doors must have locks with at least two (2) keys. The keys will be controlled by the TA or TA's representative.

2.2.4.5 Provide two (2) White boards (closest European size to 200 cm x 130 cm each) and/or flipcharts (closest European size to 60 cm x 90 cm) with no less than two (2) sets of functional multi-colored non-permanent markers.

2.2.4.6 Serviceable audio/visual equipment must be provided as and when required for each conference room when requested by the TA or TA's representative. Equipment must include projector with cables, sound system and screen.

2.2.4.7 Must provide daily, a complimentary one (1) litre of bottled water IAW para 2.2.3.15 for each of the participants every day that the conference or meeting rooms are occupied, the TA or TA's representative will provide the required numbers and timing.

2.2.5 Hotel Amenities Requirements:

2.2.5.1 Complimentary access and use of a Fitness facility (gym) within the accommodation property. The fitness facility area must have sufficient space for at least six (6) people to use at one time. The fitness equipment must be a combination of cardio machines (treadmill and elliptical-like machines), free weights and adequate floor space for multiple people to conduct stretching and exercises. Within the fitness facility the Contractor must provide sufficient disinfectant cleaner at each of the equipment stations, as required for COVID safety and hygiene cleanliness.

2.2.5.2 One (1) Restaurant within the accommodation property must have the dining capacity (Breakfast, Lunch and Dinner/Supper) to accommodate CAF Personnel and TLD team staff (10-50 person) simultaneously in one seating during daily meal hours;

2.2.5.3 The Contractor must provide or have reserved a minimum of five (5) parking spaces (on-site and/or within a 500 meter walking distance) for the duration of the TLD Program with twenty-four (24) hour in/out privileges. Parking spaces must accommodate a combinations of standard nine (9) passenger minivan(s) and intermediate-size cars, as and when required by the TA or TA's representative. Parking Access must allow entry for vehicle(s) of maximum 2.2 meter height.

2.2.6 Breakfast Requirements:

2.2.6.1 The Contractor must provide breakfast served "a la carte" or buffet style, included in the price of the room and suite for all CAF Personnel and TLD Team staff, in accordance with the specifications detailed below:

- a. Breakfast must be available between 07:00-10:00 hours daily.
- b. Breakfast must be provided IAW the local industry standards. The specifications are to be used as a reference to maintain the administration of food services and a minimum level of food service quality, safety and quantity. The specifications are not intended to prescribe how the Contractor will carry out the work, or exactly what selection of meals are to be provided, but only the expected level of service.
- c. The Contractor must be able to accommodate special dietary needs brought to their attention, a minimum of forty-eight (48) hours' notice by the TA or TA's representative. These include medical (e.g. allergies or food sensitivities) or religious dietary requirements. Every reasonable effort will be made to permit observance of religious practices of individual CAF Personnel and TLD Team staff.

2.2.6.2 All Food Handling, Storage and Preparation Practices are to be in accordance with Hazard Analysis Control Points (HACCP) International principles.

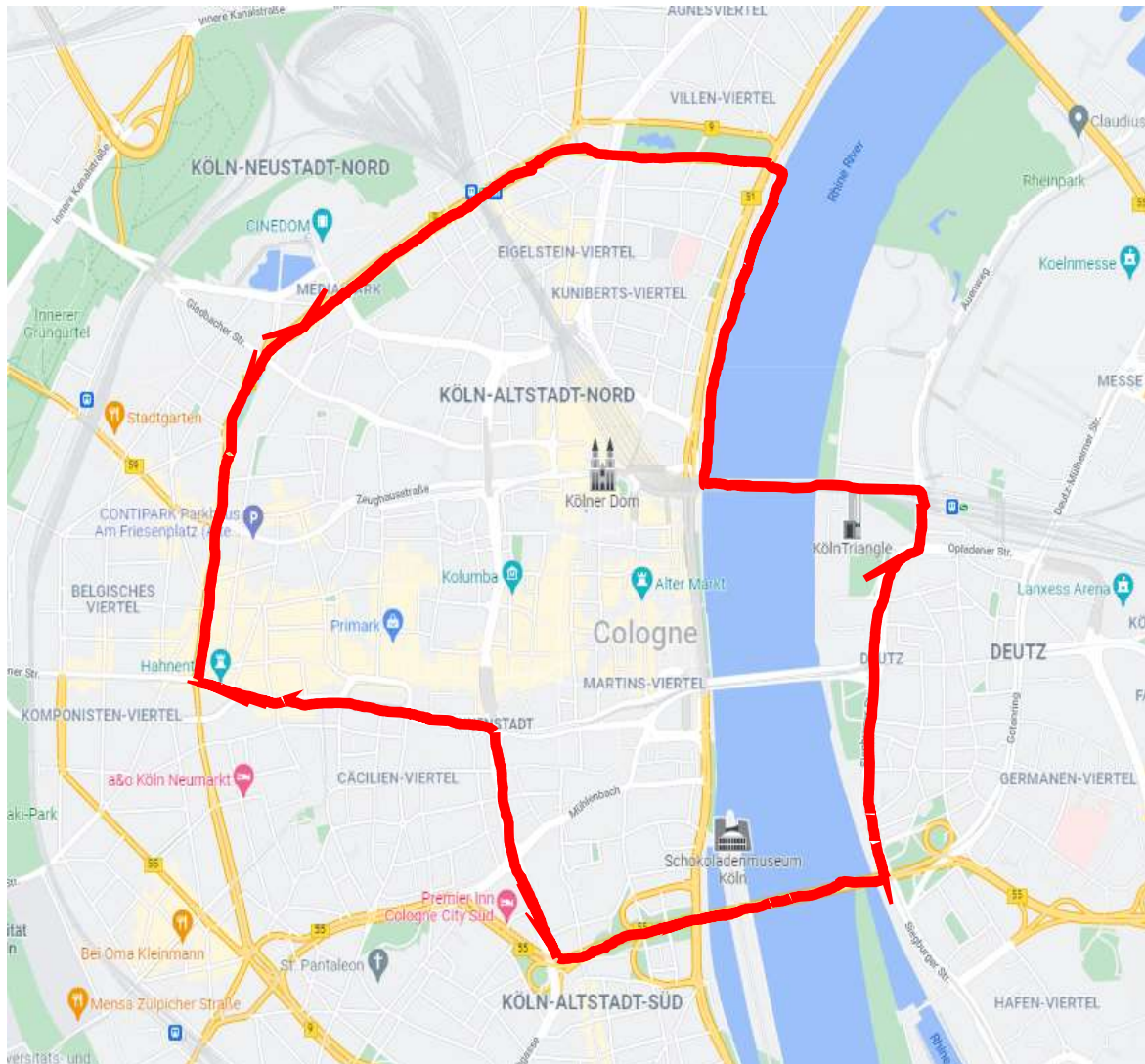
2.2.7 Incidental Charges:

- 2.2.7.1 Incidental charges incurred by CAF pers and TLD team staff must be charged to the room and/or suite and paid by the individual at time of check-out. Canada shall not be invoiced under the resulting contract for any incidental charges for any of the rooms or suites.
- 2.2.7.2 TA or TA's representative will confirm with the Contractor or Contractor's staff that final payment is made for the incidental charges prior to check-out the day of departure.

2.3 Constraints

- 2.3.1 The Contractor must ensure that Accommodation Services are confirmed not more than twenty-four (24) hours after the contract award.
- 2.3.2 The Contractor must ensure that CAF Personnel are not relocated to another room/suite during their stay, unless it becomes necessary as a result of a maintenance or safety issue.
- 2.3.3 The Contractor must ensure that all rooms and suites are located in the same Accommodation building on the property.
- 2.3.4 The conference or meeting rooms must be located in the Accommodation building on the property.
- 2.3.5 Subject to availability, the Contractor will accommodate a change in dates for rooms, suites and parking, when advised at least twenty-four (24) hours in advance by the Contracting Authority (CA).
- 2.3.6 The Contractor will decrease the number of rooms and/or suites, and/or parking spots when advised by the CA.
- 2.3.7 The Contractor will increase the number of rooms and/or suites (subject to availability) at the contracted rates, when advised at least forty-eight (48) hours in advance by the CA.
- 2.3.8 The accommodation facilities must be located within the boundaries as noted below, and in the map 2.1:
- Intersection of Route 55 and Neukoellner Str.
 - East along Route 55 to Siegburger Str.
 - North on Siegburger St./Mindener Str. to Auenweg
 - North on Auenweg to Hohenzollernbruecke
 - West on Hohenzollernbruecke to Konrad-Adenauer-Ufer
 - North along Konrad-Adenauer-Ufer to Route 9
 - Follow Route 9 (Hansaring/Hohenzollernring) to Hahnenstrasse
 - East along Hahnenstrasse to Neukollner Str.

Map 2.1



2.4 Contractor Responsibilities

- 2.4.1 The Contractor must establish English-speaking POCs to provide customer service at the accommodation property on a twenty-four (24) hour basis, seven (7) days per week, throughout the duration of the scheduled TLD.
- 2.4.2 Upon discovery of any damages to the accommodation property including but not limited to rooms/lobby/other areas allegedly done by CAF members, the Contractor will report the incident in person or by email to the TA or TA's representative for investigation no later than (NLT) 24hrs of the discovery. If requested, camera footage or written reports are to be made available to the TA or TA's representative.
- 2.4.3 The Contractor will adhere to all required and directed local, regional and federal COVID protocols for factors such as, but not limited to, distancing, contact tracing, vaccine status verification, room and common area cleaning, food preparation/serving, and dining area health measures.

2.5 CAF Responsibilities

- 2.5.1 The TA or TA's representative will notify the Contractor of irregular CAF service issues within forty-eight (48) hours if/when they arise. An example would be, a CAF scheduling irregularity and/or unforecasted changes which could modify the total number of required rooms and suites and occupancy dates.
- 2.5.2 The TA and/or TA's representative will advise the Contractor immediately upon discovery of any damages to the accommodation property including but not limited to Rooms, Suites, facilities and amenities. Damage(s) to the accommodation will be reported for investigation by the TA or TA's representative. Individuals found responsible for damage(s) to the accommodation will be responsible to pay all of the resulting charges. All charges for damage(s) will not form part of the contract and will be settled outside of the contract.
- 2.5.3 The TA or TA's representative will provide a list of CAF Personnel occupying the rooms and suites, to the Contractor or Contractor's POC twenty-four (24) hours prior to the arrival date.

2.6 Quality Assurance Requirements

- 2.6.1 Throughout the period of the contract, the Contractor must permit the TA or TA's Representative, to inspect any accommodation facilities included with the services outlined in Annex A. Inspection when required or requested will be, but not limited to rooms and food preparation areas.
- 2.6.2 The Contractor will ensure that all of the requirements outlined in Annex A, are met at all times. Discrepancies in the provision of accommodation services, amenities and facilities to the required standard shall be addressed first, with the Contractor's designated POC and the TA or TA's Representative, if the issue remains unresolved the Contracting Authority (CA) will be contacted.

3. Deliverables

- 3.1 The Contractor must provide Accommodation Services in accordance with paragraph 2, inclusive.
- 3.1.2 A list of all COVID procedures and risk mitigation processes must be provided if and when requested.