



THE CITY OF WINNIPEG

BID OPPORTUNITY

BID OPPORTUNITY NO. 875-2012

PROVISION OF LAUNDRY AND DRY CLEANING SERVICES AND VOUCHERS

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PART B - BIDDING PROCEDURES

B1. CONTRACT TITLE

B1.1 PROVISION OF LAUNDRY AND DRY CLEANING SERVICES AND VOUCHERS

B2. SUBMISSION DEADLINE

B2.1 The Submission Deadline is 4:00 p.m. Winnipeg time, November 19, 2012.

B2.2 Bids determined by the Manager of Materials to have been received later than the Submission Deadline will not be accepted and will be returned upon request.

B2.3 The Contract Administrator or the Manager of Materials may extend the Submission Deadline by issuing an addendum at any time prior to the time and date specified in B2.1.

B3. ENQUIRIES

B3.1 All enquiries shall be directed to the Contract Administrator identified in D4.1.

B3.2 If the Bidder finds errors, discrepancies or omissions in the Bid Opportunity, or is unsure of the meaning or intent of any provision therein, the Bidder shall promptly notify the Contract Administrator of the error, discrepancy or omission at least five (5) Business Days prior to the Submission Deadline.

B3.3 If the Bidder is unsure of the meaning or intent of any provision therein, the Bidder should request clarification as to the meaning or intent prior to the Submission Deadline.

B3.4 Responses to enquiries which, in the sole judgment of the Contract Administrator, require a correction to or a clarification of the Bid Opportunity will be provided by the Contract Administrator to all Bidders by issuing an addendum.

B3.5 Responses to enquiries which, in the sole judgment of the Contract Administrator, do not require a correction to or a clarification of the Bid Opportunity will be provided by the Contract Administrator only to the Bidder who made the enquiry.

B3.6 The Bidder shall not be entitled to rely on any response or interpretation received pursuant to B3 unless that response or interpretation is provided by the Contract Administrator in writing.

B4. ADDENDA

B4.1 The Contract Administrator may, at any time prior to the Submission Deadline, issue addenda correcting errors, discrepancies or omissions in the Bid Opportunity, or clarifying the meaning or intent of any provision therein.

B4.2 The Contract Administrator will issue each addendum at least two (2) Business Days prior to the Submission Deadline, or provide at least two (2) Business Days by extending the Submission Deadline.

B4.2.1 Addenda will be available on the Bid Opportunities page at The City of Winnipeg, Corporate Finance, Materials Management Division website at <http://www.winnipeg.ca/matmgt/bidopp.asp>

B4.2.2 The Bidder is responsible for ensuring that he/she has received all addenda and is advised to check the Materials Management Division website for addenda regularly and shortly before the Submission Deadline, as may be amended by addendum.

B4.3 The Bidder shall acknowledge receipt of each addendum in Paragraph 8 of Form A: Bid. Failure to acknowledge receipt of an addendum may render a Bid non-responsive.

B5. SUBSTITUTES

- B5.1 The Work is based on the Plant, Materials and methods specified in the Bid Opportunity.
- B5.2 Substitutions shall not be allowed unless application has been made to and prior approval has been granted by the Contract Administrator in writing.
- B5.3 Requests for approval of a substitute will not be considered unless received in writing by the Contract Administrator at least five (5) Business Days prior to the Submission Deadline.
- B5.4 The Bidder shall ensure that any and all requests for approval of a substitute:
- (a) provide sufficient information and details to enable the Contract Administrator to determine the acceptability of the Plant, Material or method as either an approved equal or alternative;
 - (b) identify any and all changes required in the applicable Work, and all changes to any other Work, which would become necessary to accommodate the substitute;
 - (c) identify any anticipated cost or time savings that may be associated with the substitute;
 - (d) certify that, in the case of a request for approval as an approved equal, the substitute will fully perform the functions called for by the general design, be of equal or superior substance to that specified, is suited to the same use and capable of performing the same function as that specified and can be incorporated into the Work, strictly in accordance with the Contract;
 - (e) certify that, in the case of a request for approval as an approved alternative, the substitute will adequately perform the functions called for by the general design, be similar in substance to that specified, is suited to the same use and capable of performing the same function as that specified and can be incorporated into the Work, strictly in accordance with the Contract.
- B5.5 The Contract Administrator, after assessing the request for approval of a substitute, may in his/her sole discretion grant approval for the use of a substitute as an “approved equal” or as an “approved alternative”, or may refuse to grant approval of the substitute.
- B5.6 The Contract Administrator will provide a response in writing, at least two (2) Business Days prior to the Submission Deadline, only to the Bidder who requested approval of the substitute.
- B5.6.1 The Bidder requesting and obtaining the approval of a substitute shall be entirely responsible for disseminating information regarding the approval to any person or persons he/she wishes to inform.
- B5.7 If the Contract Administrator approves a substitute as an “approved equal”, any Bidder may use the approved equal in place of the specified item.
- B5.8 If the Contract Administrator approves a substitute as an “approved alternative”, any Bidder bidding that approved alternative may base his/her Total Bid Price upon the specified item but may also indicate an alternative price based upon the approved alternative. Such alternatives will be evaluated in accordance with B14.
- B5.9 No later claim by the Contractor for an addition to the Total Bid Price because of any other changes in the Work necessitated by the use of an approved equal or an approved alternative will be considered.
- B5.10 Notwithstanding B5.2 to B5.9, and in accordance with B6.5, deviations inconsistent with the Bid Opportunity document shall be evaluated in accordance with B14.1(a).

B6. BID SUBMISSION

- B6.1 The Bid shall consist of the following components:
- (a) Form A: Bid;

- (b) Form B: Prices;
- (c) Bidder should submit the Dry Cleaning Facilities information required in accordance with B10.

- B6.2 Further to B6.1, the Bidder should include the written correspondence from the Contract Administrator approving a substitute in accordance with B5.
- B6.3 All components of the Bid shall be fully completed or provided, and submitted by the Bidder no later than the Submission Deadline, with all required entries made clearly and completely, to constitute a responsive Bid.
- B6.4 Bidders are advised not to include any information/literature except as requested in accordance with B6.1.
- B6.5 Bidders are advised that inclusion of terms and conditions inconsistent with the Bid Opportunity document, including the General Conditions, will be evaluated in accordance with B14.1(a).
- B6.6 The Bid may be submitted by mail, courier or personal delivery, or by facsimile transmission.
- B6.7 If the Bid is submitted by mail, courier or personal delivery, it shall be enclosed and sealed in an envelope clearly marked with the Bid Opportunity number and the Bidder's name and address, and shall be submitted to:
- The City of Winnipeg
Corporate Finance Department
Materials Management Division
185 King Street, Main Floor
Winnipeg MB R3B 1J1
- B6.7.1 Samples or other components of the Bid which cannot reasonably be enclosed in the envelope may be packaged separately, but shall be clearly marked with the Bid Opportunity number, the Bidder's name and address, and an indication that the contents are part of the Bidder's Bid Submission.
- B6.8 If the Bid is submitted by facsimile transmission, it shall be submitted to 204 949-1178
- B6.8.1 The Bidder is advised that the City cannot take responsibility for the availability of the facsimile machine at any time.
- B6.9 Bids submitted by internet electronic mail (e-mail) will not be accepted.

B7. BID

- B7.1 The Bidder shall complete Form A: Bid, making all required entries.
- B7.2 Paragraph 2 of Form A: Bid shall be completed in accordance with the following requirements:
- (a) if the Bidder is a sole proprietor carrying on business in his/her own name, his/her name shall be inserted;
 - (b) if the Bidder is a partnership, the full name of the partnership shall be inserted;
 - (c) if the Bidder is a corporation, the full name of the corporation shall be inserted;
 - (d) if the Bidder is carrying on business under a name other than his/her own, the business name and the name of every partner or corporation who is the owner of such business name shall be inserted.
- B7.2.1 If a Bid is submitted jointly by two or more persons, each and all such persons shall identify themselves in accordance with B7.2.
- B7.3 In Paragraph 3 of Form A: Bid, the Bidder shall identify a contact person who is authorized to represent the Bidder for purposes of the Bid.

- B7.4 Paragraph 10 of Form A: Bid shall be signed in accordance with the following requirements:
- (a) if the Bidder is a sole proprietor carrying on business in his/her own name, it shall be signed by the Bidder;
 - (b) if the Bidder is a partnership, it shall be signed by the partner or partners who have authority to sign for the partnership;
 - (c) if the Bidder is a corporation, it shall be signed by its duly authorized officer or officers and the corporate seal, if the corporation has one, should be affixed;
 - (d) if the Bidder is carrying on business under a name other than his/her own, it shall be signed by the registered owner of the business name, or by the registered owner's authorized officials if the owner is a partnership or a corporation.
- B7.4.1 The name and official capacity of all individuals signing Form A: Bid should be printed below such signatures.
- B7.5 If a Bid is submitted jointly by two or more persons, the word "Bidder" shall mean each and all such persons, and the undertakings, covenants and obligations of such joint Bidders in the Bid and the Contract, when awarded, shall be both joint and several.

B8. PRICES

- B8.1 The Bidder shall state a price in Canadian funds for each item of the Work identified on Form B: Prices.
- B8.1.1 Notwithstanding C11.1.1, prices on Form B: Prices shall not include the Goods and Services Tax (GST) or Manitoba Retail Sales Tax (MRST, also known as PST), which shall be extra where applicable.
- B8.2 The quantities listed on Form B: Prices are to be considered approximate only. The City will use said quantities for the purpose of comparing Bids.
- B8.3 The quantities for which payment will be made to the Contractor are to be determined by the Work actually performed and completed by the Contractor, to be measured as specified in the applicable Specifications.
- B8.4 Payments to Non-Resident Contractors are subject to Non-Resident Withholding Tax pursuant to the Income Tax Act (Canada).

B9. QUALIFICATION

- B9.1 The Bidder shall:
- (a) undertake to be in good standing under The Corporations Act (Manitoba), or properly registered under The Business Names Registration Act (Manitoba), or otherwise properly registered, licensed or permitted by law to carry on business in Manitoba, or if the Bidder does not carry on business in Manitoba, in the jurisdiction where the Bidder does carry on business; and
 - (b) be financially capable of carrying out the terms of the Contract; and
 - (c) have all the necessary experience, capital, organization, and equipment to perform the Work in strict accordance with the terms and provisions of the Contract.
- B9.2 The Bidder and any proposed Subcontractor (for the portion of the Work proposed to be subcontracted to them) shall:
- (a) be responsible and not be suspended, debarred or in default of any obligations to the City. A list of suspended or debarred individuals and companies is available on the Information Connection page at The City of Winnipeg, Corporate Finance, Materials Management Division website at <http://www.winnipeg.ca/matmgt/debar.stm>

- B9.3 The Bidder and/or any proposed Subcontractor (for the portion of the Work proposed to be subcontracted to them) shall:
- (a) have successfully carried out work similar in nature, scope and value to the Work; and
 - (b) be fully capable of performing the Work required to be in strict accordance with the terms and provisions of the Contract; and
 - (c) have a written workplace safety and health program, if required, pursuant to The Workplace Safety and Health Act (Manitoba);
- B9.4 The Bidder shall submit, within three (3) Business Days of a request by the Contract Administrator, proof satisfactory to the Contract Administrator of the qualifications of the Bidder and of any proposed Subcontractor.
- B9.5 The Bidder shall provide, on the request of the Contract Administrator, full access to any of the Bidder's equipment and facilities to confirm, to the Contract Administrator's satisfaction, that the Bidder's equipment and facilities are adequate to perform the Work.

B10. BIDDER'S DRY CLEANING FACILITIES

- B10.1 The Bidder shall submit the following information it proposes for the Work of this Contract.
- (a) Bidder's control system to prevent damage and loss of articles.
 - (b) Bidder's outlet addresses - minimum of five (5) outlets positioned in different areas throughout the City of Winnipeg, proposed to be used for the Work, including any Sub-Contractor outlet;
 - (i) outlets shall be either a pick-up and drop-off location, or an outlet where the garments will be dry-cleaned on site;
 - (ii) bidders are not required to own the outlets, but must specify the name of the dry-cleaner of the proposed outlet;
 - (iii) phone numbers and hours of operation at each outlet.

B11. OPENING OF BIDS AND RELEASE OF INFORMATION

- B11.1 Following the Submission Deadline, the names of the Bidders and their bid prices (unevaluated, and pending review and verification of conformance with requirements) will be available on the Closed Bid Opportunities (or Public/Posted Opening & Award Results) page at The City of Winnipeg, Corporate Finance, Materials Management Division website at <http://www.winnipeg.ca/matmgt/>
- B11.2 After award of Contract, the name(s) of the successful Bidder(s) and the Contract amount(s) will be available on the Closed Bid Opportunities (or Public/Posted Opening & Award Results) page at The City of Winnipeg, Corporate Finance, Materials Management Division website at <http://www.winnipeg.ca/matmgt/>
- B11.3 The Bidder is advised that any information contained in any Bid may be released if required by City policy or procedures, by The Freedom of Information and Protection of Privacy Act (Manitoba), by other authorities having jurisdiction, or by law.

B12. IRREVOCABLE BID

- B12.1 The Bid(s) submitted by the Bidder shall be irrevocable for the time period specified in Paragraph 9 of Form A: Bid.
- B12.2 The acceptance by the City of any Bid shall not release the Bids of the next two lowest evaluated responsive Bidders and these Bidders shall be bound by their Bids on such Work for the time period specified in Paragraph 9 of Form A: Bid.

B13. WITHDRAWAL OF BIDS

- B13.1 A Bidder may withdraw his/her Bid without penalty by giving written notice to the Manager of Materials at any time prior to the Submission Deadline.
- B13.1.1 Notwithstanding C22.5, the time and date of receipt of any notice withdrawing a Bid shall be the time and date of receipt as determined by the Manager of Materials.
- B13.1.2 The City will assume that any one of the contact persons named in Paragraph 3 of Form A: Bid or the Bidder's authorized representatives named in Paragraph 10 of Form A: Bid, and only such person, has authority to give notice of withdrawal.
- B13.1.3 If a Bidder gives notice of withdrawal prior to the Submission Deadline, the Manager of Materials will:
- (a) retain the Bid until after the Submission Deadline has elapsed;
 - (b) open the Bid to identify the contact person named in Paragraph 3 of Form A: Bid and the Bidder's authorized representatives named in Paragraph 10 of Form A: Bid; and
 - (c) if the notice has been given by any one of the persons specified in B13.1.3(b), declare the Bid withdrawn.
- B13.2 A Bidder who withdraws his/her Bid after the Submission Deadline but before his/her Bid has been released or has lapsed as provided for in B12.2 shall be liable for such damages as are imposed upon the Bidder by law and subject to such sanctions as the Chief Administrative Officer considers appropriate in the circumstances. The City, in such event, shall be entitled to all rights and remedies available to it at law.

B14. EVALUATION OF BIDS

- B14.1 Award of the Contract shall be based on the following bid evaluation criteria:
- (a) compliance by the Bidder with the requirements of the Bid Opportunity, or acceptable deviation therefrom (pass/fail);
 - (b) qualifications of the Bidder and the Subcontractors, if any, pursuant to B9 (pass/fail);
 - (c) Total Bid Price 60 pts;
 - (d) Bidder's Dry Cleaning Facilities (B10) 40 pts;
 - (e) economic analysis of any approved alternative pursuant to B5;
- B14.2 Further to B14.1(a), the Award Authority may reject a Bid as being non-responsive if the Bid is incomplete, obscure or conditional, or contains additions, deletions, alterations or other irregularities. The Award Authority may reject all or any part of any Bid, or waive technical requirements or minor informalities or irregularities if the interests of the City so require.
- B14.3 Further to B14.1(b), the Award Authority shall reject any Bid submitted by a Bidder who does not demonstrate, in his/her Bid or in other information required to be submitted, that he/she is responsible and qualified.
- B14.4 Further to B14.1(c), the Total Bid Price shall be the sum of the quantities multiplied by the unit prices for each item shown on Form B: Prices.
- B14.4.1 Further to B14.1(a), in the event that a unit price is not provided on Form B: Prices, the City will determine the unit price by dividing the Amount (extended price) by the approximate quantity, for the purposes of evaluation and payment.
- B14.5 This Contract will be awarded as a whole.

B15. AWARD OF CONTRACT

- B15.1 The City will give notice of the award of the Contract or will give notice that no award will be made.

- B15.2 The City will have no obligation to award a Contract to a Bidder, even though one or all of the Bidders are determined to be responsible and qualified, and the Bids are determined to be responsive.
- B15.2.1 Without limiting the generality of B15.2, the City will have no obligation to award a Contract where:
- (a) the prices exceed the available City funds for the Work;
 - (b) the prices are materially in excess of the prices received for similar work in the past;
 - (c) the prices are materially in excess of the City's cost to perform the Work, or a significant portion thereof, with its own forces;
 - (d) only one Bid is received; or
 - (e) in the judgment of the Award Authority, the interests of the City would best be served by not awarding a Contract.
- B15.3 Where an award of Contract is made by the City, the award shall be made to the responsible and qualified Bidder submitting the lowest evaluated responsive Bid in accordance with B14.
- B15.3.1 Following the award of contract, a Bidder will be provided with information related to the evaluation of his/her Bid upon written request to the Contract Administrator.
- B15.4 Notwithstanding C4.1, the City will issue a purchase order to the successful Bidder in lieu of the execution of a Contract.
- B15.5 The Contract Documents, as defined in C1.1(n)(ii), in their entirety shall be deemed to be incorporated in and to form a part of the purchase order notwithstanding that they are not necessarily attached to or accompany said purchase order.

PART C - GENERAL CONDITIONS

C0. GENERAL CONDITIONS

- C0.1 The *General Conditions for Supply of Services* (Revision 2007 04 12) are applicable to the Work of the Contract.
- C0.1.1 The *General Conditions for Supply of Services* are available on the Information Connection page at The City of Winnipeg, Corporate Finance, Materials Management Division website at http://www.winnipeg.ca/matmgt/gen_cond.stm
- C0.2 A reference in the Bid Opportunity to a section, clause or subclause with the prefix “**C**” designates a section, clause or subclause in the *General Conditions for Supply of Services*.

PART D - SUPPLEMENTAL CONDITIONS

GENERAL

D1. GENERAL CONDITIONS

D1.1 In addition to the *General Conditions for Supply of Services*, these Supplemental Conditions are applicable to the Work of the Contract.

D2. SCOPE OF WORK

D2.1 The Work to be done under the Contract shall consist Laundry and Dry Cleaning Services and Vouchers for the period from January 1, 2013 until December 31, 2013, with the option of three (3) mutually agreed upon one (1) year extensions.

D2.1.1 The City may negotiate the extension option with the Contractor within thirty (30) Calendar Days prior to the expiry date of the Contract. The City shall incur no liability to the Contractor as a result of such negotiations.

D2.1.2 Changes resulting from such negotiations shall become effective on the anniversary date of the respective year. Changes to the Contract shall not be implemented by the Contractor without written approval by the Contract Administrator.

D2.2 The major components of the Work are as follows:

- (a) Provision of Laundry Services;
- (b) Provision of Dry Cleaning Services;
- (c) Provision, Coordination and Delivery of Laundry and Dry Cleaning Vouchers

D2.3 The Work shall be done on an "as required" basis during the term of the Contract.

D2.3.1 The type and quantity of Work to be performed under this Contract shall be as authorized from time to time by the Contract Administrator and/or Users.

D2.3.2 Notwithstanding C7.4, the City shall have no obligation under the Contract to purchase any quantity of any item in excess of its actual operational requirements.

D2.3 Notwithstanding D2.1, the type and quantity of Work to be performed under this Contract is subject to annual approval of monies therefore in a budget by Council. Bidders are advised that monies have been approved for work up to and including December 31, 2013.

D2.4 Notwithstanding D2.1, in the event that operational changes result in substantial changes to the requirements for Work, the City reserves the right to alter the type or quantity of work performed under this Contract, or to terminate the Contract, upon thirty (30) Calendar Days written notice by the Contract Administrator. In such an event, no claim may be made for damages on the ground of loss of anticipated profit on Work.

D3. DEFINITIONS

D3.1 When used in this Bid Opportunity:

- (a) "**User**" means a person, department or other administrative unit of the City authorized by the Contract Administrator to order Work under this Contract;

D4. CONTRACT ADMINISTRATOR

D4.1 The Contract Administrator is:
Rachel Eccles, SCMP (C.P.P.)
Contracts Officer
Telephone No. 204 986-2451

Facsimile No. 204 949-1178 Bids Submissions must be submitted to the address in B6.7.

D4.3 At the pre-commencement meeting, the Contract Administrator will identify additional personnel representing the Contract Administrator and their respective roles and responsibilities for the Work.

D5. CONTRACTOR'S SUPERVISOR

D5.1 Further to C6.19, the Contractor shall employ and keep on the Work, at all times during the performance of the Work, a competent supervisor and assistants, if necessary, acceptable to the Contract Administrator. The supervisor shall represent the Contractor on the Site. The supervisor shall not be replaced without the prior consent of the Contract Administrator unless the supervisor proves to be unsatisfactory to the Contractor and ceases to be in his/her employ.

D5.2 Before commencement of Work, the Contractor shall identify his/her designated supervisor and any additional personnel representing the Contractor and their respective roles and responsibilities for the Work.

D5.2.1 Further to C5.5 Contract Administrator may give instructions or orders to the Contractor's supervisor and such instructions or orders shall be deemed to have been given to the Contractor.

D6. OWNERSHIP OF INFORMATION, CONFIDENTIALITY AND NON DISCLOSURE

D6.1 The Contract, all deliverables produced or developed, and information provided to or acquired by the Contractor are the property of the City and shall not be appropriated for the Contractors own use, or for the use of any third party.

D6.2 The Contractor shall not make any public announcements or press releases regarding the Contract, without the prior written authorization of the Contract Administrator.

D6.3 The following shall be confidential and shall not be disclosed by the Contractor to the media or any member of the public without the prior written authorization of the Contract Administrator;

- (a) information provided to the Contractor by the City or acquired by the Contractor during the course of the Work;
- (b) the Contract, all deliverables produced or developed; and
- (c) any statement of fact or opinion regarding any aspect of the Contract.

D6.4 A Contractor who violates any provision of D6 may be determined to be in breach of Contract. Notices.

D7. NOTICES

D7.1 Notwithstanding C22.3, all notices of appeal to the Chief Administrative Officer shall be sent to the attention of the Chief Financial Officer at the following facsimile number:

The City of Winnipeg
Chief Financial Officer

Facsimile No.: 204 949-1174

SUBMISSIONS

D8. AUTHORITY TO CARRY ON BUSINESS

D8.1 The Contractor shall be in good standing under The Corporations Act (Manitoba), or properly registered under The Business Names Registration Act (Manitoba), or otherwise properly registered, licensed or permitted by law to carry on business in Manitoba, or if the Contractor does not carry on business in Manitoba, in the jurisdiction where the Contractor does carry on

business, throughout the term of the Contract, and shall provide the Contract Administrator with evidence thereof upon request.

CONTROL OF WORK

D9. COMMENCEMENT

- D9.1 The Contractor shall not commence any Work until he/she is in receipt of a notice of award from the City authorizing the commencement of the Work.
- D9.2 The Contractor shall not commence any Work on the Site until:
- (a) the Contract Administrator has confirmed receipt and approval of:
 - (i) evidence of authority to carry on business specified in D8;
 - (b) the Contractor has attended a meeting with the Contract Administrator, or the Contract Administrator has waived the requirement for a meeting.

D10. ORDERS

- D10.1 The Contractor shall provide a local Winnipeg telephone number or a toll-free telephone number at which orders for service may be placed.

D11. RECORDS

- D11.1 The Contractor shall keep detailed records of the services supplied under the Contract.
- D11.2 The Contractor shall record, as a minimum, for each item listed on Form B: Prices:
- (a) user name(s) and addresses;
 - (b) order date(s);
 - (c) service date(s); and
 - (d) description and quantity of services provided.
- D11.3 The Contractor shall provide the Contract Administrator with a copy of the records for each quarter year within fifteen (15) Calendar Days of the end of that quarter.

MEASUREMENT AND PAYMENT

D12. INVOICES

- D12.1 Further to C11, the Contractor shall submit an invoice for each portion of work performed delivered to:

The City of Winnipeg
Corporate Finance - Accounts Payable
4th Floor, Administration Building, 510 Main Street
Winnipeg MB R3B 1B9

Facsimile No.: 204 949-0864
Email: CityWpgAP@winnipeg.ca

- D12.2 Invoices must clearly indicate, as a minimum:
- (a) the City's purchase order number;
 - (b) date of delivery;
 - (c) delivery address;
 - (d) type and quantity of work performed;
 - (e) the amount payable with GST and MRST shown as separate amounts; and

(f) the Contractor's GST registration number.

D12.3 The City will bear no responsibility for delays in approval of invoices which are improperly submitted.

D12.4 Bids Submissions must be submitted to the address in B6.7.

D13. PAYMENT

D13.1 Further to C11, payment shall be in Canadian funds net thirty (30) Calendar Days after receipt and approval of the Contractor's invoice.

D13.2 Further to C11, the City may at its option pay the Contractor by direct deposit to the Contractor's banking institution.

WARRANTY

D14. WARRANTY

D14.1 Warranty is as stated in C12.

PART E - SPECIFICATIONS

GENERAL

E1. APPLICABLE SPECIFICATIONS

E1.1 These Specifications shall apply to the Work.

E2. HISTORY

E2.1 Approximate Quantity of Vouchers to be Printed Annually (Clause E7) is required to fulfill collective agreement provisions. Actual redemption of vouchers in 2011 and 2012 was as follows:

2011	<i>Item</i>		<i>Printed Vouchers 2011</i>	<i>Redeemed Vouchers 2011</i>
Fire & Paramedic	uniform	Regular	6000	348
Fire & Paramedic	parka	Special	1000	24
Community Services	uniform	Regular	170	82
Community Services	parka	Special	15	7
Public works Park Police	uniform	Regular	220	38
Public works Park Police	parka	Special	38	5
Fleet Management	parka	Special	30	14
Fleet Management	3 in 1	3 in 1	20	1
Water & Waste	parka	Special	24	2
2012	<i>Item</i>		<i>Printed Vouchers 2012</i>	<i>Redeemed Vouchers 2012</i>
Fire & Paramedic	uniform	Regular	8000	193
Fire & Paramedic	parka	Special	1000	13
Community Services	uniform	Regular	200	14
Community Services	parka	Special	30	2
Public works Park Police	uniform	Regular	220	14
Public works Park Police	parka	Special	38	4
Fleet Management	parka	Special	95	2
Fleet Management	3 in 1	3 in 1	25	0
Water & Waste	parka	Special	20	4

E3. SERVICES

E3.1 The Contractor shall:

- (a) provide Laundry and Dry Cleaning Services and Printing of Vouchers in accordance with the requirements hereinafter specified, commencing January 1 to December 31 of each contract year.

- (b) not perform any service unless the City employee provides a valid Voucher at the time garment(s) is dropped off.
- (c) shall have or establish an adequate control system of identification of all articles for prevention of loss or damage of garments.
 - (i) shall be responsible for loss of articles and any damage that can be determined to arise from negligence (or incorrect cleaning) while in the care of the Contractor.
- (d) shall follow care instructions listed on the garment. If no care instructions are present, the Contractor shall specifically request what service the User shall elect (launder or dry clean).
 - (i) Where no care instructions exist on the garment, the Contractor shall confirm with the User if hang to dry or dry by machine.
- (e) the Contractor shall make arrangements with the Contract Administrator for the reimbursement in the event of damages or losses of garments. Reimbursement shall be made within four (4) calendar weeks of notification of lost or damaged garments).
- (f) not accept vouchers for the following garments:
 - (i) fur;
 - (ii) suede;
 - (iii) leather.

E3.2 Vouchers can be exchanged for dry cleaning of garments for where an extra cost may apply, in which case the difference is to be paid by the City employee. Such garments may include:

- (i) fancy;
- (ii) silk;
- (iii) pleats.

E4. VOUCHER PRINTING AND DELIVERY

E4.1 DRAFT Voucher Printing:

- (a) Voucher Colours are provided on E7. (unless otherwise agreed with Contract Administrator). Each year the Contractor shall use and shall rotate different coloured paper (no pink) to make it easier to identify each department, type of voucher and the expiration date of the voucher.
- (b) From year to year, the Contract Administrator will supply the Contractor with any changes required for the voucher verbiage.
- (c) The Contractor shall submit the sample to the Contract Administrator for review;
 - (i) supply drafts of the proposed printed Vouchers to the Contract Administrator (including the new colours to be issued).

E4.2 FINAL Voucher Printing - the Contractor shall:

- (i) print the Vouchers in the quantities required, upon approval of the Draft by the Contract Administrator.
- (b) The Contractor shall show the following information on the front/back of the Voucher:
 - (i) Contractor's Name/Logo;
 - (ii) Outlet addresses (subject to change during the Contract);
 - (iii) Record number;
 - (iv) Wording as per Tables A,B,C,D,E,F,G,H,I.
 - (i) Validity period on Voucher (commencement and expiration dates each year).
All Vouchers shall be valid from January 1 until December 31 of each year.
- (c) The Contractor shall deliver new vouchers prior to each new year to User contacts:

- (i) delivery shall be no later than 2:00 p.m. October 1 of each year; to the Voucher delivery Addresses provided on the Voucher Production, Distribution and Invoicing table.

E5. VOUCHERS

E5.1 The Contractor shall provide Regular Vouchers, Special Vouchers and 3 in 1 Vouchers for Laundry or dry cleaning services for City of Winnipeg Uniform and Protective Clothing personnel.

E5.2 Item No. 1 – Regular Voucher:

- (a) Table A – Fire Paramedic Service:
 - (i) One (1) Uniform Jacket/Tunic **AND** One (1) Pair of Uniform Trousers; **OR;**
 - (ii) Two (2) Pairs of Uniform Trousers.
- (b) Table C – Animal Services (SOA):
 - (i) Two (2) Pants/Trousers **OR;**
 - (ii) One (1) Shirt **AND** One (1) Pair of Trousers.
- (c) Table E – Park Police – Public Works Department:
 - (i) One (1) Uniform Jacket/Tunic **AND** One (1) Pair of Uniform Trousers; **OR;**
 - (ii) Two (2) Pairs of Uniform Trousers; **OR;**
 - (iii) Two (2) Uniform Shirts; **OR;**
 - (iv) One (1) Two Piece Suit; **OR;**
 - (v) One (1) Skirt **AND** One (1) Blouse, **OR;**
 - (vi) Two (2) Skirts.

E5.3 Item 2 – Special Voucher:

- (a) Table B – Fire Paramedic Services:
 - (i) One (1) Winter Parka **OR;**
 - (ii) One (1) Bomber Jacket.
- (b) Table D – Animal Services (SOA):
 - (i) One (1) Uniform Winter Parka/Ski Jacket.
- (c) Table F – Park Police – Public Works Department:
 - (i) One (1) Winter Parka; **OR;**
 - (ii) One (1) Bomber Jacket.
- (d) Table H – Fleet Management Services (SOA):
 - (i) One (1) Winter Parka.
- (e) Table I – Water and Waste Department (WEWPCC):
 - (i) One (1) Winter Parka **OR;**
 - (ii) One (1) Bomber Jacket.

E5.4 Item 3 – 3 in 1 Voucher:

- (a) Table G – Fleet Management Services (SOA):
 - (i) One (1) Winter 3 in 1 Parka (multiple layers).

E6. LOCATION AND SCHEDULE OF DRY CLEANING OUTLET

- E6.1.1 All garments to be dry-cleaned will be dropped off and picked by City personnel;
- E6.1.2 Work shall be completed within two (2) Working Days of the placing of an order.

- E6.2 The Contractor's business hours must be, as a minimum, between 9:00 a.m. and 4:30 p.m., Monday to Friday, except for Statutory Holidays.
- E6.3 The Contractor shall post notice of the City Contract at all their outlets.
- E6.4 The Contractor must advise the Contract Administrator immediately of any change to an outlet address during the term of the Contract.

E7. VOUCHER PRODUCTION, DISTRIBUTION AND INVOICING

Department	Approximate Quantity of Vouchers to be Printed Annually	Example Colours *	Voucher Wording in accordance with TABLE:	Vouchers Delivery Address	Invoice Address
Fire Paramedic Service (Regular.....Uniform)	8,000	Blue	A	Fire Paramedic Service Stores Branch 2546 McPhillips Street Winnipeg, MB R2P 2T2 Attn: Diane Kowaliuk T: 204 986 5255	Corporate Finance Accounts Payable 4 th Floor Administration Bldg. 510 Main Street Winnipeg MB R3B 1B9
Fire Paramedic Service (Special.....Parka)	1000	Salmon	B		
Animal Services (SOA) (Regular.....Uniform)	200	Tan	C	Community Services Dept. Animal Services Branch 1057 Logan Avenue Winnipeg, MB R3E 3N8 Attn: Kelvin Wat T: 204 391 2746	
Animal Services (SOA) (Special.....Parka)	30	Peach	D		
Park Police (Public Works) (Regular.....Uniform)	220	Yellow	E	Public Works Department Parks and Open Space 105 - 1155 Pacific Avenue Winnipeg, MB R3E 3P1 Attn: Peter Pastoor T: 204 391 2717	
Park Police (Public Works) (Special.....Parka)	38	Green	F		
Fleet Management (Regular.....3 in 1 Parka)	25	Grey	G	Fleet Management Services (SOA) 770 Ross Avenue Winnipeg MB R3E 1C6 Attention: Patti Frykas T: 204 986 2777	
Fleet Management (Special.....Parka)	95	Red	H		
Water and Waste (Special.....Parka)	20	Golden Rod	I	Water and Waste Department WEWPCC 7740 Wilkes Avenue Headingley MB R4H 1B8 Attn: Jorge Martins T: 204 986 424	
Contract Administrator:	One sample (voided original) of each approved printed Voucher (regular and special) in the colours issued in each year.			Attn: Rachel Eccles, SCMP (C.P.P.) Corporate Finance Department Materials Management Division 185 King Street Winnipeg, MB R3B 1J1 T: 204 986 2451	

E8. TABLE A

**Fire Paramedic Service
Regular Voucher.....Uniform**

(CONTRACTOR NAME/LOGO)	(Voucher) No. ()
Fire Paramedic Service personnel are authorized to present this Voucher as full payment of the cost of cleaning garments as follows: One (1) Uniform Jacket/Tunic AND One (1) Pair of Uniform Trousers; OR Two (2) Pairs of Uniform Trousers.	
VOUCHER MUST BE PRESENTED WHEN ORDER IS PLACED FOR PROCESSING.	
PERSONNEL OF FIRE PARAMEDIC SERVICE CERTIFICATION (Must be filled out)	
Name: _____	
Reg. No. _____ Platoon #: _____	
Address: _____	
<i>(CONTRACTOR NAME) PERSONNEL (please fill out) — DO NOT ACCEPT EXPIRED VOUCHERS.</i>	
Store # _____ Invoice # _____ Date: _____	
Contract No. XXXX - valid from January 1, (year) to December 31, (following year).	
Fire Paramedic Service will reimburse <i>(Contractor name)</i> for every Voucher properly completed and presented by a Fire Paramedic Service Employee, at established Contract prices	
Please see reverse for outlet locations.	

Numbered from: 001 –8,000

E9. TABLE B

**Fire Paramedic Service
Special Voucher.....Winter Parka or Bomber Jacket**

(CONTRACTOR NAME/LOGO)	(Voucher) No. ()
<p>Fire Paramedic Service personnel are authorized to present this Voucher as full payment of the cost of cleaning garments as follows:</p> <p style="padding-left: 40px;">One (1) Winter Parka; OR 'WASH ONLY' One (1) Bomber Jacket. 'WASH ONLY'</p> <p style="text-align: center;">VOUCHER MUST BE PRESENTED WHEN ORDER IS PLACED FOR PROCESSING.</p> <p>PERSONNEL OF FIRE PARAMEDIC SERVICE CERTIFICATION (Must be filled out)</p> <p>Name: _____</p> <p>Reg. No. _____ Platoon: _____</p> <p>Address: _____</p> <p><i>(CONTRACTOR NAME) PERSONNEL (please fill out) — DO NOT ACCEPT EXPIRED VOUCHERS.</i></p> <p>STORE # _____ Invoice # _____ Date: _____</p> <p>Contract No. XXX - valid from January 1, (year) to December 31, (following year).</p> <p>Fire Paramedic Service will reimburse <i>(Contractor name)</i> for every Voucher properly completed and presented by a Fire Paramedic Service Employee, at established Contract prices.</p> <p>Please see reverse for outlet locations.</p>	

Numbered from: 001 – 1,000

E10. TABLE C

**Animal Services (SOA)
Regular Voucher.....Uniform**

(CONTRACTOR NAME/LOGO)	(Voucher) No. ()
<p>City of Winnipeg Animal Services personnel are authorized to present this Voucher as full payment of the cost of cleaning garments as follows:</p> <p style="padding-left: 40px;">Two (2) Pants/Trousers OR One (1) Shirt AND One (1) Pair of Trousers.</p> <p style="text-align: center;">VOUCHER MUST BE PRESENTED WHEN ORDER IS PLACED FOR PROCESSING.</p> <p>PERSONNEL OF ANIMAL SERVICES (Must be filled out)</p> <p>Animal Services location: _____</p> <p>Member's Name: _____ Dept # _____</p> <p>(CONTRACTOR NAME) PERSONNEL (please fill out) — DO NOT ACCEPT EXPIRED VOUCHERS.</p> <p>STORE # _____ Invoice # _____ Date: _____</p> <p>Contract No. XXXX - valid from January 1, (year) to December 31, (following year).</p> <p>Animal Services will reimburse <i>(Contractor name)</i> for every Voucher properly completed and presented by a Animal Services Employee, at established Contract prices.</p> <p>Please see reverse for outlet locations.</p>	

Numbered from: 001 – 200

E11. TABLE D

**Animal Services (SOA)
Special Voucher.....Parka**

(CONTRACTOR NAME/LOGO)	(Voucher No. ())
City of Winnipeg Animal Services personnel are authorized to present this Voucher as full payment of the cost of cleaning garments as follows: One (1) Uniform Winter Parka/Ski Jacket.	
VOUCHER MUST BE PRESENTED WHEN ORDER IS PLACED FOR PROCESSING.	
PERSONNEL OF ANIMAL SERVICES (Must be filled out)	
Animal Services Location: _____	
Member's Name: _____ Dept # _____	
(CONTRACTOR NAME) PERSONNEL (please fill out) — DO NOT ACCEPT EXPIRED VOUCHERS.	
STORE # _____ Invoice # _____ Date: _____	
Contract No. XXXX - valid from January 1, (year) to December 31, (following year).	
Animal Services will reimburse <i>(Contractor name)</i> for every Voucher properly completed and presented by a Animal Services Employee, at established Contract prices.	
Please see reverse for outlet locations.	

Numbered from: 001 - 030

E12. TABLE E

**Park Police - Public Works Department
Regular Voucher.....Uniform**

(CONTRACTOR NAME/LOGO)	CLEANING VOUCHER	(Voucher) No. ()
City of Winnipeg, Park Police - Public Works Department personnel are authorized to present this Voucher as full payment of the cost of cleaning Uniform/Civilian garments as follows:		
One (1) Uniform Jacket/Tunic AND One (1) Pair of Uniform Trousers; OR Two (2) Pairs of Uniform Trousers; OR Two (2) Uniform Shirts; OR One (1) Two Piece Suit; OR One (1) Skirt AND One (1) Blouse; OR Two (2) Skirts.		
VOUCHER MUST BE PRESENTED WHEN ORDER IS PLACED FOR PROCESSING.		
PERSONNEL OF PARK POLICE (Must be filled out)		
Name: _____		
Address: _____		
<i>(CONTRACTOR NAME) PERSONNEL (please fill out) — DO NOT ACCEPT EXPIRED VOUCHERS.</i>		
STORE # _____ Invoice # _____ Date: _____		
Contract No. XXXX - valid from January 1, (year) to December 31, (following year).		
Park Police will reimburse <i>(Contractor name)</i> for every Voucher properly completed and presented by a Park Police Employee, at established Contract prices.		
Please see reverse for outlet locations.		

Numbered from: 001 – 220

E13. TABLE F

**Park Police - Public Works Department
Special Voucher.....Parka**

(CONTRACTOR NAME/LOGO)	CLEANING VOUCHER	(Voucher) No. ()
City of Winnipeg, Park Police - Public Works Department personnel are authorized to present this Voucher as full payment of the cost of cleaning garments as follows:		
One (1) Winter Parka; OR One (1) Bomber Jacket.		
VOUCHER MUST BE PRESENTED WHEN ORDER IS PLACED FOR PROCESSING.		
PERSONNEL OF PARK POLICE (Must be filled out)		
Name: _____		
Address: _____		
<i>(CONTRACTOR NAME) PERSONNEL (please fill out) — DO NOT ACCEPT EXPIRED VOUCHERS.</i>		
STORE # _____ Invoice # _____ Date: _____		
Contract No. XXXX - valid from December 1, (year) to November 30, (following year).		
Park Police will reimburse <i>(Contractor name)</i> for every Voucher properly completed and presented by a Park Police Employee, at established Contract prices.		
Please see reverse for outlet locations.		

Numbered from: 001 – 038

E14. TABLE G

**Fleet Management Services (SOA)
3 in 1 Voucher**

(CONTRACTOR NAME/LOGO)	CLEANING VOUCHER	(Voucher) No. ()
<p>Fleet Management Services personnel are authorized to present this Voucher as full payment of the cost of cleaning garments as follows: One (1) Winter 3 in 1 Parka (multiple layers);</p> <p>VOUCHER MUST BE PRESENTED WHEN ORDER IS PLACED FOR PROCESSING.</p> <p>PERSONNEL OF FLEET MANAGEMENT SERVICES (Must be filled out)</p> <p>Name: _____</p> <p>Reg. No. _____ Platoon #: _____</p> <p>Address: _____</p> <p><i>(CONTRACTOR NAME) PERSONNEL (please fill out) — DO NOT ACCEPT EXPIRED VOUCHERS.</i></p> <p>Store # _____ Invoice # _____ Date: _____</p> <p>Contract No. XXXX - valid from December 1, (year) to November 30, (following year).</p> <p>Fleet Management Service will reimburse <i>(Contractor name)</i> for every Voucher properly completed and presented by a Fleet Management Service Employee, at established Contract prices</p> <p>Please see reverse for outlet locations.</p>		

Numbered from: 001 –025

E15. TABLE H

**Fleet Management Services (SOA)
Special Voucher.....Parka**

(CONTRACTOR NAME/LOGO)	CLEANING VOUCHER	(Voucher) No. ()
Fleet Management Services personnel are authorized to present this Voucher as full payment of the cost of cleaning garments as follows: One (1) Winter Parka;		
VOUCHER MUST BE PRESENTED WHEN ORDER IS PLACED FOR PROCESSING.		
PERSONNEL OF FLEET MANAGEMENT SERVICES (Must be filled out)		
Name: _____		
Reg. No. _____ Platoon #: _____		
Address: _____		
<i>(CONTRACTOR NAME) PERSONNEL (please fill out) — DO NOT ACCEPT EXPIRED VOUCHERS.</i>		
Store # _____ Invoice # _____ Date: _____		
Contract No. XXXX - valid from December 1, (year) to November 30, (following year).		
Fleet Management Service will reimburse <i>(Contractor name)</i> for every Voucher properly completed and presented by a Fleet Management Service Employee, at established Contract prices		
Please see reverse for outlet locations.		

Numbered from: 001 –095

E16. TABLE I

**Water and Waste (WEWPCC)
Special Voucher.....Parka**

(CONTRACTOR NAME/LOGO)	CLEANING VOUCHER	(Voucher No. ())
<p>Water and Waste (WEWPCC) personnel are authorized to present this Voucher as full payment of the cost of cleaning garments as follows:</p> <p>One (1) Winter Parka OR One (1) Bomber Jacket</p> <p>VOUCHER MUST BE PRESENTED WHEN ORDER IS PLACED FOR PROCESSING.</p> <p>PERSONNEL OF WATER AND WASTE (WEWPCC) (Must be filled out)</p> <p>Name: _____</p> <p>Reg. No. _____ Platoon #: _____</p> <p>Address: _____</p> <p><i>(CONTRACTOR NAME) PERSONNEL (please fill out) — DO NOT ACCEPT EXPIRED VOUCHERS.</i></p> <p>Store # _____ Invoice # _____ Date: _____</p> <p>Contract No. XXXX - valid from December 1, (year) to November 30, (following year).</p> <p>Water and Waste Personnel will reimburse <i>(Contractor name)</i> for every Voucher properly completed and presented by a Water and Waste Employee, at established Contract prices</p> <p>Please see reverse for outlet locations.</p>		

Numbered from: 001 –020