

**RETURN BIDS TO:**  
**RETOURNER LES SOUMISSIONS À:**

Bid Receiving - PWGSC / Réception des  
soumissions - TPSGC  
11 Laurier St. / 11, rue Laurier  
Place du Portage , Phase III  
Core 0A1 / Noyau 0A1  
Gatineau, Québec K1A 0S5  
Bid Fax: (819) 997-9776

**LETTER OF INTEREST**  
**LETTRE D'INTÉRÊT**

Comments - Commentaires

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

Issuing Office - Bureau de distribution  
Business Management and Consulting Services Division /  
Division des services de gestion des affaires et de  
consultation  
11 Laurier St. / 11, rue Laurier  
10C1, Place du Portage  
Gatineau, Québec K1A 0S5

<b>Title - Sujet</b> DISPOSAL OF E-WASTE	
<b>Solicitation No. - N° de l'invitation</b> E60ZG-120002/A	<b>Date</b> 2012-05-03
<b>Client Reference No. - N° de référence du client</b> E60ZG-120002	<b>GETS Ref. No. - N° de réf. de SEAG</b> PW-\$\$ZG-404-24371
<b>File No. - N° de dossier</b> 404zg.E60ZG-120002	<b>CCC No./N° CCC - FMS No./N° VME</b>
<b>Solicitation Closes - L'invitation prend fin</b> <b>at - à 02:00 PM</b> <b>on - le 2012-05-23</b>	
<b>Time Zone</b> <b>Fuseau horaire</b> Eastern Daylight Saving Time EDT	
<b>F.O.B. - F.A.B.</b> <b>Plant-Usine:</b> <input type="checkbox"/> <b>Destination:</b> <input checked="" type="checkbox"/> <b>Other-Autre:</b> <input type="checkbox"/>	
<b>Address Enquiries to: - Adresser toutes questions à:</b> Lépine, Nathalie	<b>Buyer Id - Id de l'acheteur</b> 404zg
<b>Telephone No. - N° de téléphone</b> (819) 956-3037 ( )	<b>FAX No. - N° de FAX</b> (819) 956-2675
<b>Destination - of Goods, Services, and Construction:</b> <b>Destination - des biens, services et construction:</b> DEPARTMENT OF PUBLIC WORKS AND GOVERNMENT SERVICES CANADA PORTAGE III 10C1 11 LAURIER ST GATINEAU Quebec K1A0S5 Canada	

Instructions: See Herein

Instructions: Voir aux présentes

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

**REQUEST FOR INFORMATION (RFI)  
SURPLUS ELECTRONIC AND ELECTRICAL EQUIPMENT  
THIS IS NOT A SOLICITATION DOCUMENT**

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## **SECTION "A"**

### **OBJECTIVES AND BACKGROUND**

#### **A1.0 PURPOSE**

Public Works and Government Services Canada (PWGSC) is in the preliminary planning stage for a competitive Request for Standing Offer (RFSO) for the provision of environmentally sound and secure e-waste recycling services to federal government departments and agencies across Canada.

Services are required to be provided in a manner consistent with the principles of environmentally sound management. Environmentally sound management (ESM) is defined as a system for ensuring that wastes and used and scrap materials are managed in a manner that conserves natural resources and minimizes risk to human health and the environment from the potential adverse effects that may result from the management of such wastes and materials. ESM implies the utilization of best management practices and continuous improvement and is a concept embraced throughout the proposed project.

The proposed period of the Standing Offer (SO) will be for a two (2) year period commencing from date of issuance of the SO and the SO may be authorized for use beyond the initial period, for an additional three (3) one-year periods.

#### **A2.0 OBJECTIVES**

The purpose of this Request for Information (RFI) process is to inform the industry of the impending solicitation of e-waste recycling services by Canada, to request that interested parties provide feedback on the breadth and depth of the project, as well as to determine the capacity and ability of recyclers to provide services to Canada in the manner requested.

The intent of the consultation process will be to share working draft documents with representatives from industry for input and/or for information purposes. PWGSC will consult with industry stakeholders regarding the following:

- Status of certification through the Recycler Qualification Program (RQP)<sup>1</sup> and Recycler Qualification Office (RQO)<sup>2</sup>;
- ability to meet Canada's e-waste recycling requirements;
- level of interest in processing federal e-waste;
- location of e-waste recycling facilities in Canada;
- ability to provide secure destruction services; and,
- ability to provide e-waste pick-up services.

A list of questions is provided in Section D, for your response. Note that the data requested is for information purposes only and will allow PWGSC to determine the best method of supply for the required services and inform the development of bid evaluation criteria. Quality of services, cost-effectiveness and efficiency are critical to the success of the project.

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<sup>1</sup> <http://www.rqp.ca/RQP.html>

<sup>2</sup> The Recycler Qualification Office (RQO) was established in cooperation with Electronic Products Stewardship Canada and the industry-led provincial end-of-life electronics programs to manage all recycler assessments and approvals on behalf of the programs.

### **A3.0 REQUIREMENTS DEFINITION**

The information provided by Canada in this RFI is preliminary and may change. Responding to this RFI is not a prerequisite to receiving any resulting Request for Standing Offer for this requirement. This RFI is not a bid solicitation nor will it be used to pre-qualify or otherwise restrict participation in the future RFSO. All potential Offerors are encouraged to indicate their level of interest by responding to the questions.

The publication of this RFI must not be construed as a commitment on PWGSC's part to issue a subsequent Request for Standing Offer for PWGSC's requirements and no contract or other form of commitment will be entered into within any respondents based on responses to this RFI. This RFI must in no way be considered as authorization by PWGSC for respondents to undertake any work, which would result in costs to PWGSC. PWGSC will not be liable for, nor will it reimburse respondents for any costs, fees or expenses, incurred in the preparation or submission of responses to this RFI. PWGSC will not be bound by anything stated herein. PWGSC reserves the right to change, at any time, any or all parts of the requirement, as necessary.

### **A4.0 BACKGROUND**

PWGSC is in the process of establishing a new method of supply to replace the current Departmental Individual Standing Offer (DISO) for E-waste Recycling Services that was put in place in February 2010 and expires in February 2013. PWGSC is undertaking this initiative to ensure there is no lapse in access to environmentally sound e-waste recycling services for federally generated e-waste that cannot be directed to Computers for Schools, Crown Assets Distribution or Provincial E-waste Recycling Programs.

As the federal government's common service provider for procurement, PWGSC is committed to meeting the Government of Canada's environmental objectives by achieving the best value on behalf of Canadians by maximizing efficiencies, taking advantage of economies of scale; leveraging existing expertise and ensuring an open and transparent process.

The development of this method of supply will improve the way Canada procures recycling services and ensures environmentally sound management in the disposal of federally generated waste through:

- Establishing a method of supply that provides departments and agencies with access to e-waste recycling services from multiple suppliers on a local or regional level;
- Leveraging industry progress in the harmonization of e-waste recycling standards across provincially regulated e-waste recycling programs;
- Ensuring the consistent application of environmentally sound management principles to all federal e-waste handling; and,
- Ensuring sound management and monitoring of the procurement system:
  - Address stakeholder concerns to the greatest extent possible;
  - Reduce duplication in various Methods of Supply; and,
  - Ensure transparency and accessibility to information by both Suppliers and Client Departments.

As part of the development of the new method of supply, PWGSC is conducting an in depth analysis which includes this consultation with industry.

## **A5.0 DEFINITIONS**

Call-up against a standing offer	"Call-up" means an order issued by an Identified User duly authorized to issue a call-up against a particular standing offer. Issuance of a call-up to the Offeror constitutes acceptance of its offer and results in the creation of a contract between Her Majesty the Queen in right of Canada and the Offeror for the goods, services or both described in the Call-up.
Electronic and Electrical equipment	Any apparatus, appliance, device, instrument, fitting, fixture, machinery, material or thing used in or for, or capable of being used in or for, the generation, transformation, transmission, distribution, supply or utilization of electrical power or energy, and without restricting the generality of the foregoing, including any assemblage or combination of materials or things, which are used or are capable of being used or adapted, to serve or perform any particular purpose or function when connected to an electrical installation, notwithstanding that any of such materials or things may be mechanical, metallic or non-electric in origin.
Third party facility audit (include downstream suppliers)	A formal evaluation and third party audit of any or all of the capabilities of a supplier that pertain to competence as a source of supply. Pre-award audit will be undertaken prior to award of a Standing Offer and will address compliance to federal, provincial, municipal laws, acts and regulations, and, where applicable, international laws.
Formal evaluation	A systematic collection and examination of evidence to determine whether necessary provision has been made for the assurance of quality and that control is consistently applied.
Government Quality Assurance (GQA) at Source	The activity of the inspection authority or the GQA authority in monitoring or observing at the contractor's plant, before delivery, to verify whether a product, service and/or quality system complies with the technical requirements stipulated in the contract.
National Master Standing Offer (NMSO)	A National Master Standing Offer is for the use of many departments or agencies throughout Canada. NMSOs are arranged by PWGSC without any requisitions from customer departments or agencies.
Offeror	"Offeror" means the person or entity whose name appears on the signature page of the Standing Offer and who offers to provide goods, services or both to Canada under the Standing Offer.
Regional Master Standing Offer (RMSO)	A Regional Master Standing Offer is for the use of many departments or agencies within a specific geographic area. RMSOs are arranged by PWGSC without any requisitions from customer departments or agencies.
Request for a Standing Offer (RFSO)	A solicitation document used to solicit standing offers. It must clearly state the requirement, the evaluation method and selection criteria, the call-up procedures, the ranking methodologies, whenever applicable, to be used for making call-ups against the authorized standing offer(s), and all terms and conditions applicable to the contract that is brought into effect, as a result of any call-up.
Request for Information (RFI)	An RFI or Letter of Interest is not open for bidding. The buyer is interested in receiving feedback from suppliers and may re-open or re-issue an opportunity as an open tender at a later day. RFIs may include attached documents.

Standing Offer

"Standing Offer" means the written offer from the Offeror, the clauses and conditions set out in full text or incorporated by reference from the *Standard Acquisition Clauses and Conditions* Manual, these general conditions, annexes and any other document specified or referred to as forming part of the Standing Offer.

**SECTION "B"**  
**RESPONDENT SUBMISSION REQUIREMENTS**

**B1.0 SUBMISSION OF RESPONSES**

**B1.1 Number of Copies**

Responses may be submitted either electronically (MS Word Format) or in hard copy (**3 copies, double sided printing**).

**B1.2 Closing Date**

Responses to this RFI will be accepted until 02:00 PM Eastern Daylight Saving Time on May 23, 2012. Responses are to be submitted in writing or electronically to the RFI Authority noted in section B3.0.

**B2.0 RFI AUTHORITY**

**Nathalie Lepine**  
A/Supply Team Leader  
Public Works and Government Services Canada  
Business Management and Consulting Services Division - ZG  
Acquisitions Branch, PWGSC  
Place du Portage, Phase III, 10C1, room 35  
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**B3.0 INDUSTRY RESPONSES**

**B3.1 Response Format**

There is no page limit on the information to be provided. Respondents are requested to respond to all questions posted in Section D and the Geographic Location Table in Appendix 1 to Section D.

Respondent's name, return address, RFI number and closing date should be clearly visible on the response. Responses to this RFI will not be returned.

**B3.2 Language of Response**

Responses may be in English or French, at the preference of the respondent.

**B3.3 Response Parameters**

Respondents are reminded that this is an RFI and not an RFSO and, in that regard, respondents should feel free to provide their comments and/or concerns in addition to their responses.

PWGSC reserves the right to seek clarifications from a respondent for any information provided in response to this RFI, either by telephone, in writing or in person.

#### **B3.4 Response Confidentiality**

Respondents are requested to clearly identify those portions of their response that are proprietary. The confidentiality of each respondent's response will be maintained. Items that are identified as proprietary will be treated as such except where PWGSC determines that the enquiry is not of a proprietary nature. PWGSC may edit the questions or may request that the respondent do so, so that the proprietary nature of the question is eliminated, and the enquiry can be answered with copies to all interested parties.



## **SECTION “C” STATEMENT OF WORK**

### **1. Background**

The negative environmental impact associated with the improper management and disposal of electronic waste (e-waste) is a well documented global issue. To ensure that Government of Canada generated e-waste did not further exacerbate this issue; Public Works and Government Services Canada (PWGSC) launched the Federal E-waste Disposal Strategy and issued a Departmental Individual Standing Offer (DISO) for e-waste recycling services in February 2010. The DISO enables departments and agencies to procure e-waste recycling services in order to dispose of assets that cannot be donated to Computers for Schools, sold to the public via PWGSC's Crown Assets Distribution Directorate or directed to provincial e-waste recycling programs.

The Treasury Board *Policy on Management of materiel* provides direction for the management of departmental materiel assets throughout their life cycle. The policy requires that the disposal of surplus materiel assets be concluded as effectively as possible, as soon as possible after they become surplus to the requirements of program delivery, in a manner that obtains highest net value for the Crown, and in compliance with the Treasury Board *Directive on Disposal of Surplus materiel*. The *Directive* sets out additional and more specific requirements that departments must meet during the disposal phase of the life cycle of their materiel assets. The *Directive* further states that the conversion surplus federal assets to waste must be conducted in an environmentally sustainable manner.

### **2. Objective**

The Federal E-waste Disposal Strategy emphasizes re-use first and the environmentally sound and secure recycling of all federally generated e-waste. The strategy is consistent with federal asset management and disposal policies and practices. In support of the strategy, PWGSC published the Guideline for the Disposal of Federal Surplus Electronic and Electrical Equipment. The Guideline outlines e-waste disposal mechanisms that are available to federal organizations, and the manner in which to access them. This standing offer is a key component of the Federal E-waste Strategy as it provides for the recycling of Federal e-waste that cannot otherwise be managed through existing mechanisms.

### **3. Requirement**

The Offeror must provide destruction and recycling services related to Federal E-waste in the manner defined herein for items stipulated in Annex A of this Statement of Work. The Standing Offer:

- 3.1. Does not include items listed in Annex B.
- 3.2. Does not include refurbishment, repair, or resale of surplus electronic and electrical equipment (EEE), or any parts or components thereof.
- 3.3. Will not typically include e-waste already eligible for inclusion under provincially regulated extended producer responsibility and product stewardship programs, where they may already exist, including but not limited to, those listed in Article 4.2. The Government of Canada is not precluded from utilizing provincially regulated extended producer responsibility programs to dispose or recycle surplus EEE eligible for provincial recycling programs, where this represents best value for Canada.
- 3.4. May include shredded EEE generated from preliminary processing of surplus EEE.

## 4. Relevant Information

### 4.1 Laws and Regulations

The Offeror will have to comply with all laws applicable to the performance of the call-up. The Offeror will have to provide evidence of compliance with such laws to Canada at such times as Canada may reasonably request. The Offeror will have to obtain and maintain at its own cost all permits, licenses, regulatory approvals and certificates required to perform the Work.

The laws and regulations of Canada (federal, provincial, and municipal) as they relate to the Environment, Public Health and Safety, Labour and Dangerous and or Hazardous Wastes and their storage, transportation, and processing, are considered applicable to the Work stated herein and include, but are not limited to, the following:

#### **Laws:**

*Canadian Centre for Occupational Health & Safety Act*  
*Canadian Environmental Protection Act*  
*Department of the Environment Act*  
*Hazardous Materials Information Review Act*  
*Hazardous Products Act*  
*Surplus Crown Assets Act*  
*Canada Transportation Act*  
*The Weights and Measures Act*

#### **Regulations:**

Transportation of Dangerous Goods and Handling Regulations  
Export and Import of Hazardous Wastes and Hazardous Recyclable material Regulation (EIHWHRMR)  
Movement of Hazardous Wastes Regulation  
Canadian Federal Inter-provincial Movement of Hazardous Wastes Regulation (IMHWR)  
Workplace Hazardous Materials Information System (WHMIS) Regulations  
Workplace Health, Safety and Compensation Regulations

Where multiple, similar laws impact the services provided, for example both a provincial and federal law are in effect, the more rigorous law must take precedence.

Where processing may occur outside of Canada, processors must operate in accordance with all applicable local laws, regulations, and other requirements of the jurisdiction in which they operate.

### 4.2 Provincial Extended Producer Responsibility and Product Stewardship Programs

The services identified herein do not apply to e-waste that is eligible for disposal through provincially regulated extended producer programs, such as, but not limited to those listed here:

Provincial Environmental Website	Regulation	Program
<u>BC's Ministry of the Environment</u>	<u>Recycling Regulation</u>	<u>Electronics Stewardship Association of BC (ESABC) Unplugged (small appliance recycling program)</u>
<u>Alberta Environment</u>	<u>Electronics Designation</u>	<u>Alberta Recycling</u>

	<u>Regulation</u>	<u>Management Authority (ARMA)</u>
<u>Saskatchewan Environment</u>	<u>Waste Electronic Equipment Regulation</u>	<u>Saskatchewan Waste Electronics Equipment Program (SWEEP)</u>
<u>Ontario Ministry of the Environment</u>	<u>Waste Diversion Act</u>	<u>Ontario Electronics Stewardship</u>
<u>Nova Scotia's Department of Environment and Labour</u>	<u>Electronic Product Stewardship Regulations</u>	<u>Atlantic Canada Electronics Stewardship (ACES)</u>
<u>Prince Edward Island Department of Environment, Labour and Justice</u>	<u>Materials Recycling Regulations (EC2009-690)</u>	<u>Atlantic Canada Electronics Stewardship (ACES)</u>

New programs will automatically apply to this list if approved under provincially or territorially regulated extended producer responsibility and product stewardship programs.

#### 4.3 Reuse

Electronic and electrical equipment that is considered surplus within the federal government and that is still functional may be useful in other settings or applications. Before considering the disposal of such assets, the principles of environmentally sound management favour reuse whenever possible. Reuse extends the useful life of an asset, maximizing its overall value and delaying the consumption of raw materials and energy to produce new assets.

Regional and National Specifications on the requirements for donation to the Computers for Schools program can be found at the following web-site:

<http://www.ic.gc.ca/eic/site/cfs-ope.nsf/eng/Home>

PWGSC's Crown Assets Distribution Directorate facilitates the sale of federal materiel to the public via its GCSURPLUS website:

<http://crownassets.pwgsc.gc.ca>

## 5. Definitions

The following list of definitions is relevant to, and forms a part of this SOW. The list of definitions provided below is not exhaustive, but rather is intended to ensure clarity of understanding of critical terms used within this SOW:

Basel Convention	The United Nations Environmental Program Basel Convention on the Control of Transboundary Movements of Hazardous Wastes and their Disposal.
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materiel	The aggregate of things used or needed in any business, undertaking, or operation (distinguished from personnel).
Bulk Blended Materiel	Quantities of materiel that have not been separated into pure streams for processing.
Conforming Materiel or Materiel	The items identified in Annex A, or electrical and or electronic equipment.
Dangerous Good	Any materiel that meets the definition of “dangerous” according to applicable laws of the Canada or provincial and territorial governments, such as the Transportation of Dangerous Goods Regulation.
Downstream Management	<p>An entity that receives material from a primary recycler for additional processing and/or disposition.</p> <p>This includes entities that:</p> <ul style="list-style-type: none"> <li>• and blend materials that are sent to other vendors for additional processing;</li> <li>• and separate materials that are sent to other vendors for additional processing;</li> <li>• materials into new products;</li> <li>• materials to recover metals, energy, and other resources;</li> <li>• by landfill and/or incineration with or without waste to energy recovery;</li> <li>• other party that handles, processes or disposes of materials on behalf of the primary recycler.</li> </ul>
Downstream Vendor or Downstream Processor	Any entity (person or business) to which the Supplier sub-contracts any of the recycling process in the entire chain of custody of materiel to its final resting place.
Feedstock	Any materiel fed into an industrial process required for the production of the products the industry is making, i.e., leaded glass cullet into a lead smelter to make lead; copper bearing scrap into a copper smelter.
Final Resting Place	<p>The point at which the outputs generated from the processing of EEE, and its packaging, are segregated enough to be used as a raw materiel in the production of a new product or materiel, or is consumed for its energy value or is landfilled.</p> <p>At no time will this include bulk blended materiel sent to other vendors for additional processing.</p>
Gaylord Box or Tri-wall	Standard size of cardboard box used for packaging, which has an approximate measure of 1.22 m (width) x 1.0 m (length) x 1.10 m (height) that fits onto a standard shipping pallet.
Hazardous materiel	Any materiel that meets the definition of “hazardous” according to applicable federal, provincial and or territory laws of Canada. Such laws include, but are not limited to, those identified under article 5 Relevant Information.

Materiel	Any items identified in Annexes A and B.
Non-Conforming Materiel	Items shipped to the Supplier that do not conform to the lists in Annexes A and B.
Non-magnetic media storage devices	Include but are not limited to devices such as, blackberries, cell phones, and memory sticks, that use solid state memory versus memory that depends on magnetic coercivity to store information, and cannot be sanitized by degaussing.
Environmentally Sound Management	The Organization for Economic Cooperation and Development informally defines environmentally sound management of e-waste as "a set of requirements that addresses the management of e-waste in a manner that supports the sustainable use of natural resources, minimizes waste and protects human health and the environment against adverse effects that may result from such wastes and materials." Environmentally sound management often implies the utilization of best management practices and continuous improvement.
E-waste	Refers to "all federal surplus electronic and electrical equipment that no longer has reuse potential". This includes "any equipment with a plug, battery or that uses electricity to perform its intended function" unless it is deemed non-conforming according to Annex B. See Annex A for a demonstrative list of items typically considered to be e-waste.
Shipment	Any amount of materiel sent by the Government of Canada, its physical address and its consignee code, released to the Contractor for transport, storage and treatment.
Subcontractor	A contracted entity that supports the work of the primary recycler, but does not perform any additional processing and/or disposition of materiel.
Transboundary	Across national borders.

## 6. Quantity of materiel

The inclusion of volumetric data in this document does not represent a commitment by Canada that Canada's future usage of the services described in the Request for Standing Offer will be consistent with this data.

### 6.1 Annual Utilization

The estimated annual utilization is 1,000 +/- 50% metric tonnes

### 6.2 Minimum Quantity

There is no minimum quantity. Call-ups against the Standing Offer may be issued for the recycling of any quantity of e-waste.

## 7. Scope of Work

The Offeror must provide the expertise, labour, technology, transportation and administration to completely destroy and recycle materiel and its associated packaging, consolidated at one or several locations in Canada, in an environmentally sound manner according to the specifications of this document. Services are required on an "as and when requested" basis at federal facilities across Canada.

For ease, the scope of work has been divided into six (6) categories.

- a. Management Systems
- b. Transportation
- c. Receiving
- d. Storage
- e. Processing
- f. Downstream Management

### 7.1 Management Systems

7.1.1 The Offeror must be registered to, and maintain throughout the term of this Standing Offer, a nationally or internationally recognized environmental management certification, which meets or exceeds the following documentation requirements:

- a) Full transparency related to downstream management including audit and responsibility for the performance of the subcontractors according to all of the requirements of this SOW.
- b) A record retention policy, which, at a minimum, specifies record retention for at least 5 years for all commercial contracts; bills of lading; movement documents; licenses, permits and associated records; maintenance and training records.
- c) A procedure for notifying clients of any fines, notices or orders within 30 days of receipt by the Offeror.
- d) A corrective and preventative action system for identifying non-conformance to audit criteria and opportunities for improvement for all aspects of its business including but not limited to environmental, health and safety, operations, and contract performance. The system must include any audit findings from downstream vendor audits.
- e) An Environmental Policy that includes procedures or programs for continuous improvement, training, reporting and management of environmental issues.
- f) A job description or designation of an employee responsible for the development, coordination, implementation and monitoring of the Environmental Policy
- g) An Emergency Response Plan.
- h) A Health and Safety Policy that includes procedures or programs related to continuous improvement, training, reporting and management of health and safety issues.

Subcontractors of the Offeror are not required to hold certifications but are must meet the same documentation requirements as above.

7.1.2 Downstream vendors of the Offeror, at a minimum, must fully have fully implemented and documented standard operating requirements including systems for facility environmental management and occupational health and safety as per Article 8, Operating Requirements.

## 7.2 Transportation

The Project Authority will identify to the Offeror at time of Call-up against the Standing Offer the quantity of materiel in terms of number of pallets, Gaylord boxes, or individual boxes and weight. If means to weigh materiel are not available, weight estimates will be based on standard industry weights for the full pallets and or full Gaylord boxes containing EEE.

- 7.2.1 For full loads, materiel will be shrink-wrapped on pallets, or in Gaylord boxes on pallets. For LTL loads, materiel must be shrink-wrapped on pallets, in Gaylord boxes on pallets, or securely packaged in smaller boxes. The Offeror must not transport Government of Canada materiel to downstream vendors in bulk (loose materiel in a roll off bin, container or truck).
- 7.2.2 For transportation to downstream vendors, or where the Offeror is providing e-waste collection services to the Client the Offeror must ensure that the transporter contracted has the appropriate regulatory permits and licenses to transport the materiel, such as, but not limited to, the Canadian Federal Transportation of Dangerous Goods Regulation. The Offeror must maintain a documented transport supplier selection process that includes an evaluation of the transporters safety record.
- 7.2.3 In the event that non-conforming materiel has been included in the materiel, the Offeror will contact the Project Authority and identify the nature of the non-conforming materiel and its associated weight. The Project Authority will be responsible for all costs associated with transporting the item back to its point of origin or for paying for its environmentally sound disposal.
- 7.2.4 The Offeror must maintain a documented training procedure, and associated records, that detail the separation of duties for shipping and receiving; and for ensuring conformity with the Canadian Federal Transportation of Dangerous Goods Regulation.
- 7.2.5 Transboundary movement of processed streams of surplus EEE must be fully disclosed and managed according to Article 8.6, Downstream Management. The Offeror must not export, either directly or through subcontractors, surplus EEE or materiel outputs derived from surplus EEE to developing countries or non-OECD countries unless specifically approved to do so by the Program Office.

## 7.3 Receiving

- 7.3.1 The Offeror must unload materiel immediately when it arrives at their facility in a secure, inside area. Any delay in unloading resulting in shipping container demurrage costs will be at the Offerors' cost.
- 7.3.2 The Offeror must inspect materiel immediately prior to processing to ensure it conforms to the descriptions provided in Annexes A and B and the definitions herein. Conforming materiel will be deemed to have been accepted by the Offeror.
- 7.3.3 The Offeror must weigh materiel, using a scale that has been approved and initially inspected by Measurement Canada, immediately upon receipt and if there is a discrepancy between actual gross weights provided on the bill of lading and the actual gross weights received of +/- 2% the load will be held and the Project Authority will be contacted immediately.
- 7.3.4 The Offeror must provide a unique electronic tracking number, including the date of receipt, and gross, tare and net weight (if available) for each shipment of materiel that will remain visibly attached to each pallet or Gaylord box until the materiel has been fully processed. This tracking number will be used on all documentation provided to Project Authority. The unique tracking number will be generated independently by the Offerors' system, and will not identify the source of the materiel other than by the unique tracking number or bar code.

- 7.3.5 In the event the inspection identifies non-conforming materiel as defined herein, the Offeror must immediately advise the Project Authority of the type and weight of non-conforming materiel. The Project Authority will coordinate the return of the non-conforming materiel as per Article 7.2.3.

#### 7.4 Storage

The Offeror must ensure that the materiel is:

- 7.4.1 Stored inside at all times.
- 7.4.2 Labelled and identified by unique electronic tracking number for each shipment at all times up until the point that the materiel has been processed.
- 7.4.3 Stored inside at all times and tracked with an electronic inventory management system, and in accordance with Article 8, Operating Requirements.
- 7.4.4 Offsite storage of materiel must be disclosed to the Project Authority in advance, and such storage must have all applicable permits. Offsite storage must adhere to the same requirements as the principal processing facility. If the offsite storage is undertaken by a subcontractor, advance written approval is required by the Project Authority.

#### 7.5 Processing

The Offeror must:

- 7.5.1 Maintain a documented business interruption plan to ensure continued services in the event of a business interruption.
- 7.5.2 Document each process related to the materiel and ensure all Offeror employees are trained on documented processes.
- 7.5.3 Fully process materiel within fifteen (15) business days of receipt at its facility.
- 7.5.4 Remove all hazardous or potentially hazardous materials, including, but not limited to, batteries (such as alkaline, nickel cadmium, lithium, and lead acid), mercury bulbs, mercury switches, toners and inks, oils and lubricants, prior to processing.
- 7.5.5 Remove all packaging and re-use or recycle and provide full chain of custody information for each packaging stream to its final resting place.
- 7.5.6 Collect, separate, store and ship hazardous or potentially hazardous materials in accordance with all applicable municipal, provincial and federal laws and regulations.
- 7.5.7 Ensure all materiel is tracked through the entire chain of custody to the final resting place.
- 7.5.8 Mechanically shred (to less than 5 cm x 5 cm pieces) and separate materiel, after hazard removal, into like commodity streams available for reintroduction into commodity or manufacturing production as feedstock.
- 7.5.9 Shred or manually separate plastics to achieve maximum reuse according to documented process detailed in proposal. Plastics must be, in order of priority:
- a) Separated into pure chemical streams for reuse as plastic; and or
  - b) Separated into mixed streams for reuse as plastic; and or
  - c) Separated into mixed streams to be used as additives into a different industrial process; and or



- d) Separated into mixed streams for energy recovery, either directly in a controlled process or indirectly through the production of fuel; and or
- e) Landfilled (only as a last resort).

7.5.10 The Offeror must not bale bulk mixed plastics for brokerage. Shipment of baled bulk mixed plastics to a subcontractor or separate facility is acceptable only when the subcontractor or facility has been approved in writing by the Standing Offer Authority. Reporting of plastics processed by subcontractors is subject to Article 9.2.2.

7.5.11 Destroy 100% of all identifiers that link the material to the Government of Canada (including, but not limited to, serial numbers, ink or other markings). It is a Government of Canada responsibility to remove identifiers that have been placed on equipment for internal inventory tracking purposes.

7.5.12 Ensure that mechanical processing occurs using an engineered dust collection system, emergency shut off system, and a fire suppression system separate from the building system.

## 7.6 Downstream Management

The Offeror must:

7.6.1 Maintain a documented audit protocol for auditing all downstream vendors who handle any part of the material in the chain of custody to the final resting place that will include, at minimum, all of the requirements set out herein that encompass their operations.

7.6.2 Physically audit each downstream vendor, at its own cost, at least once every 3 years.

7.6.3 Document and maintain a tracking procedure for tracking outputs to subcontractor(s).

## 8. **Operating Requirements**

8.1 The Offeror must maintain written policies and standard operating procedures (SOP) in place for the following:

- Notification to the Project Authority within 24 hours incident of theft or loss;
- Full root cause analysis and corrective action(s) within 10 business days of any incident of theft or loss;
- Theft or loss assessment procedure;
- Access Control to the site and building;
- Alarm System;
- CCTV system- monitored for unauthorized entry, extreme weather and fire;
- Fencing and Gates or Lighting;
- Badging and ID Program and Maintenance;
- Criminal Background Checks;
- Formalized progressive discipline policy;
- Concealed theft prevention;
- Training regarding standard operating procedures;
- Yard controls;
- Inventory control;
- Shipping and Receiving Controls including reconciliation of security seals and weight of material received;
- Visitor Control;
- Contracts with all external suppliers;
- Timely processing (recycling).

To reduce the likelihood of:

- Loss of surplus EEE due to theft (external or internal);
- Unauthorized entry to the Offerors' facility by non-employees or entry to restricted areas by unauthorized employees; or
- Unauthorized access to the Offerors' information technology (IT) system, resulting in exposure of information pertaining to materiel received from the Government of Canada.

8.2 The Offeror must have policies and procedures concerning health and safety in place for the following:

- Training;
- Health and Safety Committee who meet at least monthly and have documented proceedings;
- Maintenance of equipment, both regular and preventative;
- Personal Protective Equipment (PPE) and documented PPE risk assessment procedure;
- Hazards Management;
- Chemicals Control;
- Contractor Program;
- WHMIS;
- Housekeeping;
- Confined Space;
- Lock Out or Tag Out;
- Prestart health and safety for new equipment;
- Fit testing of masks;
- Incident Reporting;
- Hygiene;
- Right of Refusal;
- Air Sampling;
- Noise Mapping;
- Blood Sampling;
- Annual risk assessment of worker's exposure to toxic substances through air, absorption, ingestion or any other means;
- Emergency Response;
- Qualified Expertise Identification;
- Continuous Improvement.

8.3 The Offeror must have an Environmental Policy with documented procedures and or programs addressing the following:

- Training;
- Regulatory Compliance;
- Hazards Management;
- Storm Water Discharge;
- Waste Water Management;
- Air Emissions Testing;
- Federal NPRI reporting or international equivalent, as applicable;
- Closure Plan and associated financial assurances;
- Violation Notification Program;
- Emergency Response Plan;
- Fire Safety Plan;
- Incident Reporting and Corrective Action;
- Hazard Management Plan that include at minimum, lead, mercury, beryllium, cadmium, chromium, toners or inks, Polychlorinated biphenyls (PCB), batteries, Cathode Ray Tube (CRT) glass and miscellaneous chemicals;
- Continuous Improvement;
- List of all applicable environmental regulations that the Offeror must comply with.

## **9. Reporting Requirements**

The Offeror must provide the following reports and documentation, in addition to all reports and documentation required.

9.1 On a quarterly basis the Offeror will provide a report on all Standing Offer usage to the Project Authority. This report shall include the following information for all shipments of materiel directed to the Offeror:

- Pick up date (if applicable)
- Receiving date
- Seal verification
- Physical address of pick up or shipper
- Consignee Code
- Gross weight, tare weight and net weight,
- Unique electronic tracking number as assigned by Offeror
- Bill of lading number for each shipment received.
- Certificate of Recycling and Destruction for each shipment, which must include the date of destruction.

9.2 The Offeror must provide the following to the Project Authority on a quarterly basis:

9.2.1 A summary of all shipments and charges for providing Services in addition to transportation (if applicable).

9.2.2 A report that provides a mass balance for 100% of the content of the materiel to its final resting place. Such a list will include:

- a) A complete list of outputs (commodities, resources, wastes and materials) produced from Processing Offerors' materiel that comprises 100% of the Offerors' materiel.
- b) A description of the process and or technologies used to recycle or manage each output at each stage in the chain of custody to the final resting place.
- c) For each entity in the chain of custody with a physical address different from the Offeror, the company name, name of the authorized representative, full address, contact phone and fax numbers of the entity.

9.2.3 A Discrepancy Report detailing any and all discrepancies and their status (including weight discrepancies, non-conforming materiel summary).

## **10. Facility Audit**

10.1 The Standing Offer Authority reserves the right to perform site inspections of the Offeror, and its downstream vendors, for compliance to the requirements stated herein at any time. The Offeror must make available all personnel and records, and its facility(ies) within 10 business days of written receipt. Audit(s), if requested, will be undertaken during normal business hours.

10.2 The Offeror must provide, at the written request of the Standing Offer Authority, and within 10 business days of request, audit reports and findings for subcontractors related to the service(s) performed.

10.3 The Offeror must notify the Standing Offer Authority of any fines, notices or orders relating to matters of health and safety and the environment levied against itself or subcontractor(s) within 5 business days of issuance of such order or notice.

## Annex A

### Examples of E-waste (Conforming Materiel)

E-waste includes any item with a plug, battery or that uses electricity to perform its intended function, with the exception of vehicles. The following listing of items offers an illustrative view of the types of products that would be considered conforming materiel when being disposed of as e-waste by the Government of Canada.

IT Equipment
Analog computer Automated Teller Machine (ATM) Bar Code Scanner Calculator CD Rom Drive Compact Discs Computer Disc Drive Computer keyboard Computer mouse Computer terminal Copying equipment Data tapes Data Diskettes Flash Memory Cards Joystick Mainframe Computer Media Storage Devices Microcomputer Minicomputer Monitor (CRT, LCD, Plasma) Desktop computer Personal Computer (handheld, laptop, notebook, notepad) Personal Digital Assistant (PDA) Point of Sale (POS) terminal Printer Computer Router Flatbed scanner Typewriter Universal Serial Bus (USB) flash drives

<b>Telecommunications Equipment</b>
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Antenna, transmitting or receiving Broadcast Equipment Cable television transmitting or receiving equipment Citizen's Band (CB) radio Closed Circuit Television equipment Fax machine Global Positioning System (GPS) Infrared wireless device Intercom System Local area network (LAN) communication equipment Modem Pager PBX (private branch exchange) Satellite television transmitting or receiving equipment Switching equipment Telephone (cellular, cordless, wire line) Telephone answering machine Telephone carrier line equipment Telephone carrier switching equipment Telex machine Traffic signal Wide area network communications equipment
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<b>Audio Visual Equipment</b>
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Amplifier Audio player (tape, disc, digital) Audio recorder (tape, disc, digital) Camera (film, tape, disc, digital) Equalizer Headphone Microphone Mixing board Musical instrument Preamplifier Public address system Radio Receiver Speaker Television (CRT, LCD, Plasma) Television (rear projection) Tuner Turntable Video Player or projector (tape, disc, digital) Video Recorder (tape, disc, digital)
--

**Appliances**

Air Purifier  
Air Conditioner  
Answering machine  
Blender  
Bottle or can dispenser  
Can opener  
Carpet sweeper  
Clothes dryer  
Clothes washer  
Coffee grinder  
Coffee maker  
Curling iron  
Dehumidifier  
Devices for monitoring time  
Dishwashing machine  
Electric Hot Plate  
Fan  
Floor and carpet equipment  
Food processor  
Fryer  
Garment care appliances  
Glue Gun  
Hair dryer  
Heat Gun  
Heater  
Hot Drink Dispenser  
Humidifier  
Iron  
Kettle  
Knitting machine  
Lighting equipment  
Microwave oven  
Mixer  
Oven  
Radiator  
Razor  
Scale  
Scissors  
Sewing Machine  
Slicing Machine  
Solid product dispenser  
Stove  
Toaster  
Toaster Oven  
Toothbrush (no brush)  
Vacuum cleaner (no bag or vacuumed contents)  
Vacuum sealer  
Watch  
Water Purifier  
Weaving Machine  
Weigh Scale

<b>Toys, Leisure and Sports Equipment (electronic)</b>
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Action figures Arts, crafts or hobby device Building set Doll Game or puzzle Gambling or gaming equipment Sports equipment Infant or preschool toy Learning or exploration toy Outdoor sports toy Plush toy Vehicle Video games and accessories
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<b>Tools</b>
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Bender Blower Cutter Dispenser Drill Fastener Folder Grinder Hammer Joiner Lathe Lawn Mower Mill Nail Gun Nibbler Planer Polisher Punch Riveter Router Sander Saw Screwdriver Shear Soldering gun Sprayer Spreader Staple Gun Trimmer Welder Wrench
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<b>Navigational, Measuring, Monitoring, Medical or Control Instruments</b>
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Alarm System Analyzer Automatic environmental controller or regulator Cardiology equipment Dialysis machine Drafting Instruments Fertilization tester Fire detection and alarm system Hearing Aid Heating regulator Humidistat Instrument for industrial process control Irradiation equipment Laboratory analytical equipment Medical equipment Meteorology instrumentation Meter Oscilloscope Process Controller Pulmonary ventilator Radiation detection or monitoring equipment Radiotherapy equipment Refractometer Scanner Soil testing or analysis instrument Surgical support equipment Surveying equipment Thermostat
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## **Annex B**

### **Non-Conforming Materiel**

The following items do not fall within the scope of this SOW:

- a) Any equipment, which contains a radioactive element;
- b) Any equipment, which contains a refrigerant, such as chlorofluorocarbons (CFC) or hydro chlorofluorocarbons (HCFC);
- c) Any equipment which contains residuals of chemicals;
- d) Any equipment, which contains liquid or gas fuel;
- e) Any equipment, which contains PCB's, and;
- f) Vehicles
- g) Any equipment, which contains a biohazard.

## SECTION "D" QUESTIONS

### Requirements to Process Federally Generated E-waste

1. Are the requirements and definitions as stated in the attached Statement of Work (SOW) clear?
2. Are there missing elements/components to the work, tasks and/or deliverables? If yes, specify.
3. Please identify any issues that would limit your ability to perform the work outlined in the SOW.
4. Does your firm currently have a minimum of \$5M of Environmental Impairment and Liability Insurance? If no, would your firm be willing to maintain this level of insurance in order to receive and process federally generated e-waste?
5. Is your firm currently ISO 14000 (International Organization for Standardization) certified?
6. Is your firm currently OHSAS 18001 (Occupational Health and Safety Standard) certified?
7. Is your firm currently RQO verified (Recycler Qualification Office) or scheduled to be verified? If no, would your firm be willing to become RQO verified as a requirement to processing federally generated e-waste?
8. Is your firm certified under a provincially regulated e-waste recycling program? Please specify.

### Infrastructure

1. Please complete the Geographic Location Table in Appendix 1 to Section D.
2. Does your firm have an information management system that would allow the invoicing of a large number of individual clients?
3. Is your firm able to generate reports in accordance with the requirements as outlined in Section 10 of the SOW?
4. Does your firm have a contingency plan in place to ensure uninterrupted service to clients in the event of work stoppages?

### Quantities of E-waste

1. Is the quantity of federal e-waste estimated to be available (in the SOW) substantial enough to warrant your interest?
2. If this estimated quantity of federal e-waste was divided amongst several Offerors, would it be substantial enough to interest your firm?
3. Does your firm have minimum order requirements for processing e-waste? (e.g. client must have a minimum weight, number of pallets or number of items, etc.)? If yes, please specify.

### Value added Services

1. Is your firm interested in providing secure destruction as a value added service?
2. Does your firm have a Facility Security Clearance provided by PWGSC's Canadian Industrial Security Directorate? If no, would your firm be interested in obtaining one in order to be able to provide Secure Destruction Services to The Government of Canada as a value added service? If yes please send a request for sponsorship to the RFI Authority noted in Section B2.0.
3. Is your firm currently Controlled Goods Compliant?
4. Is your firm interested and able to provide e-waste collection (e-waste pick-up at federal facilities) as a value added service?
5. Are your facilities able to manage the disposal of hazardous wastes such as ink and toner, hydro chlorofluorocarbons, medical waste, radioactive materials, etc?

**Appendix 1 to Section D**  
**Geographic Location Table**

**Note:** The following legend identifies how to complete the table. For each subsequent column, identify the required information for the GEOGRAPHIC LOCATION identified.

- (1) Identify locations where disposal services will be rendered. Add additional lines, as necessary.
- (2) Indicate if an associated warehouse or storage facility is available for that location and where (city).
- (3) Identify if whether your firm is able or interested in providing e-waste collection services in each geographic location as a value added service to Canada.
- (4) Identify, by type, all downstream vendors for which you have a business relationship.

	(1)	(2)	(3)	(4)
<b>Geographic Locations</b>	<b>Identify City(s) / Region(s)</b>	<b>Warehouse/ Storage Facility</b>	<b>Collection Network</b>	<b>Downstream Vendors (sub-contractors)</b>
Newfoundland / Labrador				
Prince Edward Island				
New Brunswick				
Nova Scotia				
Quebec				
Nunavut				
National Capital Region				
Ontario				
Manitoba				
Saskatchewan				
Alberta				
British Columbia				
Yukon Territory				
Northwest Territory				