

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

**REQUEST FOR PROPOSAL
DEMANDE DE PROPOSITION**

**Proposal To: Public Works and Government
Services Canada**

We hereby offer to sell to Her Majesty the Queen in right of Canada, in accordance with the terms and conditions set out herein, referred to herein or attached hereto, the goods, services, and construction listed herein and on any attached sheets at the price(s) set out therefor.

**Proposition aux: Travaux Publics et Services
Gouvernementaux Canada**

Nous offrons par la présente de vendre à Sa Majesté la Reine du chef du Canada, aux conditions énoncées ou incluses par référence dans la présente et aux annexes ci-jointes, les biens, services et construction énumérés ici sur toute feuille ci-annexée, au(x) prix indiqué(s).

Comments - Commentaires

Title - Sujet PROMOTIONAL ITEMS	
Solicitation No. - N° de l'invitation EN578-121124/B	Date 2011-12-06
Client Reference No. - N° de référence du client 20121124	
GETS Reference No. - N° de référence de SEAG PW-\$\$CY-002-57601	
File No. - N° de dossier cy002.EN578-121124	CCC No./N° CCC - FMS No./N° VME
Solicitation Closes - L'invitation prend fin at - à 02:00 PM on - le 2016-11-30	Time Zone Fuseau horaire Eastern Standard Time EST
F.O.B. - F.A.B. Plant-Usine: <input type="checkbox"/> Destination: <input checked="" type="checkbox"/> Other-Autre: <input type="checkbox"/>	
Address Enquiries to: - Adresser toutes questions à: Gariépy, Jacques	Buyer Id - Id de l'acheteur cy002
Telephone No. - N° de téléphone (613) 998-8582 ()	FAX No. - N° de FAX () -
Destination - of Goods, Services, and Construction: Destination - des biens, services et construction: DEPARTMENT OF PUBLIC WORKS AND GOVERNMENT SERVICES CANADA PORTAGE III 6B1 11 LAURIER ST Gatineau Quebec K1A0S5 Canada	

Instructions: See Herein

Instructions: Voir aux présentes

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

Issuing Office - Bureau de distribution

Communication Procurement Directorate/Direction de
l'approvisionnement en communication
360 Albert St./ 360, rue Albert
12th Floor / 12ième étage
Ottawa
Ontario
K1A 0S5

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

**REQUEST FOR SUPPLY ARRANGEMENT (RFSA)
FOR PROMOTIONAL ITEMS**

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EN578-121124/B

Amd. No. - N° de la modif.

Buyer ID - Id de l'acheteur

cy002

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

20121124

File No. - N° du dossier

cy002EN578-121124

CCC No./N° CCC - FMS No/ N° VME

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PART 1 - GENERAL INFORMATION

1. Introduction

The Request for Supply Arrangements (RFSA) is divided into six parts plus attachments and annexes, as follows:

Part 1: General Information: provides a general description of the requirement;

Part 2: Supplier Instructions: provides the instructions applicable to the clauses and conditions of the RFSA ;

Part 3: Arrangement Preparation Instructions: provides suppliers with instructions on how to prepare the arrangement to address the evaluation criteria specified;

Part 4: Evaluation Procedures and Basis of Selection: indicates how the evaluation will be conducted, the evaluation criteria which must be addressed in the arrangement, and the basis of selection;

Part 5: Certifications: includes the certifications to be provided;

Part 6: 6A, Supply Arrangement, 6B Bid Solicitation, and 6C, Resulting Contract Clauses;

6A, includes the Supply Arrangement (SA) with the applicable clauses and conditions;

6B, includes the instructions for the bid solicitation process within the scope of the SA;

6C, includes general information for the conditions which will apply to any contract entered into pursuant to the SA.

The Annexes include the Statement of Work, the Company Profile, the Quarterly Usage Report and the Evaluation Grid.

2. Summary

- (i) This Request for Supply Arrangement is seeking arrangements from Suppliers interested in providing a full range of promotional items (e.g. clothing items, office products, pens, stickers, mouse pads, water bottles, pins, mugs, etc.) to support federal departments and agencies in their communication projects on an "if and when requested" basis. The term "promotional items" includes quality imprint and other various applications, such as, silkscreen, embroidery, carving, etching, etc.
- (ii) Authorized clients include all federal departments and agencies listed in schedules I through III of the Financial Administration Act;
- (iii) All authorized Supply Arrangements will have no defined end-date and will remain valid until such time as Canada no longer considers it to be advantageous to use it.

The Nature of Proposed Procurement (NPP) will be published on the Government Electronic Tendering System (GETS) on an ongoing basis. All suppliers may send in a request, in writing, to the Supply Arrangement Authority, or their designated representative, at any time to qualify for the Supply Arrangement.

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- (iv) The requirement is subject to the provisions of the World Trade Organization Agreement on Government Procurement (WTO-AGP), the North American Free Trade Agreement (NAFTA), and the Agreement on Internal Trade (AIT).
- (v) The requirement covered by the bid solicitation of any resulting supply arrangement may be subject to a preference for Canadian goods and/or services or may be limited to Canadian goods and/or services.

3. Debriefings

After issuance of a supply arrangement, suppliers may request a debriefing on the results of the request for supply arrangements process. Suppliers should make the request to the Supply Arrangement Authority within 15 working days of receipt of the results of the request for supply arrangements process. The debriefing may be in writing, by telephone or in person.

4. Key Terms

Term	Definition
Supply Arrangement (SA)	<p>A Supply Arrangement (SA) is not a contract.</p> <p>Supply Arrangements are non-binding agreements between PWGSC or other government departments (arranged on their behalf by PWGSC) and suppliers to provide a range of goods or services on an "as requested" basis.</p> <p>A Supply Arrangement is a list of qualified suppliers identified as potential sources from which PWGSC or their clients, can obtain firm price quotations on specific requirements.</p> <p>Supply Arrangements include a set of predetermined terms and conditions that will apply to any subsequent contracts.</p>
Departmental Authority	<p>The sole authority for issuing contracts against the supply arrangement in departments with a purchasing unit responsible for all purchases of promotional items.</p> <p>Subject to individual department contracting policies, the designated department authority may delegate authority to issue contracts to other identified users.</p>

PART 2 - SUPPLIER INSTRUCTIONS

1. Standard Instructions, Clauses and Conditions

All instructions, clauses and conditions identified in the Request for Supply Arrangements (RFSA) by number, date and title are set out in the *Standard Acquisition Clauses and Conditions* (<http://ccua-sacc.tpsgc-pwgsc.gc.ca/pub/acho-eng.jsp>) Manual issued by Public Works and Government Services Canada.

Suppliers who submit an arrangement agree to be bound by the instructions, clauses and conditions of the RFSA and accept the clauses and conditions of the Supply Arrangement and resulting contract(s).

The 2008 (2011-05-16) Standard Instructions - Request for Supply Arrangements - Goods or Services, are incorporated by reference into and form part of the RFSA.

Section 12 entitled Rejection of Arrangement is amended as follows:

Replace subsection 1.(a) and (b) with the following:

1. Canada may reject an arrangement where any of the following circumstances is present:

- a. the Supplier is subject to a Vendor Performance Corrective Measure, under the Vendor Performance Corrective Measure Policy, which renders the Supplier ineligible to submit an arrangement for the requirement;
- b. an employee, or subcontractor included as part of the arrangement, is subject to a Vendor Performance Corrective Measure, under the Vendor Performance Corrective Measure Policy, which would render that employee or subcontractor ineligible to submit an arrangement for the requirement, or the portion of the requirement the employee or subcontractor is to perform;

2. Submission of Arrangements

Arrangements must be submitted only to Public Works and Government Services Canada (PWGSC) Bid Receiving Unit by the date, time and place indicated on page 1 of the Request for Supply Arrangements.

3. Enquiries - Request for Supply Arrangements

All enquiries must be submitted in writing to the Supply Arrangement Authority no later than seven (7) calendar days before the Request for Supply Arrangements (RFSA) closing date. Enquiries received after that time may not be answered.

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

4. Applicable Laws

The Supply Arrangement (SA) and any contract awarded under the SA must be interpreted and governed, and the relations between the parties determined, by the laws in force in Ontario.

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

5. Environmental Considerations

Canada is committed to greening its supply chain. In April 2006, Canada issued a policy directing federal departments and agencies to take the necessary steps to acquire products and services that have a lower impact on the environment than those traditionally acquired. Environmentally preferable goods and services are those that have a lesser or reduced impact on the environment over the life cycle of the good or service, when compared with competing goods or services serving the same purpose. Environmental performance considerations include, among other things: the reduction of greenhouse gas emissions and air contaminants; improved energy and water efficiency; reduced waste and support reuse and recycling; the use of renewable resources; reduced hazardous waste; and reduced toxic and hazardous substances.

Suppliers are requested to provide all correspondence including (but not limited to) documents and invoices in electronic format unless otherwise specified by the Contracting Authority or Project Authority, thereby reducing printed material. If correspondence is not provided in electronic format, double-sided printing in black and white is strongly encouraged, whenever possible.

The paper format of the offer / arrangement and reports should be certified as originating from a sustainable managed forest and/or with a minimum of 30% recycled content.

Suppliers should recycle (shred) unneeded copies of non-classified/secure documents (taking into consideration the Security Requirements).

Availability of environmentally preferred end products, such as minimized paper size, format and weight; ink colours and coverage minimized; use of non-toxic or vegetable-based inks; print quantities are accurate and at a minimum; fibres in paper and wood products used are certified as originating from a sustainably managed forest; recycled, reused and processed chlorine free paper and materials used; waste material from production process is minimized; packaging is minimal, reusable and/or recyclable; and end product components (i.e. paper and materials) are recyclable and/or reusable.

PART 3 - ARRANGEMENT PREPARATION INSTRUCTIONS

1. Arrangement Preparation Instructions

Canada requests that suppliers provide the arrangement in separately bound sections as follows:

Section I: Technical Arrangement (two (2) hard copies);

Section II: Certifications (one (1) hard copy).

If there is a discrepancy between the wording of the soft copy and the hard copy, the wording of the hard copy will have priority over the wording of the soft copy.

Canada requests that suppliers follow the format instructions described below in the preparation of the arrangement.

- (a) use 8.5 x 11 inch (216 mm x 279 mm) paper;
- (b) use a numbering system that corresponds to that of the Request for Supply Arrangements.

In April 2006, Canada issued a policy directing federal departments and agencies to take the necessary steps to incorporate environmental considerations into the procurement process [Policy on Green Procurement](http://www.tpsgc-pwgsc.gc.ca/ecologisation-greening/achats-procurement/politique-policy-eng.html)

(<http://www.tpsgc-pwgsc.gc.ca/ecologisation-greening/achats-procurement/politique-policy-eng.html>). To assist Canada in reaching its objectives, suppliers are encouraged to:

- 1) use paper containing fibre certified as originating from a sustainably-managed forest and/or containing minimum 30% recycled content; and
- 2) use an environmentally-preferable format including black and white printing instead of colour printing, printing double sided/duplex, using staples or clips instead of cerlox, duotangs or binders.

Section I: Technical Arrangement

In the technical arrangement, suppliers should explain and demonstrate how they propose to meet the requirements and how they will carry out the Work.

Section II: Certifications

Suppliers must submit the certifications required under Part 5.

PART 4 - EVALUATION PROCEDURES AND BASIS OF SELECTION

1. Evaluation Procedures

- (a) Arrangements will be assessed in accordance with the entire requirement of the Request for Supply Arrangements including the technical evaluation criteria.
- (b) An evaluation team composed of representatives of Canada will evaluate the arrangements.

1.1. Technical Evaluation

1.1.1 Mandatory Technical Criteria

1.1.1.1 The Supplier must demonstrate that they have been in business for at least one (1) full year (prior to the closing date of the RFSA) providing promotional items similar in nature to that described in the Statement of Work.

This can be evidenced by submitting one (1) of the following:

- a photocopy of a business registration form showing type of business and date of registration/incorporation; or
- a photocopy of a verifiable legal document indicating that the company has been in business and providing promotional items since at least one (1) year before closing date of this Request for Supply Arrangement; or
- a previous Contract or Standing Offer with any department of the Government of Canada, provincial or municipal government or any other organization; or
- any other acceptable proof.

1.1.1.2 The Supplier must submit a description of two (2) **separate orders** successfully delivered within the last two (2) year (prior to the closing date of this RFSA) with a value of \$10,000.00 or more for each order. Each order must have included at least two (2) **different** types of promotional items.

For each order the Supplier must provide:

- the type of promotional items supplied;
- the quantity of each item;
- The value of the overall order; and
- a brief written attestation of performance signed by the client. The attestation must include a description of the order, the month and year of delivery of the order and a statement confirming that the delivery was delivered on-time and to the satisfaction of the client.

1.1.2 Point Rated Technical Criteria (Maximum 100 points, minimum 75 points)

1.1.2.1 Description of work processes from order taking to fulfilment (Max 64 points, Min 48 points)

The Supplier should describe its work processes, including quality assurance procedures in the following areas:

- A. Providing product information to prospective clients (website, catalogues, showrooms, etc.)
- B. Order reception, entry and verification of specifications;
- C. Request, reception, verification, production of art work and provision of proofs for approval;
- D. Order placing, sourcing, tracking and verification and keeping on schedule;
- E. Keeping customer up-to-date on status of order;
- F. Shipping, packaging, final inspection and delivery to customer location(s);
- G. Post delivery confirmation, follow-up and issues management; and
- H. Policy concerning defective or damaged products, incomplete shipments or mis-shipped goods.

1.1.2.2 Value added services provided **(Max 24 points, Min 16 points)**

The Supplier should describe in detail four (4) value added services it can provide, related to the supply of promotional items, to various departments and agencies within the Government of Canada. For each value added service, the Supplier should describe the service itself and its benefit to Canada and its customers.

Value added refers to "extra" feature(s) of an item of interest (product, service, person etc.) that go beyond the standard expectations and provide something "more" while adding little or nothing to its cost.

1.1.2.3 Environmental practices. **(Max 12 points, Min 6 points)**

The Supplier should describe and give examples of six (6) of its environmental practices in their day to day operations.

2. Basis of Selection

2.1 To be declared responsive, an arrangement must:

- (a) comply with all the requirements of the Request for Supply Arrangements; and
- (b) meet all mandatory technical evaluation criteria; and
- (c) obtain the required minimum points in each criteria and 75 percent overall of the points for the technical evaluation criteria which are subject to point rating.

2.2 Arrangements not meeting (a), (b) or (c) above will be declared non-responsive.

2.3 Selection Criteria for Supply Arrangement

All responsive arrangements will be issued a Supply Arrangement. In order to be considered responsive, the Supplier must have met the requirements laid out in Part 4 - *Evaluation Procedures and Basis of Selection*, article 1.1 - *Technical Evaluation*.

PART 5 - CERTIFICATIONS

Suppliers must provide the required certifications to be issued a supply arrangement (SA). Canada will declare an arrangement non-responsive if the required certifications are not completed and submitted as requested.

Compliance with the certifications suppliers provide to Canada is subject to verification by Canada during the arrangement evaluation period (before issuance of a SA) and after issuance of a SA. The Supply Arrangement Authority will have the right to ask for additional information to verify suppliers' compliance with the certifications before issuance of a SA. The arrangement will be declared non-responsive if any certification made by the Supplier is untrue, whether made knowingly or unknowingly. Failure to comply with the certifications or to comply with the request of the Supply Arrangement Authority for additional information will also render the arrangement non-responsive.

1. Certifications Precedent to Issuance of a Supply Arrangement

The certifications listed below should be completed and submitted with the arrangement, but may be submitted afterwards. If any of these required certifications is not completed and submitted as requested, the Supply Arrangement Authority will so inform the Supplier and provide the Supplier with a time frame within which to meet the requirement. Failure to comply with the request of the Supply Arrangement Authority and meet the requirements within that time period will render the arrangement non-responsive.

1.1 Federal Contractors Program - Certification

1. The Federal Contractors Program (FCP) requires that some suppliers, including a supplier who is a member of a joint venture, bidding for federal government contracts, valued at \$200,000 or more (including all applicable taxes), make a formal commitment to implement employment equity. This is a condition precedent to the issuance of a supply arrangement. If the Supplier, or, if the Supplier is a joint venture and if any member of the joint venture, is subject to the FCP, evidence of its commitment must be provided before the issuance of a supply arrangement.

Suppliers who have been declared ineligible contractors by Human Resources and Skills Development Canada (HRSDC) are no longer eligible to receive government contracts over the threshold for solicitation of bids as set out in the *Government Contracts Regulations*. Suppliers may be declared ineligible contractors either as a result of a finding of non-compliance by HRSDC, or following their voluntary withdrawal from the FCP for a reason other than the reduction of their workforce to less than 100 employees. Any arrangements from ineligible contractors, including an arrangement from a joint venture that has a member who is an ineligible contractor, will be declared non-responsive.

2. If the Supplier does not fall within the exceptions enumerated in 3 (a) or (b) below, or does not have a valid certificate number confirming its adherence to the FCP, the Supplier must fax (819-953-8768) a copy of the signed form LAB 1168, Certificate of Commitment to Implement Employment Equity, to the Labour Branch of HRSDC.
3. The Supplier, or, if the Supplier is a joint venture the member of the joint venture, certifies its status with the FCP, as follows:

The Supplier or the member of the joint venture

-
- (a) () is not subject to the FCP, having a workforce of less than 100 full-time or part-time permanent employees, and/or temporary employees having worked 12 weeks or more in Canada;
- (b) () is not subject to the FCP, being a regulated employer under the Employment Equity Act, S.C. 1995, c. 44;
- (c) () is subject to the requirements of the FCP, having a workforce of 100 or more full-time or part-time permanent employees, and/or temporary employees having worked 12 weeks or more in Canada, but has not previously obtained a certificate number from HRSDC (having not bid on requirements of \$200,000 or more), in which case a duly signed certificate of commitment is attached;
- (d) () is subject to the FCP, and has a valid certificate number as follows: _____ (e.g. has not been declared an ineligible contractor by HRSDC).

Further information on the FCP is available on the HRSDC Web site.

PART 6 - SUPPLY ARRANGEMENT AND RESULTING CONTRACT CLAUSES

ACQUISITION FEE

This Supply Arrangement (SA) is managed by the Communication Procurement Directorate (CPD) of Public Works and Government Services Canada (PWGSC). CPD is a revenue dependant organization within PWGSC and therefore will charge all federal government departments and agencies an acquisition fee (currently 3%) based on the value of any resulting contract (including any positive value contract amendments, including GST/HST).

Delivery Requirements Inside and Outside CLCAs:

This supply arrangement can be used for delivery requirements across Canada, including Comprehensive Land Claims Settlement Areas (CLCAs).

A. SUPPLY ARRANGEMENT

1. Arrangement

The Supply Arrangement covers the Work described in the Statement of Work at Annex A.

2. Standard Clauses and Conditions

All clauses and conditions identified in the Supply Arrangement and resulting contract(s) by number, date and title are set out in the *Standard Acquisition Clauses and Conditions* (<http://ccua-sacc.tpsgc-pwgsc.gc.ca/pub/acho-eng.jsp>) Manual issued by Public Works and Government Services Canada.

2.1. General Conditions

2020 (2011-05-16)) General Conditions - Supply Arrangement - Goods or Services, apply to and form part of the Supply Arrangement.

Section 09 entitled Suspension or Cancellation of Qualification by Canada is amended as follows:

Replace subsection 1.(c) with the following:

(c) Canada has imposed measures on the Supplier under the Vendor Performance Corrective Measure Policy (or such similar policy that may be in place from time to time).

2.2. Supply Arrangement Reporting

The Supplier must compile and maintain records on its provision of goods, services or both to the federal government under contracts resulting from the Supply Arrangement. This data must include all purchases paid for by a Government of Canada Acquisition Card.

The Supplier must provide a Monthly Usage Report (Annex C) to the Supply Arrangement Authority no later than ten (10) calendar days after the end of the reporting period. If no goods or services are provided during a given period, the Supplier must still provide a "NIL" report.

An electronic version of the report will be sent to the suppliers on request.

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3. Term of Supply Arrangement

3.1 Period of the Supply Arrangement

The Supply Arrangement has no defined end-date and will remain valid until such time as Canada no longer considers it to be advantageous to use it.

4. Authorities

4.1 Supply Arrangement Authority

The Supply Arrangement Authority is:

Myriam Sigouin
Supply Team Leader
Public Works and Government Services Canada
Acquisitions Branch
Communications Procurement Directorate
360 Albert Street
Ottawa, Ontario K1A 0S5
Telephone: 613-990-6696
Facsimile: 613-949-1281
E-mail address: myriam.sigouin@tpsgc-pwgsc.gc.ca

The Supply Arrangement Authority is responsible for the issuance of the Supply Arrangement, its administration and its revision, if applicable.

4.3 Supplier's Representative

General inquiries (Sales Representative for federal government)

Name:
Telephone :
Fax :
E-mail address :
On-line ordering address:

Replacement for (Sales Representative for federal government)

Name:
Telephone :
Fax :
E-mail address :

5. Identified Users

The Identified Users include any government department, agency or Crown Corporation listed in Schedules I through III of the *Financial Administration Act*, R.S., 1985, c. F-11.

6. On-going Opportunity for Qualification

A Request for Supply Arrangements will be issued in accordance with the process set out below to allow new suppliers to become qualified. Existing qualified suppliers, who have been issued a supply arrangement, will not be required to submit a new arrangement.

The Notice of Proposed Procurement (NPP) will be published on the Government Electronic Tendering System (GETS) on an on-going basis. All suppliers may send in a request, in writing, to the Supply Arrangement Authority, or their designated representative, at any time to qualify for the Supply Arrangement.

Once a request is received, the RFSA will be forwarded to the interested supplier so that they may submit an arrangement. The Arrangement will be evaluated according the evaluation criteria mentioned in Part 4. Award of contracts resulting Notices of Procurement published on the GETS will not be delayed for the evaluation process of the supplier's RFSA.

7. Contract Procedures

7.1 General Procedures:

Contracts will be awarded to firms under the Supply Arrangement list for the provision of the services described under the Statement of Work.

7.1.1 For the following consultation services not exceeding \$5,000 including GST/HST:

The consultation services will include but are not limited to:

- reviewing and making suggestions to existing art*,
- advice on creating new art*,
- research and advice regarding promotional products best suited to the Identified User requirement or event,
- and preparation of project specifications for promotional products.

** Does not include revision or creation of artwork.*

Identified Users/Departmental Authority or PWGSC Supply Arrangement Authority will issue a contract to the Supply Arrangement Holder of their choice.

A competitive solicitation for the provision of the promotional items will be issued once the consultation services are completed.

THE SUPPLIER PROVIDING THE CONSULTATION SERVICES WILL NOT BE ALLOWED TO SUBMIT THEIR BID FOR THAT SPECIFIC SOLICITATION.

7.1.2 Suppliers selection for requirements valued at under \$25,000.00 including GST/HST and all other services:

Identified Users/Departmental Authority or PWGSC Supply Arrangement Authority will issue a sole-source contract or send a Request for Quotation (RFQ) to a minimum of 3 Supply Arrangement holders.

The RFQ will include a Statement of Work (SOW) describing the promotional item(s) to be provided, the quantity, the delivery address(es) and the date required (suggested or mandatory). Bidders will normally have 72 hours to respond to a RFQ (Weekends and holidays are not included) but urgent requirements may have a shorter response time. Any quotation received after the closing time specified in the RFQ will be considered as non-responsive and will be given no further consideration.

7.1.3 Suppliers selection for requirements valued from \$25,000.00 to \$400,000.00 including GST/HST and all other services:

The Supply Arrangement Authority will issue a Solicitation to all Supply Arrangement holders for providing the services required. The solicitation will include a SOW describing the promotional item(s) to be provided, the quantity, the delivery address(es) and the date required (suggested or mandatory), the evaluation criteria and the resulting contract clauses.

A Notice of Proposed Procurement (NPP) will be published on the Government Electronic Tendering System (GETS) for a minimum of fifteen (15) calendar days. Suppliers not qualified under the Supply

Arrangement may send in a request, in writing, to the Supply Arrangement Authority, or their designated representative, at any time to qualify for the Supply Arrangement. Award of contracts resulting Notices of Procurement published on the GETS will not be delayed for the evaluation process of the supplier's RFSA.

Bidders will normally have fifteen (15) calendar days to respond to a solicitation but urgent requirements may have a shorter response time. Any proposal received after the closing time specified in the solicitation will be considered as non-responsive and will be given no further consideration.

8. Limitation of Resulting Contracts

The limitation of individual contracts under the Supply Arrangement must not exceed \$400,000.00 including HST and all other services.

9. Priority of Documents

If there is a discrepancy between the wording of any documents that appear on the list, the wording of the document that first appears on the list has priority over the wording of any document that subsequently appears on the list.

- (a) the articles of the Supply Arrangement;
- (b) the general conditions 2020 (2010-05-16), General Conditions - Supply Arrangement - Goods or Services
- (c) Annex A, Statement of Work
- (d) Annex B, Basis of Payment
- (e) the Supplier's arrangement dated _____

10. Certifications

10.1 Compliance

Compliance with the certifications provided by the Supplier in the arrangement is a condition of the Supply Arrangement (SA) and subject to verification by Canada during the term of the SA and of any resulting contract that would continue beyond the period of the SA. If the Supplier does not comply with any certification or it is determined that any certification made by the Supplier in the arrangement is untrue, whether made knowingly or unknowingly, Canada has the right to terminate any resulting contract for default and suspend or cancel the SA.

11. Applicable Laws

The Supply Arrangement (SA) and any contract resulting from the SA must be interpreted and governed, and the relations between the parties determined, by the laws in force in **Ontario**.

B. BID SOLICITATION

1. Bid Solicitation Documents

Canada will use the bid solicitation templates 2T-LDV1 for low dollar value requirements; 2T-MED1 for medium complexity requirements; 2T-HIGH1 for more complex requirements, available in the *Standard Acquisition Clauses and Conditions* (<http://ccua-sacc.tpsgc-pwgsc.gc.ca/pub/acho-eng.jsp>) Manual based on the estimated dollar value and complexity of the requirement.

The bid solicitation will contain as a minimum the following:

- (a) a complete description of the Work to be performed;
- (b) 2003, Standard Instructions - Goods or Services - Competitive Requirements;
- (c) bid preparation instructions;
- (d) instructions for the submission of bids (address for submission of bids, bid closing date and time);

-
- (e) evaluation procedures and basis of selection;
 - (f) conditions of the resulting contract.

2. Bid Solicitation Process

2.1 Bids will be solicited for specific requirements within the scope of the Supply Arrangement (SA) from suppliers who have been issued a SA.

2.2 The bid solicitation will be sent directly to suppliers. A Notice of Proposed Procurement (NPP) will be published on the Government Electronic Tendering System (GETS) for (40) calendar days for requirement valued from \$25,000.00 to \$400,000.00 including GST/HST and all other services.

C. RESULTING CONTRACT CLAUSES

1. General

The conditions of any contract awarded under the Supply Arrangement will be in accordance with the resulting contract clauses of the template used for the bid solicitation.

For any contract to be awarded using:

- (a) 2T-LDV1 (for low dollar value requirements), general conditions 2029 will apply to the resulting contract;
- (b) 2T-MED1 (for medium complexity requirements), general conditions 2010A will apply to the resulting contract;
- (c) 2T-HIGH1 (for higher complexity requirements), general conditions 2030 will apply to the resulting contract.

The above templates are set out in the *Standard Acquisition Clauses and Conditions* (<http://ccua-sacc.tpsgc-pwgsc.gc.ca/pub/acho-eng.jsp>) Manual issued by Public Works and Government Services Canada.

ANNEX "A" STATEMENT OF WORK

A.1 Summary

Supply Arrangement for the provision of a large variety of promotional items on an as-and-when-requested basis to all government departments and agencies under schedules I, II through III of the *Financial Administration Act*.

A.2 Scope of Work and Services Required

To supply a large variety of custom imprinted promotional items and custom imprinted giftware (where the imprint relates to an organization or specific message but is not personalized to any individual) on an "as-and-when-requested" basis in accordance with the specifications of the statement of work and individual contracts.

The Supplier must provide quality imprint, and other various applications (including but not limited to silkscreening, etching, embroidery, carving etc.), to the promotional products from electronic graphic art files provided by government departments and agencies. The complete specifications for each requirement will be included in all requests for quotation and resulting contracts.

Many of the promotional materials are intended to enhance the image of Canada, nationally and abroad and to promote the Canadian identity through the distribution of tasteful, and affordably priced articles made by artists portraying Canadian sceneries and/or Canadian symbols.

Some of these items are provided to Canadian Government Departments, Agencies, Corporations and/or Canadian Embassies abroad for distribution and presentation to Dignitaries, visitors or employees. The items may also be distributed at trade shows, fairs and exhibitions to promote government services and programs.

The Government of Canada (GoC) is committed to greening its supply chain and has issued a policy directing federal departments and agencies to take the necessary steps to acquire products and services that have a lower impact on the environment than those traditionally acquired. As a result of new direction, the demand for green products may increase during the life of the supply arrangements.

The services may also include consultation and layout of artwork from supplied components but does not include any graphic/creative design services.

A.2.1 Bilingual services

The Supplier must be capable of providing all services related to imprint of text on promotional items in both official languages.

A.2.2 Quality Level for Imprint:

Informational quality reproduction for offset printed products is required to be in accordance with the latest edition of the Public Works and Government Services Canada booklet entitled "Quality Levels for Printing" and "Quality Levels for Colour".

A.2.3 The Supplier must provide the following services:

- Provide electronic proofs (in PDF format) of final artwork for approval prior to production for all requirements.
- Layout / revise artwork supplied to the Supplier to meet the imprint requirements of each specific promotional item as approved by the Project / Technical Authority.

- Supply all materials.
- Create all dies when needed.
- Imprint / engrave / embroider / silk screen as per the artwork supplied to the Supplier and final approved proofs.
- Provide (custom imprinted) pre-production samples to Project/Technical Authority prior to production if requested.
- Package and deliver all items to the address(es) specified in the contract.
- Return all components and working materials to Project / Technical Authority.

A.2.4 Consultation services

The Supplier must to provide, on an "as and when" requested basis, consultation services to Identified User departments and agencies for promotional items requirements.

The consultation services will include but are not limited to:

- reviewing and making suggestions to existing art*,
- advice on creating new art*,
- research and advice regarding promotional products best suited to the Identified User requirement or event,
- and preparation of project specifications for promotional products.

* *Does not include revision or creation of artwork.*

A.2.5 Artwork/Pre-Production Material

Government departments and agencies will supply artwork to the Supplier on CD ROM/diskette or by e-mail in Mac or PC Platforms with accompanying hard copy (in colour or black only as available).

Original artwork / pre-production material supplied to the Supplier must not be altered in any way and must be returned upon completion of the work to the Project / Technical Authority in the same condition that it was supplied to the Supplier.

The Supplier must allow time for verifying the files on the supplied media. The Supplier must contact the Project / Technical Authority immediately the supplied media varies from the description of the materials as stated in the specifications.

The Supplier must contact the Project/Technical Authority immediately if:

- there are problems accessing or processing or outputting from the supplied media,
- the supplied images do not conform to usage for the specified item.

A.2.5.1 Layout of new artwork or modifying [re]working of Identified User supplied artwork to meet product imprint specifications

Should revisions to the artwork / pre-production material supplied to the Supplier be required to meet the imprint specifications of the specific promotional item(s) the Supplier must advise the Project/Technical Authority of what is required and create a separate revised file for approval.

There may be occasions when the Supplier will be required to create the artwork (format text and layout logos or supplied images) from raw text and images supplied to them by the Project/Technical Authority. All text and images must be supplied to the Supplier by government departments and agencies.

A.2.6 Proofs:

The Project Authority requires proofs of all items requested prior to production.

Proofs must be sent to the Project Authority by fax or e-mail as specified in each contract.

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Proofs will be approved in writing by facsimile or e-mail and returned to the Supplier within the time frame specified by the Project Authority in the contract.

Proofs must be accounted for within the schedule and must not modify the originally specified delivery schedule.

A.2.6.1 Advance pre-production sample or prototype for approval:

The Project Authority may require a blank (item without required imprint or sample of the identical item from a previous production) of all items requested prior to production.

The Project Authority may also request to review/approve a pre-production proof (actual prototype with required imprint) prior to production.

The pre-production sample or prototype must be sent to the Project Authority as specified in each contract.

A.2.7 Overruns/Underruns

Underruns and overruns will be indicated in individual solicitation document and subsequent contracts.

A.2.8 Quality Assurance

Quality Assurance by Supplier: The Supplier must perform all necessary quality assurance procedures to ensure the product meets the specified quality levels and specifications of the Annex A Statement of Work and individual contracts. Items may be rejected for problems including (but not limited to) the following:

- Failure to follow instructions provided at the start of the project
- Failure to provide a pre-production sample
- Imprint/engraving/embroidery not in accordance with the final approved artwork
- Imprint problems such as blurred imprint or inconsistent ink density
- Defects in items including (but not limited to) items that damaged or broken or have not been assembled properly and are potentially unsafe for users.
- Failure to meet deadlines (delays not approved by the Project/Technical Authority or delays that are not resulting from actions by the Project/Technical Authority).

A.2.9 Packaging Instructions

A.2.9.1 Packages/Cartons:

All deliverable goods must be delivered in undamaged, sturdy uniform packages or cartons suitable for the size of the order. Cartons are not to exceed 25 lb. in weight.

All packages and cartons should be clearly labelled as specified under A.2.9.2. All cartons should be identically packaged and completely filled, i.e. (they should all have the same quantity in each carton). The cartons must be sturdy and capable of withstanding the heavy contents as well as able to sustain considerable handling.

A.2.9.2 Labelling:

The Supplier is responsible for addressing any items being delivered according to the delivery address(es) supplied, including all materials, output and application of any required labels.

All containers must be labelled. Labelling instructions will be supplied in each contract.

A.2.9.3 Pallets

For all shipments requiring pallets the following shall apply:

- The Supplier must strap, and if necessary wrap, shipments on standard 1.22 m x 1.02 m (40" x 48") wood pallets. The four-way forklift entry pallet shall be supplied at no additional charge. Total height, including pallet, shall not exceed 1.19 m (47"). The pallet load shall not extend further than 2.54m(1") from any edge of the pallet.
- The Supplier must group items by item description (on the same pallet) within consolidated shipments. Pallet loads composed of more than item description shall be marked as MIXED ITEMS.

Any exception shall require the prior approval of the Project/Technical Authority.

A.2.9.4 Packing Slips

Each shipment must be accompanied by a clear and detailed packing slip/waybill. All packing slips must indicate the item title, the number items within each box, the number of boxes per skid, the total number of boxes for the shipment and the total quantity of each item shipped.

A.2.10 Shipping and couriers

The Supplier is responsible for the shipping/collection of proofs as well as the shipping of advance items and pre-production material to the Project/Technical Authority identified in the contract.

The Supplier is responsible for all shipping activities, including ensuring the timely and safe arrival of all goods at the specified destination. This includes all tracking of shipments up to confirmation of receipt at destination, for all material. The Supplier must determine the most economical means of shipping/transport, suitable to meet the specified delivery date. The Supplier must include all transportation/shipping costs in all responses to solicitation documents.

The Supplier must collect and (re)ship any returned items (from and to the address[es] specified in the original contract).

A.2.10.1 Shipping Notification

The Supplier must make all arrangements with the destination addresses to schedule a time and date for delivery of the completed order.

Any scheduled delivery date cannot be changed unless approved in writing by the Project/Technical Authority.

If specified in the Contract, a notice must be provided in writing (by facsimile or email) 24 to 48 hours prior to shipping any completed order.

Destination addresses retain the right to refuse shipments when prior arrangements/notification has not been made.

Notification to the destination address must include the following information:

- Item title and type of product (Description)
- Quantity of each item
- Shipping date
- Supply arrangement and Contract Number
- Contact name and telephone number
- Type of transport vehicle

A.2.11 Destination Addresses:

Anywhere in Canada as specified in each solicitation.

A.2.12 Delivery Schedule:

The delivery schedule for each contract will be specified in the solicitation document.

A.3 Catalogues

A.3.1 Catalogues (on-line version)

The Supplier must provide free access to all government of Canada departments and agencies to their current on-line catalogue, if any, for promotional items, including provision of passwords if required.

A.3.2 Catalogues (paper copy)

The Supplier must provide upon request from a government department or agency current commercially published catalogues from manufacturers of promotional items. All catalogues must be supplied free of charge within two (2) working days and contain the suggested retail price of all items.

A.4 Environmental Considerations

As part of Canada's policy directing federal departments and agencies to take the necessary steps to acquire products and services that have a lower impact on the environment than those traditionally acquired, suppliers should:

- Reduce packaging;
- have ISO 14001 certification;
- have environmental management policies and practices that are geared towards continuous improvement
- have a waste disposal program
- have a disposal of defective products for the products that are considered defective or damaged

Preference should be made for:

- Compliance with Forest Stewardship Council certification (FSC)
- Compliance with Environmental Choice Program (ECP) - Ecologo program
- Sustainable Forestry Initiative (SFI) certified
- Biodegradable or compostable items (e.g., pens and cups made of corn starch);
- Reuseable and/or recyclable items (e.g., clothing, cloth bags, USB drives, mugs, water bottles, office supplies);
- Items made using Alternative Energy sources (e.g., solar) or uses alternative energy sources in operation (i.e. not a plug or battery);
- Recycled Content for plastic items, clothing;
- Use of bio-based materials (e.g., bamboo clothing and bags, wood instead of plastic);
- Organic Content (e.g., cotton);
- Items made using renewable and sustainable resources (e.g. wood or paper products originating from a certified sustainable managed forest and/or certified as processed chlorine free);
- Products that are "living" such as seed packets, tree seedlings, edibles;
- Packaging of products that is minimal, reusable and/or recyclable; and end product components (e.g. Paper and materials) that are recyclable and/or reusable;
- Reduced quantities of volatile organic compounds (VOCs) and solvents (e.g. highlighters, markers, etc.);
- Use of vegetable-based inks;
- Advise and educate clients about environmentally preferable promotional items.

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ANNEX B - CORPORATE PROFILE

Suppliers are invited to complete the following corporate profile. Suppliers are encouraged to provide the profile in French and English as this profile will be posted on the Standing Offer Index as part of the general information available for each authorized Supply Arrangement.

Should the Supplier have more than one facility in Canada, a description of each location may be provided. Suppliers are to restrict their responses to a maximum of 200 words for each of the areas where information is requested. The 200 word maximum will be applicable to each facility. PWGSC will edit responses to maintain the 200 word maximum.

Suppliers are to address each of the points listed. In addition to the basic information requested, Suppliers may include whatever information they believe will enhance the understanding of their corporate capabilities.

The corporate profile will not be considered in the evaluation process for this RFSA and only profiles of authorized supply arrangement holders will be posted.

CORPORATE NAME:

CORPORATE ADDRESS:

PRINCIPAL CONTACT:

Telephone:

Fax:

E-mail:

CORPORATE WEB SITE:

LOCATION OF SHOWROOM IF ANY, CONTACTS AND HOURS OF OPERATION:

ENVIRONMENTALLY FRIENDLY PRACTICES:

Suppliers are requested to describe their activities related to greening their own supply chain and operations.

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ENVIRONMENTALLY FRIENDLY PRODUCTS AVAILABLE:

Supply Arrangement holders will be required to notify the Supply Arrangement Authority every six months of new available products.

CATEGORIES OF PROMOTIONAL ITEMS MADE IN CANADA AVAILABLE:

Supply Arrangement holders will be required to notify the Supply Arrangement Authority every six months of new available products.

OTHER INFORMATION:

FORMATS FOR ARTWORK PROVIDED BY IDENTIFIED USER, THE SUPPLIER IS CAPABLE OF WORKING WITH

Hard Copy Format - Specifications:

Electronic Format - Operating systems supported:

File types and applications supported, including operating system versions - names of applications:

Media and file transfer methods supported (e.g.. Diskette, e-mail):

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ANNEX C - MONTHLY USAGE REPORT

The Supply Arrangement holder is required to provide the report in Excel format and sorted by department.

Supply Arrangement Number :					
Period of report:					
Name of purchasing Department or agency	Contract Number	List and quantities of promotional items purchased	Total value of all items	Value of other services (consultation - revision to artwork)	Total value of contract (GST/HST extra)

ANNEX D EVALUATION GRID**EVALUATION SUMMARY**

1.1.1 MANDATORY REQUIREMENTS:		
1.1.1.1 The Supplier must demonstrate that they have been in business for at least one (1) full year	Met _____	Not Met _____
1.1.1.2 The Supplier must submit a description of two (2) separate orders successfully delivered within the last two (2) year (prior to the closing date of this RFSA) with a value of \$10,000.00 or more for each order. Each order must have included at least two (2) different types of promotional items.	Met _____	Not Met _____
1.1.2 RATED REQUIREMENTS:	Score	Minimum score required (points)
1.1.2.1 Description of processes from order taking to fulfilment	_____/ 64	48
1.1.2.2 Value added service provided	_____/ 24	16
1.1.2.3 Environmental practices	_____/ 12	6
Total Score	_____/ 100	75

1.1.2 POINT RATED REQUIREMENTS

1.1.2.1 Description of processes from order taking to fulfilment (Max 64 points, Min 48 points)

The Supplier should describe its work processes, including quality assurance procedures in the following areas:

- A. Providing product information to prospective clients (website, catalogues, showrooms, etc.)
- B. Order reception, entry and verification of specifications;
- C. Request, reception, verification, production of art work and provision of proofs for approval;
- D. Order placing, sourcing, tracking and verification and keeping on schedule;
- E. Keeping customer up-to-date on status of order;
- F. Shipping, order breakdown, final inspection and delivery to customer location(s);
- G. Post delivery confirmation, follow-up and issues management; and
- H. Policy concerning defective or damaged products, incomplete shipments or mis-shipped goods

Description of processes – Maximum of 64 points	Score
Assessment of Criteria	
For each of the eight (8) work processes identified above, the Supplier will be evaluated in accordance with the following criteria:	
Excellent, thorough description and discussion of each phase of the process and the associated quality assurance process	8 points
Good description and discussion of each phase of the process and the associated quality assurance process	6 points
Insufficient or incomplete description and discussion of each phase of the process and the associated quality assurance process	4 points
No description description and discussion of each phase of the process and the associated quality assurance process	0 points
Providing product information to prospective clients (website, catalogues, showrooms, visits. etc.)	/8
Order reception, entry and verification of specifications;	/8
Request, reception, verification, production of art work and provision of proofs for approval;	/8
Order placing, sourcing, tracking and verification and keeping on schedule;	/8
Keeping client up-to-date on status of order;	/8
Shipping, packaging, final inspection and delivery to customer location(s);	/8
Post delivery confirmation, follow-up and issues management; and	/8
Policy concerning defective or damaged products, incomplete shipments or incorrectly shipped goods	/8

Total score for 1.1.2.1: _____/64 points

1.1.2.2 Value added services provided (Max 24 points, Min 16 points)

The Supplier should describe in detail four (4) value added services it can provide, related to the supply of promotional items, to various departments and agencies within the Government of Canada. For each value added service, the Supplier should describe the service itself and its benefit to Canada and its customers. (maximum of six (6) points per value added service)

Value added refers to "extra" feature(s) of an item of interest (product, service, person etc.) that go beyond the standard expectations and provide something "more" while adding little or nothing to its cost.

Value added services provided – Maximum of 24 points	Score
Assessment of Criteria	
For each of the four (4) value added services it can provide, the Supplier will be evaluated in accordance with the following criteria: Identification of the value added service; detailed discussion of its unique or intended value; relevance and benefit to government departments and Canada; and why this is important for your customers.	
Value added service one	/6
Value added service two	/6
Value added service three	/6
Value added service four	/6

Total score for 1.1.2.2: _____/24 points

1.1.2.3 Environmental Practices

The Supplier should describe and give examples of six (6) of its environmental practices in their day to day operations. **(Max 12 points, Min 6 points)**

Environmental Practices – Maximum of 12 points	Score
Assessment of Criteria	
The Supplier should describe 6 environmental practices of their day to day operations and give an example for each of them. (Maximum 1 Point per description and 1 point per example)	
Environmental practice one description __ example__	/2
Environmental practice two description __ example__	/2

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Environmental practice three	description __ example__	/2
Environmental practice four	description __ example__	/2
Environmental practice five	description __ example__	/2
Environmental practice six	description __ example__	/2

Total score for 1.1.2.3: _____/12 points