

**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  
Vehicles & Industrial Products Division  
11 Laurier St./11, rue Laurier  
7A2, Place du Portage, Phase III  
Gatineau, Québec K1A 0S5

<b>Title - Sujet</b> RFI FLEET MANAGEMENT SUPPORT SRVCS	
<b>Solicitation No. - N° de l'invitation</b> E60HP-11FMSS/A	<b>Date</b> 2013-08-30
<b>Client Reference No. - N° de référence du client</b> E60HP-11FMSS	<b>GETS Ref. No. - N° de réf. de SEAG</b> PW-\$\$HP-913-63410
<b>File No. - N° de dossier</b> hp913.E60HP-11FMSS	<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 2013-09-30</b>	
<b>Time Zone</b> <b>Fuseau horaire</b> Eastern Daylight Saving Time EDT	
<b>F.O.B. - F.A.B.</b> Specified Herein - Précisé dans les présentes <b>Plant-Usine:</b> <input type="checkbox"/> <b>Destination:</b> <input type="checkbox"/> <b>Other-Autre:</b> <input checked="" type="checkbox"/>	
<b>Address Enquiries to: - Adresser toutes questions à:</b> Seguin, Jean-Luc R.	<b>Buyer Id - Id de l'acheteur</b> hp913
<b>Telephone No. - N° de téléphone</b> (819) 956-3528 ( )	<b>FAX No. - N° de FAX</b> (819) 953-2953
<b>Destination - of Goods, Services, and Construction:</b> <b>Destination - des biens, services et construction:</b> Public Works and Government Services 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>

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## **SECTION A**

### **OBJECTIVES AND BACKGROUND**

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

Canada currently has in place a National Master Standing Offer (NMSO) for Fleet Management Support Services (FMSS) which is set to expire 31 August 2014.

A competitive Request for Standing Offer (RFSO) will be issued on the Government Electronic Tendering Service (GETS) in late fall 2013 with the intention of having the next NMSO in place in early to mid 2014 to ensure sufficient transition time.

The term of the NMSO is intended to be five (5) years plus two (2) one (1) year options with a five year financial limitation of seven (7) million dollars.

#### **A2.0 OBJECTIVES OF THIS DRAFT RFSO PROCESS**

The purpose of this draft Request for Standing Offer (RFSO) process is to provide information to industry regarding the Requirement by publishing a draft Statement of Work and to allow interested bidders to commence their security requirement application process through the Canadian Industrial Security Directorate (CISD) as this process is considered lengthy and thorough.

The required security clearance, which is further specified herein, will be mandatory at time of RFSO bid closing.

Canada also intends to consult Industry with the intent to share working draft documents with representatives from industry for minor input and/or for information purposes. Canada will consult with industry stakeholders regarding the following:

- ability to meet the Evaluation criteria and the technical specifications; and,
- capabilities of industry in regards to specific requirements.

To that end, a list of questions has been provided at Section "C", for your response. Note that the data requested is for information purposes only, and will allow Canada to ensure the requirement matches in most part supplier capability now and in the future.

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

The information provided by Canada in this Request for Information (RFI) is preliminary and may change. This RFI is not a bid solicitation nor will it be used to pre-qualify or otherwise restrict participation in the future RFSO. A standing offer will not result from this RFI.

## A4.0 SECURITY

The RFSO and subsequent NMSO will contain a security requirement detailed below. Interested parties who seek sponsorship to commence their security requirement application should indicate so in their response at Section C.

### Security Requirement for Canadian Supplier

1. The Contractor/Offeror must, at all times during the performance of the Contract/Standing Offer, hold a valid Facility Security Clearance at the level of SECRET, with approved Document Safeguarding at the level of SECRET, issued by the Canadian Industrial Security Directorate (CISD), Public Works and Government Services Canada (PWGSC).
2. The Contractor/Offeror personnel requiring access to PROTECTED/CLASSIFIED information, assets or sensitive work site(s) must be citizens of Canada or permanent residents of Canada and must EACH hold a valid personnel security screening at the level of SECRET, granted or approved by the CISD, PWGSC.
3. The Contractor MUST NOT utilize its Information Technology systems to electronically process, produce or store any sensitive PROTECTED/CLASSIFIED information until CISD/PWGSC has issued written approval. After approval has been granted, these tasks may be performed at the level PROTECTED A (and an IT Link at the level of PROTECTED A).
4. Subcontracts which contain security requirements are NOT to be awarded without the prior written permission of CISD/PWGSC.
5. The Contractor/Offeror must comply with the provisions of the:
  - (a) Security Requirements Check List and security guide (if applicable), attached at Annex C;
  - (b) Industrial Security Manual (Latest Edition).

## A5.0 SCHEDULE

At present, the following estimated procurement schedule is anticipated:

- a) Release of RFSO to Industry - late fall 2013
- b) Bidder's conference - early winter 2013-2014
- c) RFSO closing - late winter 2014
- d) Issue NMSO - spring 2014

## A6.0 DEFINITIONS

### Standing Offer

A Standing Offer is not a contract. It is an offer from a supplier to provide goods and/or services to clients at prearranged prices or pricing basis and under set terms and conditions for a specified period on an as-and-when requested basis. A separate contract is entered into each time a call-up is made against a Standing Offer. When a call-up is made, the terms and conditions are already in place and acceptance by Canada of the supplier's offer is unconditional. Canada's liability must be limited to the actual value of the callups made within the period specified in the Standing Offer. There is no guarantee of work under the standing offer method of supply.

### National Master Standing Offer (NMSO)

A National Master Standing Offer is for the use of any government department, agency or Crown corporation listed in Schedules I, I.1, II, III, of the *Financial Administration Act*, R.S., 1985, c. F-11 across Canada.

### Call-up Against a Standing Offer

An order issued under the authority of a duly authorized user against a particular standing offer. Communication of a call-up against a standing offer to the offeror constitutes acceptance of the standing offer to the extent of the goods, services, or both, being ordered and causes a contract to come into effect. The parties to the contract that comes into effect when a call-up against a standing offer is made are Canada and the Offeror.

### Offeror

In contracts, the party that makes the offer and looks for acceptance from the Offeree.

### Request for a Standing Offer (RFSO)

An RFSO is a bid solicitation document used by the contracting authority to solicit offers for standing offers. As with any other bid solicitation document, it must clearly state the requirement, the bid 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 brought into effect as a result of any such call-up.

### Request for Information (RFI)

Request for Information (RFI) is used when 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.

### Respondents

Respondents are any individual or entity that elects to provide a response to the Request for Information.

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## **SECTION B**

### **SUPPLIER SUBMISSION REQUIREMENTS**

#### **B1.0 SUBMISSION OF RESPONSES**

##### **B1.1 Number of Copies**

Responses may be submitted in either electronic version (MS Word) or in hard copy (3 copies).

##### **B1.2 Location**

Responses are not considered bids but, for expediency purposes, the PWGSC Bid Receiving Unit is the designated location where written responses must be sent. However, electronic submissions are also acceptable and may be sent by email to the PWGSC Contracting Authority listed herein at Article B2.0.

Bid Receiving Unit  
Public Works and Government Services Canada  
Place du Portage  
Level 0A1, Phase III  
11 Laurier Street,  
Gatineau, Québec K1A 1C9  
Telephone: (819) 956-3370 Fax: (819) 997-9776

The 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.

#### **B2.0 AUTHORITIES**

##### **B2.1 RFI Authority**

The Public Works Government Services Canada (PWGSC) Standing Offer Authority (or delegated representative) is responsible for the management of the procurement and RFI process.

Jean-Luc Séguin  
Supply Specialist  
Public Works and Government Services Canada - Acquisitions Branch  
LEFTD Directorate, HP Division,  
Place du Portage, Phase 3, 7A2  
11 Laurier Street, Gatineau Quebec, K1A 0S5  
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E-mail: jean-luc.seguin@pwgsc-tpsgc.gc.ca

## **B3.0 INDUSTRY RESPONSES**

### **B3.1 Response Format**

For ease of use and in order that the greatest value be gained from responses, Canada requests Respondents to follow the structure as detailed at Section “C” herein. There is no page limit on the information to be provided. Respondents are further requested to respond to the questions posted at Section “C”, attached hereto.

### **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 with their responses. Canada 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 Canada determines that the enquiry is not of a proprietary nature. Canada 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.

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## SECTION C QUESTIONS

Canada is seeking industry's comments. Specifically, industry should address the following questions, as appropriate, in their submission.

### Evaluation Strategy and Basis of Selection

1. Will your firm be able to meet all of the mandatory requirements?
2. Are the mandatory requirements too restrictive?
3. If yes, what areas are problematic?

### Basis of Payment / Financial Presentation

1. Please provide an example of your pricing basis for each service requested in the Financial Offer.
2. Is there another method for calculating the pricing?

### Technical Requirements

1. Are the technical requirements and definitions clearly understood?
2. Are there missing elements / components to the technical requirements? Please identify.
3. Please provide a brief narrative on your capability and method of providing the following services as described in the draft Statement of Work;
  - a) Telematics; and,
  - b) Car Pooling Management software.
4. Are data transmission methods suggested exhaustive? If not, what other methods does your firm utilize that is common in industry?

### Reporting

1. Will your firm be able to meet the reporting requirements?
2. If not, what areas are problematic?

## Security

1. Will your firm need to apply for the security clearance?
2. If yes, it is recommended that Suppliers interested in participating in this solicitation process commence the process as soon as possible in order to obtain their security clearances in advance. For information on how to obtain a security clearance please contact CISD at: <http://ssi-iss.tpsgc-pwgsc.gc.ca/index-eng.html>



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## **BID SOLICITATION (*DRAFT*) FOR FLEET MANAGEMENT SUPPORT SERVICES**

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## PART 1 - GENERAL INFORMATION

### 1. Introduction

The Request for Standing Offers (RFSO) is divided into seven parts plus attachments and annexes, as follows:

- |        |   |
|--------|---|
| Part 1 | General Information: provides a general description of the requirement;   |
| Part 2 | Offeror Instructions: provides the instructions applicable to the clauses and conditions of the RFSO;   |
| Part 3 | Offer Preparation Instructions: provides offerors with instructions on how to prepare their offer to address the evaluation criteria specified;   |
| Part 4 | Evaluation Procedures and Basis of Selection: indicates how the evaluation will be conducted, the evaluation criteria which must be addressed in the offer, and the basis of selection; |
| Part 5 | Certifications: includes the certifications to be provided;   |
| Part 6 | Security, Financial and Insurance Requirements: includes specific requirements that must be addressed by offerors; and  |
| Part 7 | 7A, Standing Offer, and 7B, Resulting Contract Clauses:   |
|        | 7A, includes the Standing Offer containing the offer from the Offeror and the applicable clauses and conditions;  |
|        | 7B, includes the clauses and conditions which will apply to any contract resulting from a call-up made pursuant to the Standing Offer.  |

The Annexes include the Statement of Work , the Basis of Payment and any other annexes.

### 2. Summary

Canada requires Fleet Management Support Services (FMSS) where the Offeror is expected to;

- Issue and administer: a Government of Canada Fleet Card (GCFC), as specified in Annex A - Statement of Work
- Provide Canada, access to a Fleet Management Information System (FMIS), as specified in Annex A - Statement of Work; and

- Provide other services related to the management of Canada's fleet of Vehicles, as specified in Annex A - Statement of Work

### 3. Security Requirement

There is a security requirement associated with the requirement of the Standing Offer. For additional information, see Part 6 - Security, Financial and Insurance Requirements, and Part 7 - Standing Offer and Resulting Contract Clauses.

### 4. Debriefings

Offerors may request a debriefing on the results of the request for standing offers process. Offerors should make the request to the Standing Offer Authority within 15 working days of receipt of the results of the request for standing offers process. The debriefing may be in writing, by telephone or in person.

## PART 2 - OFFEROR INSTRUCTIONS

### 1. Standard Instructions, Clauses and Conditions

All instructions, clauses and conditions identified in the Request for Standing Offers (RFSO) by number, date and title are set out in the *Standard Acquisition Clauses and Conditions Manual*

(<https://buyandsell.gc.ca/policy-and-guidelines/standard-acquisition-clauses-and-conditions-manual>) issued by Public Works and Government Services Canada.

Offerors who submit an offer agree to be bound by the instructions, clauses and conditions of the RFSO and accept the clauses and conditions of the Standing Offer and resulting contract(s).

The 2006 (2013-06-01) Standard Instructions - Request for Standing Offers - Goods or Services - Competitive Requirements, are incorporated by reference into and form part of the RFSO.

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

Delete: sixty (60) days

Insert: ninety (90) days

### 2. Submission of Offers

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Offers 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 Standing Offers.

Due to the nature of the Request for Standing Offers, transmission of offers by facsimile to PWGSC will not be accepted.

### **3. Enquiries - Request for Standing Offers**

All enquiries must be submitted in writing to the Standing Offer Authority no later than fourteen (14) calendar days before the Request for Standing Offers (RFSO) closing date. Enquiries received after that time may not be answered.

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

### **4. Applicable Laws**

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

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

## **PART 3 - OFFER PREPARATION INSTRUCTIONS**

### **1. Offer Preparation Instructions**

Canada requests that offerors provide their offer in separately bound sections as follows:

Section I: Technical Offer (5 hard copies)

**Section II: Financial Offer (2 hard copies)****Section III: Certifications ( 2 hard copies)**

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

Canada requests that offerors follow the format instructions described below in the preparation of their offer.

- (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 Standing Offers.

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>). To assist Canada in reaching its objectives, offerors should:

- 1) use 8.5 x 11 inch (216 mm x 279 mm) paper containing fibre certified as originating from a sustainably-managed forest and 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 Offer**

In their technical bid, bidders must demonstrate their understanding of the requirements contained in the bid solicitation and explain how they will meet these requirements. Bidders should demonstrate their capability and describe their approach in a thorough, concise and clear manner for carrying out the work. The technical bid should address clearly and in sufficient depth the points that are subject to the evaluation criteria against which the bid will be evaluated. Simply repeating the statement contained in the bid solicitation is not sufficient. In order to facilitate the evaluation of the bid, Canada requests that bidders address and present topics in the order of the evaluation criteria under the same headings. To avoid duplication, bidders may refer to different sections of their bids by identifying the specific paragraph and page number where the subject topic has already been addressed.

## **Section II: Financial Offer**

Offerors must submit their financial offer in accordance with Annex B - Basis of Payment and Financial Proposal.

## **Section III: Certifications**

Offerors must submit the certifications required under Part 5.

## **Section IV: Additional Information**

### **1.1 Offeror's Proposed Site or Premises Requiring Safeguard Measures**

As indicated in Part 6 under Security Requirement, the Offeror must provide the required information below, on the Offeror's proposed site or premises for which safeguard measures are required for Work Performance.

Address:

Street Number / Street Name, Unit / Suite / Apartment Number

City, Province, Territory

Postal Code

## **PART 4 - EVALUATION PROCEDURES AND BASIS OF SELECTION**

### **1. Evaluation Procedures**

- (a) Offers will be assessed in accordance with the entire requirement of the Request for Standing Offers including the technical and financial evaluation criteria.
- (b) An evaluation team composed of representatives of Canada will evaluate the offers.
- (c) The evaluation team will determine first if there are three (3) or more offers with a valid Canadian Content certification. In that event, the evaluation process will be limited to the offers with the certification; otherwise, all offers will be evaluated. If some of the offers with a valid certification are declared non-responsive, or are withdrawn, and less than three responsive offers with a valid certification remain, the evaluation will continue among those offers with a valid certification. If all offers with a valid certification are subsequently declared non-responsive, or are withdrawn, then all the other offers received will be evaluated.

## 1.1 Technical Evaluation

### 1.1.1 Mandatory Technical Criteria

Mandatory requirements will be evaluated on the basis of compliant/non-compliant. Offers not meeting ALL mandatory requirements will be deemed non-compliant and receive no further consideration. Mandatory requirements are identified by the word "shall" or "must" and deviations are not permitted.

### 1.1.2 Point Rated Technical Criteria

Point rated technical criteria will be evaluated in accordance with Appendix III - Mandatory/Point Rating Checklist. Offers that do not meet a minimum of 70 percent overall of the points for the technical evaluation criteria which are subject to point rating will be deemed non-compliant and will receive no further consideration.

### 1.1.3 Fleet Management Information System (FMIS) Proof of Proposal Test

- (i) Through the Proof of Proposal (PoP) test, Canada will test the FMIS solution proposed by each bidder found responsive to the solicitation to confirm both that it will function as described in the bid and that it meets the technical functionality requirements described in Annex A. The PoP test will take place at a site in the National Capital Region provided by Canada that recreates the technical environment described in Annex A or the PoP test may take place at a location in Canada selected by the top-ranked Bidder, if that location is agreed to by the Contracting Authority and if the Bidder assumes all responsibility for recreating the technical environment described in (it is within the Standing Offer Authority's sole discretion to determine whether the Bidder has accurately recreated this environment for the test). Canada will pay its own travel and salary costs associated with any PoP test.
- (ii) After being notified by the Contracting Authority, the Bidder will be given a maximum of 2 working days to start the installation of the proposed solution. The installation must be completed and functional within 5 working days of the Bidder starting the installation (7.5 hrs/day during normal working hours, to be determined by the Standing Offer Authority). Canada will then conduct the PoP test. Up to 4 representatives of the Bidder may be present during the PoP test. The representative(s) named in the bid to provide technical support during the PoP test should be available by telephone for technical advice and clarification during the PoP test; however, Canada is not required to delay the PoP test if an individual is unavailable. Once the PoP test has begun, it must be completed within \_\_\_\_ .



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- (iii) Canada will document the results of the PoP Test. If Canada determines that the proposed solution does not meet any mandatory requirement of the bid solicitation, the bid will fail the PoP Test and the bid will be disqualified. Canada may, as a result of the PoP test, reduce the score of the Bidder on any rated requirement, if the PoP test indicates that the score provided to the Bidder on the basis of its written bid is not validated by the PoP test. The Bidder's score will not be increased as a result of the PoP test. If the Bidder's score is reduced as a result of the PoP test, Canada will reassess the ranking of all bidders.
- (iv) In connection with the PoP testing, the Bidder grants to Canada a limited license to use the Bidder's proposed software solution for testing and evaluation purposes.
- (v) If, during the initial installation of the software for the PoP test, the Bidder discovers that there are missing and/or corrupt files for software components identified in the technical bid, the Bidder must cease the installation process and inform the Contracting Authority. If the Contracting Authority determines that the missing and/or corrupt files are for components identified in the technical bid, the Bidder may be permitted to submit to the Contracting Authority the missing files and/or replacements for the corrupt files on electronic media or by referring to a web site where the files can be downloaded. These files must have been commercially released to the public before the bid closing date. Upon receiving the files on electronic media or downloading them from a corporate web site, the Contracting Authority will verify that (i) the files were commercially released to the public before the bid closing date; (ii) the files do not include new releases or versions of the software; (iii) the files belong to software components identified in the technical bid; and (iv) the software will not need to be recompiled to make use of the files. The Contracting Authority will have the sole discretion to decide if the additional files may be installed for the PoP test. Under no circumstances will files required to correct flaws in the software programming or code be permitted. This process can be used only a single time, and only during the initial installation of the software for the PoP Test.

## **1.2 Financial Evaluation**

- 1.2.1** The purpose of the financial evaluation is to determine the aggregate price, based on the information submitted in Annex C - Basis of Payment and Financial Offer.

## **2. Basis of Selection**

- 2.1 To be declared responsive, an offer must:

(a) comply with all the requirements of the Request for Standing Offers (RFSO);

(b) meet all mandatory technical evaluation criteria; and

(c) obtain the required minimum of 70 percent overall of the points for the technical evaluation criteria which are subject to point rating. The rating is performed on a scale of 200 points.

2.2 Offers not meeting (a) or (b) or (c) above will be declared non-responsive. The responsive offer with the lowest evaluated price will be recommended for issuance of a standing offer. Only one Standing Offer will be issued.

## **PART 5 - CERTIFICATIONS**

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

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

The Standing Offer Authority will have the right to ask for additional information to verify the Offeror's certifications. Failure to comply with this request will also render the Offer non-responsive or may result in the setting aside of the Standing Offer or will constitute a default under the Contract.

### **1. Mandatory Certifications Required Precedent to Issuance of a Standing Offer**

#### **1.1 Code of Conduct and Certifications - Related documentation**

By submitting an offer, the Offeror certifies that the Offeror and its affiliates are in compliance with the provisions as stated in Section 01 Code of Conduct and Certifications - Offer of Standard Instructions 2006 (2013-06-01). The related documentation therein required will assist Canada in confirming that the certifications are true.

#### **1.2 Federal Contractors Program for Employment Equity - Standing Offer Certification**

By submitting an offer, the Offeror certifies that the Offeror, and any of the Offeror's members if the Offeror is a Joint Venture, is not named on the Federal Contractors Program (FCP) for employment equity "FCP Limited Eligibility to Bid" list ([http://www.labour.gc.ca/eng/standards\\_equity/eq/emp/fcp/list/inelig.shtml](http://www.labour.gc.ca/eng/standards_equity/eq/emp/fcp/list/inelig.shtml)) available from HRSDC-Labour's website.

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

## **2. Additional Certifications Required with the Offer**

Offerors must submit the following duly completed certifications with their offer.

### **2.1 Canadian Content Certification**

This procurement is conditionally limited to Canadian services.

Subject to the evaluation procedures contained in the request for standing offer, offerors acknowledge that only offers with a certification that the services offered are Canadian services, as defined in clause A3050T, may be considered.

Failure to provide this certification completed with the offer will result in the services offered being treated as non-Canadian services.

The Offeror certifies that:

( ) the services offered are Canadian services as defined in paragraph 4 of clause A3050T.

For more information on how to determine the Canadian content for a mix of goods, a mix of services or a mix of goods and services, consult Annex 3.6.(9), Example 2, of the Supply Manual.

#### **2.1.1 SACC Manual clause A3050T (2010-01-11) Canadian Content Definition**

## PART 6 - SECURITY REQUIREMENTS

### 1. Security Requirement

- 1.1 At the Request for Standing Offers closing date, the following conditions must be met:
- (a) the Offeror must hold a valid organization security clearance as indicated in Part 7A - Standing Offer;
  - (b) the Offeror's proposed individuals requiring access to classified or protected information, assets or sensitive work site(s) must meet the security requirement as indicate in Part 7A - Standing Offer;
  - (c) the Offeror must provide the name of all individuals who will require access to classified or protected information, assets or sensitive work sites;
  - (d) the Offeror's proposed location of work performance or document safeguarding must meet the security requirement as indicated in Part 7A - Standing Offer;
  - (e) the Offeror must provide the address(es) of proposed location(s) of work performance or document safeguarding as indicated in Part 3 - Section IV Additional Information.
- 1.2 For additional information on security requirements, offerors should consult the "Security Requirements for PWGSC Bid Solicitations - Instructions for Bidders" (<http://www.tpsgc-pwgsc.gc.ca/app-acq/lc-pl/lc-pl-eng.html#a31>) document on the Departmental Standard Procurement Documents website.

## PART 7 - STANDING OFFER AND RESULTING CONTRACT CLAUSES

### A. STANDING OFFER

#### 1. Offer

- 1.1 The Offeror offers to perform the Work in accordance with the Statement of Work at Annex "A".

#### 2. Security Requirement

**2.1** The following security requirement (SRCL and related clauses) applies and form part of the Standing Offer.

- 2.1.1 The Contractor/Offeror must, at all times during the performance of the Contract/Standing Offer, hold a valid Facility Security Clearance at the level of SECRET, with approved Document Safeguarding at the level of SECRET, issued by the Canadian Industrial Security Directorate (CISD), Public Works and Government Services Canada (PWGSC).
- 2.1.2 The Contractor/Offeror personnel requiring access to PROTECTED/CLASSIFIED information, assets or sensitive work site(s) must be citizens of Canada or permanent residents of Canada and must EACH hold a valid personnel security screening at the level of SECRET, granted or approved by the CISD, PWGSC.
- 2.1.3 The Contractor MUST NOT utilize its Information Technology systems to electronically process, produce or store any sensitive PROTECTED/CLASSIFIED information until CISD/PWGSC has issued written approval. After approval has been granted, these tasks may be performed at the level PROTECTED A (and an IT Link at the level of PROTECTED A).
- 2.1.4 Subcontracts which contain security requirements are NOT to be awarded without the prior written permission of CISD/PWGSC.
- 2.1.5 The Contractor/Offeror must comply with the provisions of the:
  - (a) Security Requirements Check List and security guide (if applicable), attached at Annex C;
  - (b) Industrial Security Manual (Latest Edition).

**2.2 Offeror's Site or Premises Requiring Safeguard Measures**

The Offeror must diligently maintain up-to-date, the information related to the Offeror's site or premises, where safeguard measures are required in the performance of the Work, for the following addresses:

Address:

Street Number / Street Name, Unit / Suite

City, Province, Territory

Postal Code

### **3. Standard Clauses and Conditions**

All clauses and conditions identified in the Standing Offer and resulting contract(s) by number, date and title are set out in the *Standard Acquisition Clauses and Conditions Manual*

(<https://buyandsell.gc.ca/policy-and-guidelines/standard-acquisition-clauses-and-conditions-manual>) issued by Public Works and Government Services Canada.

#### **3.1 General Conditions**

2005 (2012-11-19) General Conditions - Standing Offers - Goods or Services, apply to and form part of the Standing Offer.

#### **3.2 Standing Offer Reporting**

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

The Offeror must provide this data in accordance with the reporting requirements detailed in Annex "A". If some data is not available, the reason must be indicated. If no goods or services are provided during a given period, the Offeror must still provide a "nil" report.

The data must be submitted on a quarterly basis to the Standing Offer Authority.

The quarterly reporting periods are defined as follows:

1st quarter: April 1 to June 30;

2nd quarter: July 1 to September 30;

3rd quarter: October 1 to December 31;

4th quarter: January 1 to March 31.

The data must be submitted to the Standing Offer Authority no later than thirty (30) calendar days after the end of the reporting period.

### **4. Term of Standing Offer**

#### **4.1 Period of the Standing Offer**

---

The period for making call-ups against the Standing Offer is from \_\_\_\_\_ to \_\_\_\_\_.

## **4.2 Extension of Standing Offer**

If the Standing Offer is authorized for use beyond the initial period, the Offeror offers to extend its offer for an additional two (2) one (1) year periods, from \_\_\_\_\_ to \_\_\_\_\_ under the same conditions and at the rates or prices specified in the Standing Offer, or at the rates or prices calculated in accordance with the formula specified in the Standing Offer.

The Offeror will be advised of the decision to authorize the use of the Standing Offer for an extended period by the Standing Offer Authority sixty (60) days before the expiry date of the Standing Offer. A revision to the Standing Offer will be issued by the Standing Offer Authority.

## **5. Authorities**

### **5.1 Standing Offer Authority**

The Standing Offer Authority is:

Jean-Luc Seguin  
Supply Specialist  
Public Works and Government Services Canada  
Acquisitions Branch  
Logistics, Electrical, Fuel & Transportation Directorate (LEFTD)  
Place du Portage Phase III  
11 Laurier Street  
K1A 0S5  
Telephone: 819-956-3528  
Facsimile: 819-953-5953  
E-mail: jean-luc.seguin@pwgsc.gc.ca

The Standing Offer Authority is responsible for the establishment of the Standing Offer, its administration and its revision, if applicable. Upon the making of a call-up, as Contracting Authority, he is responsible for any contractual issues relating to individual call-ups made against the Standing Offer by any Identified User.

### **5.2 Project Authority**

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

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

### 5.3 Offeror's Representative

Name: \_\_\_\_\_

Title: \_\_\_\_\_

Organization: \_\_\_\_\_

Address: \_\_\_\_\_

Telephone: \_\_\_\_ - \_\_\_\_ - \_\_\_\_

Facsimile: \_\_\_\_ - \_\_\_\_ - \_\_\_\_

E-mail address: \_\_\_\_\_

### 6. Identified Users

The Identified Users authorized to make call-ups against the Standing Offer include any government department, agency or Crown corporation listed in Schedules I, I.1, II, III, of the *Financial Administration Act*, R.S., 1985, c. F-11.

### 7. Call-up Instrument

The Work will be authorized or confirmed by the Identified User(s) using form PWGSC-TPSGC 942, Call-up Against a Standing Offer, etc.) or an electronic version.

### 8. Limitation of Call-ups

Individual call-ups against the Standing Offer must not exceed \$40,000 (Applicable Taxes included).

### 9. Financial Limitation

The total cost to Canada resulting from call ups against the Standing Offer must not exceed the sum of \$7,000,000 (Applicable Taxes included) unless otherwise authorized in writing by the Standing Offer Authority. The Offeror must not perform any work or services or supply any articles in response to call ups which would cause the total cost to Canada to exceed the said sum, unless an increase is so authorized.

The Offeror must notify the Standing Offer Authority as to the adequacy of this sum when 75 percent of this amount has been committed, or three (3) months before the expiry date of the



Standing Offer, whichever comes first. However, if at any time, the Offeror considers that the said sum may be exceeded, the Offeror must promptly notify the Standing Offer Authority.

## 10. Priority of Documents

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

- a) the call up against the Standing Offer, including any annexes;
- b) the articles of the Standing Offer;
- c) the general conditions 2005 (2012-11-19), General Conditions - Standing Offers - Goods or Services
- d) the general conditions 2010C (2013-06-27) General Conditions - Services (Medium Complexity)
- e) Annex A, Statement of Work;
- f) Annex B, Basis of Payment and Financial Offer;
- g) Annex C, Security Requirements Check List;
- h) the Offeror's offer dated \_\_\_\_\_

## 11. Certifications

### 11.1 Compliance

Compliance with the certifications and related documentation provided by the Offeror is a condition of authorization of the Standing Offer and subject to verification by Canada during the term of the Standing Offer and of any resulting contract that would continue beyond the period of the Standing Offer. In the event that the Offeror does not comply with any certification, provide the related documentation or if it is determined that any certification made by the Offeror in its offer is untrue, whether made knowingly or unknowingly, Canada has the right to terminate any resulting contract for default and set aside the Standing Offer.

### 11.2 SACC Manual Clauses

M3060C

Canadian Content Certification

(2008-05-12)

## 12. Applicable Laws

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

## **B. RESULTING CONTRACT CLAUSES**

The following clauses and conditions apply to and form part of any contract resulting from a call-up against the Standing Offer.

### **1. Statement of Work**

The Contractor must perform the Work described in the call-up against the Standing Offer.

### **2. Standard Clauses and Conditions**

#### **2.1 General Conditions**

2010C (2013-06-27), General Conditions - Services (Medium Complexity) apply to and form part of the Contract.

### **3. Term of Contract**

#### **3.1 Period of the Contract**

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

### **4. Payment**

#### **4.1 Basis of Payment**

In consideration of the Contractor satisfactorily completing all of its obligations under the Contract, the Contractor will be paid a firm price, as specified in the Contract. Customs duties are included and Applicable Taxes are extra.

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

#### **4.2 SACC Manual Clauses**

H1001C	(2008-05-12)	Multiple Payments
C6000C	(2011-05-16)	Limitation of Price

### **5. Invoicing Instructions**

5.1 The Contractor must submit invoices in accordance with the section entitled "Invoice Submission" of the general conditions. Invoices cannot be submitted until all work identified in the invoice is completed.

5.2 Invoices must be distributed as follows:

- (a) The original and one (1) copy must be forwarded to the address shown on page 1 of the Contract for certification and payment.

## **6. Insurance**

G1005C (2008-05-12) Insurance

## ANNEX A

### STATEMENT OF WORK AND SUBMISSION OF OFFER FLEET MANAGEMENT SUPPORT SERVICES (FMSS) – (*DRAFT*)

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## SECTION 1 – TECHNICAL PROPOSAL

### 1 BACKGROUND

Canada's fleet is distributed amongst Client Departments throughout Canada. All vehicles are currently under a National Master Standing Offer Agreement (NMSO) fleet card and fleet management program.

For the purpose of this Statement of Work, a Vehicle is defined as any motor vehicle, light aircraft, light boat, watercraft, ATV, snowmobile, tractor, sweeper, mower, generator, chainsaw and other equipment for which fuel and maintenance cost can be tracked.

The following historic volumes are provided for information purposes only and do not constitute a projection of future business:

- Approximately 32,000 fleet cards issued to a specific vehicle or equipment;
- Approximately 6,500 non vehicle-specific fleet cards;
- Approximately 600 fleet cards exceeding \$5,000 limit;
- Approximately 1.8M annual quantity of fleet card transactions;
- Approximate annual dollar purchase volume of \$128M;
- Approximately 65 Departments/agencies using the services of a service provider; and,
- Approximately 5 Client Department operated garages/maintenance facilities.

### 2 GENERAL REQUIREMENTS

Upon issuance of the Fleet Management Support Services (FMSS) NMSO, the Offeror is expected to:

- Issue and administer: a Government of Canada Fleet Card (GCFC), as specified herein;
- Provide Canada, access to a Fleet Management Information System (FMIS), as specified herein; and
- Provide other services related to the management of Canada's fleet of Vehicles, as specified herein.

## **2.1 Government of Canada Fleet Card (GCFC)**

The purpose of the GCFC, hereby referred as fleet card, is to maintain in place a mechanism that:

- a) Provides Canada a simple procurement instrument to purchase goods and services for the daily operation of its fleet of Vehicles;
- b) Allows Vehicle Goods and Services (VGS) suppliers to recognize Canada as the buyer and to apply the appropriate discounts and tax exemptions at point of sale;
- c) Facilitates Vehicle fleet management throughout its life cycle; and
- d) Allows Canada to benefit from volume discounts obtained through Standing Offers/Agreements negotiated by Canada with major fuel suppliers, tire and tube manufacturers, vehicle dealership, parts distributors and other fleet related service providers at the national level.

## **2.2 Fleet Management Information System (FMIS)**

The purpose of the FMIS is to capture information from fleet card transactions and from other external sources as specified herein, and report on vehicle usage and cost data to ensure proper life-cycle management of Canada's fleet of vehicles.

## **2.3 Additional Fleet Management Services**

In addition to providing a fleet card and FMIS service, the Offeror must provide, on an "as and when requested" basis by Client Department, other types of fleet management services as specified herein.

## **2.4 Language of Work**

English and French are the official languages of work in all Federal Departments and Agencies. The Offeror must, in all aspects of the Work, provide service in either of these languages in an equal proportion as requested by Canada.

In this respect, the Offeror must ensure that all delivery of the Work is made available in the official language of the Client's choice.

## **3 CONTRACT SUPPORT**

NOTE: WHERE SPECIFIED, THE FMSS SOW COMMITTEE MEMBERS ARE TO BE EXCLUDED FROM ANY REFERENCE LIST. FOR MORE DETAILS PLEASE CONTACT THE STANDING OFFER AUTHORITY.



This section consists of narrative technical information. The information provided by the Offeror should be clear, concise, specific and complete. It must demonstrate in writing the Offeror's past performance in the field of Fleet Management Support Services (FMSS), which includes Fleet Management Information System (FMIS) and fleet card services.

### **3.1 Business Experience**

The Offeror must demonstrate in writing that it possesses a minimum of five (5) years of Corporate experience in the field of Fleet Management Support Services, having provided similar requirements to those expressed herein within the last 10 years.

The Offeror must describe in writing three (3) FMSS projects/contracts that have been successfully implemented within the last ten (10) years.

The Offeror must include information requested hereunder, in the following format, for each of the three (3) FMSS projects/contracts:

- Description of each FMSS Project/Contract;
- References: Name of the Client, Address, Contact Name, Telephone Number and E mail Address;
- Fleet Card usage volume including total annual dollar value charged against credit cards, number of annual transactions and total number of cards issued;
- Explanation of how the FMSS Project/Contract is similar to the work required under this Request for Standing Offer;
- Tools and processes used in the performance of the FMSS Project/Contract; and
- Milestones: each major step in the implementation of the FMSS Project/Contract. Indicate whether major tasks/milestones/deliverables were on schedule and any applicable rationale for not meeting schedule.

Canada reserves the right to contact the references to verify the information provided.

**Point Rating:** Max 87

***Offeror's Response:***

### 3.2 Fleet Management Services Coverage

The Offeror must demonstrate in writing the scope of their organization and operations to ensure that they can fulfill client's requirements under a resulting Standing Offer.

To meet these requirements the following information must be provided:

**3.2.1** Demonstrate Canadian cross-country coverage by indicating in which provinces and territories the Offeror currently provides fleet management services. The Offeror must complete the network table in **Appendix IV** to indicate the number of point of sale (fuel and/or maintenance) providers in each province and territory. It must also include other services; example: windshield, tires, etc.

**3.2.2** Confirm the Offeror's fleet card service extends to the United States;

*Offeror's Response*

### 3.3 Number of Active Fleet Cards

The Offeror must provide the total number of fleet cards currently active only as they apply to their operations in Canada and the number of vehicles currently under its FMSS. The number of vehicles under fleet management program should be the aggregate numbers from all clients.

Offerors must have at least 30,000 active fleet cards currently issued under a FMSS in Canada. Points will be awarded for active cards above 30,000.

**Point Rating:** Max 15

*Offeror's Response:*

### 3.4 Daily Transaction Capacity

The Offeror must provide the total number of daily FMSS transactions as they apply to their current operations. Offeror's systems must be capable of processing at least 50,000 transactions per day (fuel purchases, services, data entry, etc.). Points will be awarded for daily transactions above 50,000.

**Point Rating:** Max 15

*Offeror's Response:*

### **3.5 Personnel**

#### **3.5.1 Management Team/Staffing Plan**

The Offeror must have in place key personnel responsible for the management and administrative functions related to the execution of the Work. These individuals must have sufficient decision-making authority to ensure a timely response to problems that may arise. In order to demonstrate this ability, the Offeror must provide the following:

- a) Proposed Management Team Structure Plan and Organisational Chart, which clearly identifies the roles and responsibilities of each of the key personnel identified below at the national level and their decision-making authority;
- b) A detailed plan describing how the Offeror would adjust its organization and operation to accept a potentially large volume of business.

**Point Rating:** To be determined

#### ***Offeror's Response:***

#### **3.5.2 Project Manager**

The Project Manager must have at least one (1) previous assignment with significant experience (minimum three (3) years) within the last ten (10) years in a project of similar complexity and relevant to the Scope of Work as described herein). He/she must have managed a team involved in the following:

- Supporting over 5000 vehicles;
- Data management; and
- Consolidated billing

In order to demonstrate that the project manager meets these qualifications, the Offeror must provide a resume of the project manager's relevant experience and references. Canada reserves the right to contact the references to verify the information provided.

#### ***Offeror's Response:***

#### **3.5.3 Systems Manager**

The Systems Manager must have:

- a) Minimum three (3) years in the last five (5) years experience in managing systems capable of receiving large volumes of data, via electronic or hard copy means; and
- b) Experience in managing systems that can manipulate such data to provide accurate and meaningful reports such as standard operations, exception, ad hoc or bench mark types and disseminate these reports to clients in electronic or hard copy format.

In order to demonstrate that the system manager meets these qualifications, the Offeror must provide a summary of the system manager's relevant experience.

***Offeror's Response:***

**3.5.4 Accounting/Finance Manager**

The Offeror must demonstrate in writing that the Accounting/Finance Manager possesses:

- a) A minimum designation of certified Chartered Accountant designation; and
- b) A minimum of five (5) years experience processing payment and collection of multiple invoices, PST, GST/HST and other tax related issues.

In order to demonstrate that the Accounting/Finance manager meets these qualifications, the Offeror must provide a summary of the Accounting/Finance manager's relevant experience as well as a copy of the Accounting/Finance manager's certificate.

***Offeror's Response:***

**3.5.5 Customer Service Mechanics**

The Offeror must demonstrate in writing that Call Centre mechanics possess Ontario Class "A" (or equivalent) licenses with a minimum of two (2) years experience as a Class "A" or equivalent mechanic.

***Offeror's Response:***

## **4 FLEET CARD REQUIREMENTS**

### **4.1 Fleet Card Graphics and Language**

The fleet card graphics must be designed in accordance with the Treasury Board Federal Identity Program (FIP) (<http://www.tbs-sct.gc.ca/fip-pcim/index-eng.asp>) and include a band that incorporates the Offeror's corporate graphics. Each fleet card, with the exception of cards for vehicles assigned for undercover work must have the following:

- Government of Canada wordmark;
- An expiry date;
- Maintenance expenditure limit;
- Client Department name or acronym;
- Vehicle identification; and
- Any other information requested by the Client Department and agreed to by the Offeror.

All information printed on the fleet card must be provided in both official languages (English and French). Some Client Departments may require that the following words be printed on the fleet card: "CASH REBATES/LOYALTY PROGRAMS PROHIBITED / RISTOURNES EN ESPÈCES / PROGRAMME DE FIDELITE INTERDITS".

Fleet cards for Vehicles assigned for undercover work must have no markings and references, which would associate them to the Government of Canada. These cards must have the following:

- An expiry date;
- Maintenance expenditure limit;
- Vehicle identification; and
- Any other information requested by the Client Department and agreed to by the Offeror.

### ***Submission of Offer***

The Offeror must provide a sample fleet card that demonstrates compliance with Canada's requirements as indicated above.

***Offeror's Response:***

## 4.2 Fleet Card Numbering

The number assigned to each fleet card must be based at a minimum upon the International Standard ISO/IEC 7812. The sixteen digit numbering system assigned to each fleet card must be designed to permit Canada's Vehicles Goods and Services (VGS) suppliers to process fleet card transactions electronically or by traditional methods.

The first six digits are the Issuer Identification Number (IIN). The 7th through 15th digits can be used for fleet card sequence/account code, etc.

The sixteenth digit is reserved for the check digit in accordance with the Luhn Formula.

The Offeror must provide fleet cards to the federal government using one of the following two methods:

- a) Fleet cards supplied with an Issuer Identification Number (IIN) assigned to the federal government. Canada will provide the IIN Number to the qualified Offeror. This number will help the VGS suppliers to recognize the buyer as Canada and to apply the appropriate discounts and tax exemptions at point of sale.
- b) Fleet cards supplied without an Issuer Identification Number (IIN) assigned to the federal government. In this instance, the Offeror must ensure the federal government's tax exemption status is applied at source and the discounts to the Canada are equal or better than the discounts provided to Canada by the VGS suppliers.

### Submission of Offer

The Offeror must describe in writing how it will manage the Canada's requirements using the card numbering criteria outlined herein.

### *Offeror's Response:*

## 4.3 Embossing and Encoding of the Fleet Card

The fleet card must be embossed on the front face with data agreed to between the Offeror and the Client Department. It must have a magnetic stripe on the back that must be encoded with the fleet card number and other data agreed to between the Offeror and the Client Department in accordance with the numbering system and registration procedure for issuer identifiers in accordance with ISO/IEC 7812. The encoding must permit the fleet card to be used for electronic point of sale (ePOS) transactions whereas the embossing must permit the fleet card to be used for non-electronic transactions. The encoding must restrict ePOS purchases for goods and services related only to the use of Vehicles and deny authorization at the source for other products e.g. food/tobacco.

The fleet card must be enabled at a minimum with;

- A swipe and Personal Identification Number (PIN) mechanism where ePOS infrastructure exists at the VGS suppliers. The Offeror should allow individual Departments with the flexibility to assign their own PIN structure.

#### **Submission of Offer**

The Offeror must provide written attestation that its fleet card can be embossed and encoded as per the requirements described herein.

#### ***Offeror's Response:***

### **4.4 Smart Fleet Card (Chip Card)**

The Offeror should also offer the option of a Smart Fleet Card, otherwise known as chip and PIN card.

If offered, this card, at a minimum, must adhere to EMV Integrated Circuit Card Specifications for Payment Systems as well as ISO/IEC 7816 standards.

The smart fleet card must at a minimum provide all services of a fleet card as detailed herein. Meet all Fleet Card Operational Requirements at paragraph 5 and be fully integrated the Offeror's fleet management information system as detailed in Paragraph 6.

The smart fleet card must also provide, at a minimum, the following chip card features:

- a) Store information - the smart fleet card requires the level of functionality to support the applications that need information necessary for the application stored on the card;
- b) Manage data on the card - the smart fleet card must have processing capabilities to enable the manipulation of data contents independently of processing capability at the point of interface or at a central host;
- c) Authenticate the card and user - card functionality requires processing capability to determine if signal input matches authentication profile data on the card and functionality to provide different levels of authentication to access different parts of the chip; and
- d) Encrypt and digitize signature features - the card must have functionality to support cryptographic applications.

The cost (if any) for each fleet card must be based on a monthly cost per card in service.

#### **Submission of Offer**

The Offeror should demonstrate in writing its understanding of and ability to provide a smart fleet card similar or consistent with the requirements and features described herein. The proposal should fully describe the features and applications of the card proposed, and

address the integration of such a card into the Fleet Management System (e.g. system requirements, training, etc.). If the Offeror has a smart fleet card program which is not fully operational in all aspects of its business, it must provide a detailed project plan which indicates when the program will be fully implemented.

**Point Rating: Max 20**

*Offeror's Response:*

#### **4.5 Toll-free Telephone Number on the Fleet Card**

The instructions on the fleet card must include a single toll-free telephone number valid Canada-wide and an international toll-free number(s) for international fleet cards. The number will be used to reach the Offeror for the approval of non-fuel purchases and/or services that exceed the fleet card limit as established by the Client Department.

##### **Submission of Offer**

The Offeror must demonstrate in writing how it can meet the requirements stated above.

*Offeror's Response:*

#### **4.6 Financial Limit of the Fleet Card**

The Offeror must accommodate any financial (charge) limits under \$10,000 established by the Client Department as specified herein.

The charge limit embossed on the fleet card will be established by the Client Department. The charge limit must be the maximum allowable amount for an individual transaction other than for a fuel purchase and must include all associated costs such as delivery and installation charges and the Goods and Services Tax (GST) or Harmonized Sales Tax (HST). Individual transactions for non-fuel purchases that exceed the dollar limit must prompt the VGS supplier (service station) to contact the Offeror for proper transaction approval.

##### **4.6.1 Maintenance Charge Limit Levels**

The Offeror must provide Client Departments with the option of establishing multiple levels of maintenance spending limits. The following limit levels must be offered as a minimum:

- a) First level - Driver limit: charge limit embossed on the fleet card;
- b) Second level – charge limit set by Client Department to be authorized by the Responsibility Centre Manager;



- c) Third level – charges not exceeding \$10,000 unless specifically requested by a Client Department under the Higher Fleet Card Limit and Greater per Transaction Capability specified herein.
- d) Fourth level – the Offeror to establish parameters to achieve program savings for controlling expenses to be approved by Client Department.

***Submission of Offer***

The Offeror must demonstrate in writing its ability to provide multiple charge limits. The Offeror must also demonstrate in writing the procedures and/or system it has in place to ensure established limits are not exceeded, including all options of establishing multiple levels of spending limits.

***Offeror's Response:***

**4.6.1.1 Fuel Charge Transaction Limits**

The Offeror must not restrict daily fuel transactions to less than three (3) transactions per day. Each transaction must allow the fleet cardholder to make a fuel purchase of no less than \$500.00.

**4.6.2 Higher Fleet Card Limit and Greater per Transaction Capability**

This fleet card may be required by Client Departments operating small aircraft/vessel or large construction/engineering equipment where the cost of refuelling and/or emergency repair far exceed the normal fleet card limit and/or per transaction limit normally authorized for a Vehicle fleet card. The requesting Client Department will identify the required fleet card and transaction limits and the expected volume of transactions. The transaction limit per fleet card will be set in increments of \$10,000 up to a maximum of \$40,000 per transaction for the procurement of goods and \$150,000 per transaction for the procurement of services. This fleet card must not have any daily transaction limits.

***Submission of Offer***

The Offeror must demonstrate in writing its understanding as well as its ability to meet this requirement at the request of a Client Department. The Offeror must indicate how it will integrate this requirement into the Fleet Management Program. The proposal must address authorization and control procedures that will be put in place for the management of higher limit transactions.

***Offeror's Response:***

## 4.7 Liabilities

### 4.7.1 Definitions:

For the purpose of this section;

**Authorized Charges** are defined as transactions made with an Offeror issued fleet card, which meet the following criteria:

Where charges are within fleet card user's setup limits and restrictions specified by the Responsibility Center Manager, responsible for the fleet cards, as per paragraph 4.6 Financial Limit of the Fleet Card;

- Where Canada has not reported the fleet card as Lost, Stolen or Cancelled as per paragraph 4.7.4 *Lost, Stolen or Cancelled Fleet Cards*;
- Where Canada receives the product or service; and
- Where the fleet card has been used by an authorized fleet card user to make an unauthorized purchase.

**Unauthorized Charges** are defined as all charges resulting from transactions, which fall outside the definition of Authorized Charges, as above.

**Lost or Stolen Fleet Card** occurs when the fleet card is no longer in the possession of an authorized fleet card user as a result of a loss or theft.

**Suspect Activity** is defined as fleet card transactions or charges that are considered unusual spending patterns and may be indicative of Unauthorized Charges.

### 4.7.2 Canada's liability for fleet card charges

- a) Canada is liable for all Authorized Charges;
- b) Canada is liable for an Unauthorized Charge if Canada has not notified the Offeror of said charge within 35 days from the date of invoice as per paragraph 4.7.5 *Notification of Unauthorized Charges*;
- c) Canada is liable for an Unauthorized Charge if said charge was previously identified and reported to Canada by the Offeror as Suspect Activity, but Canada accepted the charge as per paragraph 4.7.3 *Notification of Suspect Activity*.

### 4.7.3 Notification of Suspect Activity

The Offeror must have procedures in place to identify unusual spending patterns. The Offeror must use reasonable effort to identify suspect activity. The Offeror must notify

Canada of Suspect Activity that is identified on a fleet card. Details of the Suspect Activity must be communicated to Canada in writing. Should the charges not be accepted as Authorized Charges, these charges must not appear on any subsequent Invoice, and Canada will proceed as per paragraph 4.7.6 *Actions to be taken upon Notification of Unauthorized Charges*. Where the Offeror is unable to identify Suspect Activity, Canada will address any Unauthorized Charges per paragraph 4.7.5.

Once Canada is notified, the Offeror must either;

- a) Temporarily suspend the card for which suspect activity has been identified until Canada informs the Offeror if the charges are accepted as Authorized Charges. If the charges are accepted as Authorized Charges, the Offeror must immediately re-activate the fleet card for normal use. If the charges are not accepted as Authorized Charges, the Offeror must cancel and re-issue a new Fleet Card as per paragraph 4.7.6 *Actions to be taken upon Notification of Unauthorized Charges*;

OR

- b) Cancel and re-issue a new fleet card.

#### **4.7.4 Lost, Stolen or Cancelled Fleet Cards**

Canada is not liable for charges made with a Lost or Stolen Fleet Card or with a cancelled fleet card, after notification of such event by Canada to the Offeror. Said notification will be in the form of a letter, facsimile, e-mail, online cancellation or verbally via the toll-free telephone number printed on the fleet card. Access to the telephone service must be available 7 days per week, 365 days per year (written confirmation to be followed within the next business day). Canada's liability for charges will cease immediately after notification.

#### **4.7.5 Notification of Unauthorized Charges**

Canada will notify the Offeror of Unauthorized Charges within 35 days from the date of the Offeror's invoice for the charges. Said notification will be in the form of facsimile, email, or verbally via telephone. The notification will be followed with a statutory declaration as per paragraph 4.7.6 a). Canada is liable for charges if the Offeror is not notified within 35 days from the date of invoice.

#### **4.7.6 Actions to be taken upon Notification of Unauthorized Charges**

Once Canada has notified the Offeror of Unauthorized Charges on a fleet card the following actions will be taken:

- a) If the charges have been identified on the Offeror's invoice, Canada will provide a statutory declaration (at Appendix II) signed by the appropriate authorized fleet card user, confirming that the transaction is an Unauthorized Charge. Canada will be liable for the charge if the Offeror does not receive the declaration within 45 days from the date of the Offeror's invoice for the charges.
- b) If the charges have been identified through the detection of Suspect Activity, Canada will provide a statutory declaration (at Appendix II) signed by the appropriate authorized fleet card user, confirming the transaction is an Unauthorized Charge. Canada will be liable for the charge if the Offeror does not receive the declaration within 10 days of the date of notification of the Suspect Activity.
- c) The Offeror must cancel the existing fleet card and send a replacement card.
- d) Reimburse all un-authorized charges within 30 days of confirmation by Canada of unauthorized charges.

#### **4.7.7 Additional Liability Requirements**

- 4.7.7.1 The Offeror must not, under any circumstances, hold the fleet card user personally liable for any charges;
- 4.7.7.2 The Offeror's systems' security procedures and measures must protect the integrity, proper functioning of the databases and systems critical to the operation of the Fleet Card Program;
- 4.7.7.3 Canada will only assume responsibility for the fleet card and upon accepting delivery; and
- 4.7.7.4 The Offeror must assume total financial responsibility for actions, including fraud, by any of its employees, agents or franchisees and subcontractors, in the delivery of fleet card services in respect of any ensuing contract.
- 4.7.7.5 Canada will assume total financial responsibility for actions by any of its employees in the use of the Offeror's fleet card.

#### **Submission of Offer**

The Offeror must provide a detailed written attestation on how it will comply with all Liability requirements stated above.

#### ***Offeror's Response:***

#### **4.8 New/Replacement Fleet Cards**

The Offeror must provide new and replacement fleet card(s) within three (3) working days of application or notification of the loss, theft or damage of said fleet card(s). New fleet cards must be sent to Canada via registered mail or courier requiring Canada's signature at delivery.

##### ***Submission of Offer***

The Offeror must provide new/replacement fleet cards within the three (3) working day period and demonstrate in writing the procedures in place to do so within the three (3) working day timeframe.

##### ***Offeror's Response:***

#### **4.9 Driver Information Package**

At the request of the Client Department, the Offeror must supply with each fleet card, a driver information package (written set of bilingual instructions) on all services and restrictions under the fleet card. The instructions must include a toll-free telephone number for users to request further information or clarification on the use of the fleet card. This toll-free telephone number must be the same as the one printed on the fleet card.

The Offeror must also provide Client Departments with access to an online downloadable version of the driver information package.

##### **Submission of Offer**

The Offeror must provide a sample hard copy of a driver information package. The Offeror must also acknowledge its responsibility to supply Client Departments with an online version of the driver information package. A sample electronic version will form part of the proof of proposal.

##### ***Offeror's Response:***

### **5 FLEET CARD OPERATIONAL REQUIREMENTS**

This section consists of detailed technical information only. The Offeror must demonstrate in writing its understanding and ability to comply with each requirement. The Offeror must be able to meet and satisfy all sub-sections covered below.

## **5.1 Scope of Fleet Card Use**

Authorized employees or representatives of Client Departments will utilize the fleet card in accordance with the requirements specified herein. The supplies and services that will be obtained with the fleet card will be for the operation and maintenance of government vehicles and equipment only. These include:

- 5.1.1 From fuel or vehicle parts retailers - fuel, oil, lubricants, antifreeze, filters, windshield washer, solvent, de-icing fluid, diesel exhaust fluid, related products and services for aircraft, heavy equipment and marine vessels and any other fluids, gases or lubricants that new technological advancements may require in the future; routine services such as tire repairs, battery charging, washing, towing, lubrication and emergency repairs;
- 5.1.2 From maintenance and repair firms - all maintenance and repair services and required parts essential to the operation of government vehicles or equipment; and
- 5.1.3 From tire outlets - the purchase of tires in accordance with the pricing structure in the Tire and Tube Standing Offer/Agreement. A maximum of two original equipment tires that are not on standing offers may be purchased to replace flat tires in order to match the remaining tires. If more than two tires are required, then all 4 tires must be replaced and selected from the standing offer.

## **5.2 Vehicle-specific Fleet Card**

The Vehicle-specific Fleet Card is issued for a specific vehicle. All transaction data processed on this card must link to a specific vehicle or equipment. This data must allow Client Departments to manage their fleet through the Offeror's fleet management information system, as described herein. If this card is not used in conjunction with any programs specified in Paragraphs 7.1.1 and 7.1.2, it must allow the card user to procure fuel for said vehicle at a minimum. The cost (if any) for each fleet card must be based on a monthly cost per card in service.

### **Submission of Offer**

The Offeror must demonstrate in writing its ability to provide a Vehicle-specific Fleet Card. It must describe in detail its current Vehicle-specific fleet card program.

### ***Offeror's Response:***

## **5.3 Non Vehicle-Specific Fleet Card**

The non-specific vehicle Fleet Card is not issued for individual vehicles. All transaction data processed on this card must be linked to the Client Department/cost centre rather than a specific asset. This data must allow Client Departments to manage their fleet through the Offeror's fleet management information system, as described herein. If this card is not used in conjunction with any programs specified in Paragraphs 7.1.1 and

7.1.2, it must allow the card user at a minimum to procure fuel. The cost (if any) for each non-specific vehicle fleet card must be based on a monthly cost per card in service.

#### **Submission of Offer**

The Offeror must demonstrate in writing its ability to provide a non Vehicle-specific Fleet Card. It must describe in detail its current non Vehicle-specific fleet card program.

#### ***Offeror's Response:***

### **5.4 Seasonal Fleet Card**

The Seasonal Fleet Card is essentially the same as specified under the Vehicle-specific Fleet Card except that it will be used for seasonal vehicles under **one of the** conditions described below.

- Used on a seasonal basis - i.e. operated every year but only for an approximate six (6) month period;
- Low frequency of use throughout the year; and
- At the discretion of the Client Department.

The cost of the Seasonal Fleet Card must be based on a percentage fee of maintenance purchases and fixed fee per litre of fuel purchased

#### ***Submission of Offer***

The Offeror must demonstrate in writing its understanding of Canada's requirement for a Seasonal Fleet Card and how the Offeror intends to satisfy this requirement.

#### ***Offeror's Response:***

### **5.5 Multiple Vehicle-Specific Fleet Cards per Vehicle**

Multiple fleet cards may be required in situations where two or more representatives of a Client Department are operating on a different shift schedule and are sharing the same vehicle. Although different card numbers are necessary to match individual transactions to each cardholder, the Offeror must consolidate the transaction data from these multiple cards onto the one vehicle database. Monthly invoices must have separated transactions records for each card under the same vehicle. The cost (if any) for this service must be based on a per card per month basis.

***Submission of Offer***

The Offeror must demonstrate in writing its understanding as well as its ability to provide Client Departments with a Multiple Fleet Cards per Vehicle program. The proposal must demonstrate how the Multiple Fleet Cards per Vehicle program will be integrated into the basic Fleet Card Program and must address the interface of the Multiple Fleet Cards per Vehicle program with the FMIS being proposed. The proposal must demonstrate the system's ability to consolidate data from more than one card issued for the same vehicle/equipment onto that single vehicle/equipment database.

***Offeror's Response:***

**5.6 Outside of Canada Purchasing Capability Card**

Some Client Departments may have a requirement for a limited number of fleet cards for the procurement of goods and services outside Canada (at a minimum in the United States). The Offeror must demonstrate in its proposal how this requirement will be satisfied and must indicate the additional cost per card per month, if any. As a minimum under this service, the Offeror must ensure that the same fleet card services outlined in paragraph 5.1 are provided outside Canada and that all information regarding the transaction is captured and treated under the same terms and conditions as the information captured on transactions made in Canada. Charges made in a foreign currency must be converted in Canadian dollars on the statement of account, invoice, and related reports using a conversion rate established by an interbank rate or where required by law, an official rate. This rate must be the one in existence at the time the transaction is processed. The Offeror must identify the conversion rate used on the statement of account, invoice and related reports. The Offeror must not charge a fee for the conversion. All other purchases and data quantities must be converted to the metric system.

***Submission of Offer***

The Offeror must demonstrate in writing its ability to provide a fleet card, which can be used by Client Departments/agencies outside Canada, including limitations that may apply (e.g. countries, transaction and/or card limit, exchange rate, fees, etc.).

***Offeror's Response:***

**5.7 Approved Goods and Services**

Purchases of goods and services using the fleet card will primarily be made from VGS suppliers with which Canada has a standing offer/agreement and/or the Offeror's own suppliers/merchants agreements. The Offeror must make all reasonable efforts to ensure VGS suppliers accept the Offeror's fleet card. The Offeror must have controls in place so that the fleet card is not used to purchase goods for the sole purpose of accumulating



inventory of items such as batteries, tires, antifreeze, windshield washing fluid, oil, filters, spare parts, etc.

### ***Submission of Offer***

The Offeror must demonstrate in writing how it ensures the most cost effective products and services whether available from a Government supplier or the Offeror's own suppliers/merchants agreements, at face value to Canada. It must also demonstrate its controls in place to ensure the fleet card is not used to purchase goods for the sole purpose of accumulating inventory of items.

### ***Offeror's Response:***

## **5.8 Suppliers' Acceptance**

The Offeror must have a mechanism in place to add new suppliers/merchants to its network within five (5) working days upon receipt of completed supplier documentation. In all cases the Offeror must integrate all negotiated discounts on behalf of the Federal Government. At the request of Client Department responsibility center managers, the Offeror must actively promote the benefits of accepting the Federal Government fleet card with those suppliers not currently accepting it.

### ***Submission of Offer***

Part 1: The Offeror must demonstrate in writing its procedure(s) to add new suppliers/merchants to its network within five (5) working days as and when requested by Client Departments.

Part 2: It must also explain how the Offeror would promote the benefits of accepting Canada's fleet card to as many suppliers/merchants as possible.

Part 3: The Offeror must demonstrate in writing how it plans to integrate all negotiated discounts on behalf of the Federal Government.

### ***Offeror's Response:***

## **5.9 VGS Suppliers' Lists**

The Offeror must provide; a complete list of all corporate banners honouring the Offeror's fleet card. This list must include the highest discount(s) offered from each supplier as a result of Canada's use of the fleet cards at their location. This list must subsequently be made available online and as part of the driver information package provided with each fleet card.

Subsequent to the issuance of the standing offer, this list must also include all VGS supplier with which Canada has a relevant standing offer, which Canada will provide.

The Offeror must also provide a hyperlink to an online driver information package and to a comprehensive list of all VGS Suppliers including addresses, telephone numbers, fax numbers, contacts, standing offer/agreement numbers, discounts, email address and general description of products and services. The Offeror must update online the above information as it occurs.

***Submission of Offer***

The Offeror must demonstrate in writing it's understanding of the above requirement, how it plans to implement and/or manage it. It must also provide its current list of corporate banners. The Offeror must also provide the hyperlink address to the driver package and to the comprehensive list of suppliers. Access to the hyperlink will be part of the proof of proposal process.

***Offeror's Response:***

**5.10 Discounts and Rebates**

All discounts and rebates obtained by the Offeror as a result of the procurement of goods and services by Client Departments through the use of the fleet card must flow through to the Federal Government and be itemized separately on the invoices as per the terms and conditions of this Standing Offer.

All "at-pump" rebates must be credited directly on the fleet card slip and all fuel volumes must be recorded on the fleet card slip.

The monthly invoice must first indicate the true price and volume such as total litres (without rounding up or down) per the sales slip at the time of the transaction, and then itemize the discounts separately that would apply afterwards.

***Submission of Offer***

The Offeror must ensure in its pricing structure that all discounts and rebates resulting from Government transactions and/or business will flow through Canada and demonstrate in writing the area where they will be itemized on the invoices as requested above. The Offeror must provide a sample of an invoice indicating these discounts.

***Offeror's Response:***

**5.11 Payment and Invoicing Procedures**

The Offeror must be responsible for any and all charges, interest and penalties incurred through or arising out of the Offeror's failure to meet its payment obligations to any VGS Supplier. The Offeror must not, at any time, hold a Client Department liable for such failures.

### **Submission of Offer**

The Offeror must acknowledge, in writing, its responsibility for any and all charges, interest and penalties incurred through or arising out of its failure to meet its payment obligations to VGS Suppliers.

### ***Offeror's Response:***

## **5.12 Payment of Invoices from VGS Suppliers**

The Offeror must pay all invoices generated by Canada's use of the fleet cards in accordance with the standing offer/agreement terms and conditions established by Canada with its VGS suppliers. The Offeror must not charge the VGS Supplier service/administration fees.

The Offeror must audit all invoices from VGS suppliers to verify that the charges are appropriate (including whether or not taxes are applicable) and in compliance with the VGS Suppliers Standing Offer/Agreement with Canada.

The Offeror must have the ability to accept invoices and/or data from the VGS suppliers in any format.

### ***Submission of Offer***

The Offeror must acknowledge its responsibility to pay all suppliers without charging suppliers or merchants a service fee, for the processing of invoices resulting from Canada's fleet card purchases. The Offeror must explain how its procedures ensure charges from suppliers/merchants are appropriate and reflect the best pricing to Canada. The Offeror must demonstrate in writing that it has the ability to accept invoices from suppliers/merchants in hard copy, disk or tape, or by electronic means.

### ***Offeror's Response:***

## **5.13 Electronic Fund Transfer Method of Payment**

The Offeror must make available to VGS Suppliers, in addition to a formal method of monthly payments, an electronic fund transfer method of payment. Under no circumstances can VGS suppliers be forced to participate in this method of payment, nor are they allowed to increase their cost to Canada to allow for electronic transaction fee payment.

### **Submission of Offer**

The Offeror must accept electronic fund transfer method of invoicing from the independent supplier and must demonstrate in writing its understanding and ability to comply.

***Offeror's Response:***

## **5.14 Invoicing Client Departments**

Monthly invoices must be provided in electronic format and/or hard copy (format to be determined by Client Departments) and must include a detailed transaction record of all acquisitions and costs. As a minimum, the information must include: date of transaction; supplier; supplier invoice number; work order number; cost centre; consignee code(s); vehicle or specified user; fleet card number in numeric order; description of purchase; first indicate the true price and volume such as total litres (without rounding up or down) per the sales slip at the time of the transaction, then applicable taxes; discounts; and any other form of rebates or benefits that may have been received from suppliers.

### **Submission of Offer**

The Offeror must demonstrate in writing its understanding and ability to comply and must provide a sample invoice demonstrating minimum information requested.

***Offeror's Response:***

## **5.15 Invoicing Flexibility**

The Offeror's invoicing structure must be capable of accommodating a variety of arrangements that may be requested by Client Departments. This must include at a minimum:

- 5.15.1 Invoice must be able to accommodate and accurately represent large fuel quantities (1,000.00's of units), displayed in metric units;
- 5.15.2 Client Departments may require one consolidated invoice showing itemized purchases and all supplier charges including costs of fleet cards and/or service fees as well as transaction records and costs incurred from fleet card usage;
- 5.15.3 Client Departments may require two separate consolidated invoices showing all supplier charges. One invoice to include only the costs of fleet cards and/or service fees and a second invoice to include the transaction records and costs incurred from fleet card usage;
- 5.15.4 Client Departments may require reallocation of assets mid-month to different cost centre. The Offeror must have the flexibility to accommodate this requirement
- 5.15.5 Client Departments may require that On-road or Vehicle-specific Fleet Cards be invoiced separately from Off-road or Non Vehicle-specific Fleet Cards;

5.15.6 Client Departments may require invoicing up to four (4) organizational levels e.g.:

- a) At a unit, a post or to a specified responsibility/cost centre;
- b) At a base or detachment in a given territory (e.g.: division or province);
- c) At a given umbrella organization (e.g.: Command or Region); and/or
- d) At the highest organizational level (e.g.: National Headquarters or Head Office of the Client Department).

#### **Submission of Offer**

The Offeror must demonstrate in writing its ability to accommodate a variety of invoicing arrangement structures that may be requested by Client Department as detailed herein and provide sample invoices with its proposal.

The Offeror must demonstrate in writing its ability to consolidate invoices required by Client Departments by cost centres and group them up to four (4) organizational levels. Samples of such grouping must be provided with the proposal.

**Max: 15 points**

*Offeror's Response:*

## **6 FLEET MANAGEMENT INFORMATION SYSTEM (FMIS)**

The Offeror must establish and maintain, on behalf of Canada, a FMIS database to support Canada's fleet of vehicles. The database must record all fleet activities as a result of all Fleet Card transactions to ensure proper life-cycle management of Canada's fleet of vehicles. It must also accommodate data resulting from transactions conducted outside the Fleet Card. (when provided by the Client Department). Data and reports must be generated through a relational database where the user may manipulate the data in accordance with a specific need at a particular time. The Offeror's FMIS must be designed to track all mandatory data collection fields specified in Appendix I. The database must also incorporate any and all historical vehicle information (including inventory, maintenance, repair and operating information) provided by the Client Department (electronically or hardcopy) for input into the vehicle database of the Offeror. The cost for entering said historical information into the vehicle database must be included as part of the overall cost of this requirement.

The FMIS must support all issued fleet cards.

Client Departments must have access exclusively to their own database. Meaning each Department is to operate in its own virtual silo where they cannot access or manipulate another Department's fleet data.

### **Submission of Offer**

The must demonstrate in writing its ability to provide FMIS requirements as described above.

### ***Offeror's Response:***

## **6.1 Online Operations**

The Offeror must provide Canada with the following:

- 6.1.1 A real-time data interface including all appropriate software needs, user manuals or help files of procedures and steps to follow for the Client Department to access the database information on its vehicle fleet.
- 6.1.2 Direct access to all of their operational, consumption, maintenance and repair, and cost data accumulated during the life of the Standing Offer.
- 6.1.3 Limited or full access to read only or read/write as specified by the Client Department
- 6.1.4 Interface provided through the Internet.
- 6.1.5 Allow for the manipulation of the data to generate customized reports.
- 6.1.6 Basic functionality which allow users, at a minimum, to perform the following online:
  - a) Update odometer and/or hour meter readings;
  - b) Request new cards;
  - c) Manipulate/modify fleet card information and parameters, e.g.:
  - d) Modify financial limit on issued fleet cards;
  - e) Update driver/vehicle ID;
  - f) Modify location of vehicle and/or cost centre;
  - g) Reassign fleet cards etc.
  - h) Change the fleet card status, e.g.:
    - Cancel; and
    - Deactivate/reactivate, (temporary suspension of a card).

### **Submission of Offer**

The Offeror must demonstrate in writing its understanding of Canada's requirements as it relates to real-time interface including all appropriate software needs, user manuals or help files of procedures and steps to follow for the Client Department to access database information on its vehicle fleet as per requirements described herein.

***Offeror's Response:***

## **6.2 Help Desk Access**

The Offeror must ensure that help desk staff are available to respond to user queries in both Official Language on the caller's language preference. Minimum acceptable hours are from 7:30 AM to 5:00 PM, local time throughout Canada, Monday through Friday except on national holidays. In the case of the Emergency Roadside Assistance program as described in paragraph 7.2.3. Services must be provided 24 hours per day, 7 days per week.

The Offeror must pick up all help desk calls within 5 rings 95 percent of the time. The Offeror must answer all calls, with a live service agent, within 2 minutes 95 percent of the time. Wait time for a live agent must not exceed 8 minutes for each call. These must be based on a daily basis. English and French calls must comply with these metrics separately.

The Offeror must, at the request of Canada, provide statistical call data resulting from the use of this Standing Offer, either from Canada or VGS Suppliers on calling on behalf of Canada to demonstrate compliance to the above.

### **Submission of Offer**

The Offeror must demonstrate in writing how it understands and how it will meet the above requirements. The Offeror must also provide a sample report demonstrating how they measure their call centre statistics.

***Offeror's Response:***

## **6.3 Maintaining Data Elements**

The Offeror must accept and maintain the data elements currently existing on Client Departments FMI system(s) for each and every vehicle that is to be included in the Offeror's vehicle database. This requirement extends to all historical data and capturing of alternative fuel and vehicle emissions data provided to the Offeror by the Client Department, as well as to all data that must be collected and maintained from the onset of the call-up date. The Offeror's FMI system must be designed to track all mandatory data collection fields specified in Appendix I and provide a minimum of seven (7) additional data collection fields each having the ability to accommodate a minimum of twelve (12) alphanumeric characters.

### **Submission of Offer**

The Offeror must describe how it would accept and maintain, upon a call-up for that purpose, data elements currently existing on the Client Department FMIS, all historical data and demonstrate its understanding of and ability to capture and maintain unique data elements such as fuel by types (including alternative fuel) and vehicle emission information (calculated under Client Departments provided fuel consumption formula). The Offeror must also describe how its system is able to accommodate all mandatory and additional data collection fields.

#### ***Offeror's Response:***

### **6.4 Data Verification**

The Offeror must implement and maintain automated data verification/error checking systems to ensure the accuracy of all data elements and of all outputs. The data verification systems must include as a minimum a road vehicle VIN decoder. Systems must allow data override when data is incorrect.

As a minimum, the Offeror must address:

- a) The procedures in place to perform data entry and error verifications including the use of a VIN decoder;
- b) Any default data verification system in place and how they apply to Canada's requirement;
- c) The ability of the FMIS to automatically verify data accuracy and to be able to distinguish between land, air and marine equipment/vehicles, identify errors or omissions in the database, and procedures in place to effectuate the corrections;
- d) The ability and capability of the FMIS to monitor data in order to capture trends and tendencies and to generate exception reports;
- e) Any additional manual system in place and where/how they apply to Government's requirement; and
- f) The ability to inform clients of errors and to correct them if needed.

### **Submission of Offer**

The Offeror must demonstrate in writing its understanding of Canada's requirement for maintaining data elements and its ability to implement and maintain automated data verification/error checking system.

#### ***Offeror's Response:***



## **6.5 Transactions Outside the Fleet Card Program**

The Offeror must provide Canada the ability to enter data from transactions made outside the Offeror's fleet card program (Ex. maintenance, repair and fuelling). The Offeror must describe how it will fully integrate the transaction data into its FMIS for all FMIS functionality as specified herein. At a minimum, the third party transaction data must be integrated within regular fixed and operating expenses of the vehicle and be available for real time ad-hoc reporting

### **Submission of Offer**

The Offeror must demonstrate in writing its ability to satisfy this requirement, which as a minimum must cover:

- Application procedures and methods(s) for the Offeror and for the Department and;
- Means of integrating information/data into the FMIS database and;
- Demonstrate how it will fully integrate with operating and maintenance costs and ad hoc reporting.

### ***Offeror's Response:***

## **6.6 Vehicle Inventory Management**

The Offeror must accept from Client Departments, either in a paper or electronic format, any addition, amendment and reduction to the Client Department's vehicle inventory. This includes maintenance, repairs and operating information for said vehicles. The Offeror must input this information into its vehicle database within ten (10) working days of receipt. The Offeror must also provide authorized employees or representatives of the Client Departments with the option of entering this information online.

### **Submission of Offer**

The Offeror must demonstrate its ability to comply with the requirement stated above.

### ***Offeror's Response:***

## **6.7 Acceptance of Data from 3rd Party System/Service Providers**

The Offeror must accept and record in its FMI system within 48 hours of receipt of electronic point of sale purchase data and 4 days for manually processed transactions, data from 3rd party system/service/fuel providers or Client Departments. Specifically, the Offeror must have the ability to receive e-mail notification of diagnostic information such as; trouble codes, malfunction indicator light, battery voltage (threshold exceptions)

or vehicle system generated alarms and take action on this information, as specified herein, according to the instructions received from the Client Department. Actions must include determining the urgency of the information, and informing the appropriate Client Department contact of the vehicle status via e-mail, telephone, or electronic reporting, at a frequency determined by the Client Department. This method of importing data must also apply for the recording of odometer readings, engine hours (hour meter) readings, and engine idle time. In the case of in-house or partner refuelling data, the data must be seamlessly integrated in the FMIS with fuel data captured from other sources via data transmission methods described in paragraph (note: ensure proper reference) The database must be capable of treating and manipulating the collected data in the same manner as data collected from VGS suppliers (e.g. sorting, reporting, etc.) and create an exception report, showing erroneous data. The system(s) and interface must capture at a minimum the following:

- a) Location;
- b) Date;
- c) Time of transaction;
- d) Fuel quantity;
- e) Type;
- f) Vehicle number;
- g) Odometer/hour meter; and
- h) Cost per litre.

### **Submission of Offer**

The Offeror must demonstrate in writing its understanding of Canada's requirements to import data in various formats at various intervals from in-house or 3rd party system/service providers or Client Departments. This must fully integrate with operating and maintenance costs and ad hoc reporting and describe how it will integrate these requirements into its FMIS.

### ***Offeror's Response:***

## **6.8 Uploading of Client Department In-house Refuelling Data**

The Offeror must integrate in its database, vehicle-refuelling data collected by the Client Department at its own refuelling facility. The data must be seamlessly integrated in the FMIS with fuel data captured from other sources via data transmission methods described in paragraph 6.11 Data Transmission Method. The database must be capable of treating and manipulating the collected data in the same manner as data collected from VGS suppliers (e.g. sorting, reporting, etc.) and create an exception report, showing erroneous data. The system(s) and interface must capture at a minimum the following:

- a) Location;
- b) Date;
- c) Time of transaction;
- d) Fuel quantity;
- e) Type;
- f) Vehicle number;
- g) Odometer/hour meter; and
- h) Cost per litre.

***Submission of Offer***

The Offeror must describe how it will integrate in-house refuelling data into its FMIS.

***Offeror's Response:***

**6.9 Retaining Information**

The Offeror must retain all data accumulated through the Standing Offer period and make it accessible to Canada at no additional cost for a period of the lesser of either five (5) years after the date the vehicle is deleted from inventory or two (2) years from the termination or expiration of the Standing Offer. The Offeror must obtain authorization from the Client Department prior to the destruction of any information from the database.

***Submission of Offer***

The Offeror must describe in writing the procedure in place to comply with the Canada's requirements in retaining information as described above.

***Offeror's Response:***

**6.10 Reports**

The Offeror's FMI System (FMIS) must allow Canada to electronically extract from the database through direct access to data fields to create reports of all operational, consumption, maintenance and repairs, and cost data recorded in the Offeror's FMIS. This functionality must also include all historical vehicle information that has been provided by the Client Department as specified herein. These reports must be exportable to a standard commercial software format allowing data manipulation by Client Departments (e.g. Microsoft Excel). The Client Departments must have the capability of saving report templates on the Offeror's FMIS for future real-time reporting. These reports must be capable of being run on-demand and scheduled. If requested by a Client

Department, the Offeror must prepare and deliver these reports to the Client Department within five (5) working days.

***Submission of Offer***

Offeror will be required to demonstrate reporting capabilities against proof of proposal. Additional points will be awarded for additional proposed reports that will substantially benefit Client Departments in managing their fleet. Proposed reports should be identified separately.

**Point Rating:** Max: TBD

***Offeror's Response:***

**6.10.1 Annual Fleet Profile Reports**

In addition to ad hoc reports, the Offeror must prepare, at no additional cost to PWGSC and the Treasury Board Secretariat (TBS), an annual Fleet Profile Report that reflects the overall federal fleet status as of March 31 of each fiscal year of the standing offer period, beginning in FY 2014. The Fleet Profile Report must be submitted every year, no later than July 31 (4 months after the end of each fiscal year being reported).

The Fleet Profile Report must include the following tables however; Canada reserves the right to amend these tables in alignment with Government priorities:

- a) Table listing all new vehicle acquisitions during the fiscal year being reported, for each federal department and agency under Schedules I, I.1 and II of the *Financial Administration Act*. This table must include the total number of vehicles acquired, the number of alternative fuel vehicles acquired and also the number of hybrid vehicles acquired;
- b) Table listing the total estimated fuel consumption by fuel type during the fiscal year being reported, for all federal departments and agencies under Schedules I, I.1 and II of the *Financial Administration Act*. This table will include the total approximate number of vehicles in the federal fleet, the total estimated fuel consumption for each fuel type (conventional and alternative fuels) and its percentage of the total fuel consumed during the fiscal year being reported;
- c) Table listing the total number of vehicles by department/agency<sup>1</sup> on March 31 of each fiscal year (table should indicate last five years);
- d) Table listing the total number of vehicles by model year on March 31 of each fiscal year;

- e) Table listing the total number of vehicles by department/agency<sup>1</sup> and fuel type on March 31 of each fiscal year;
- f) Table listing the total number of vehicles by class on March 31 of each fiscal year;  
the following seven classes are acceptable: 1. Passenger cars - police cruisers; 2. Passenger cars - standard; 3. Minivans; 4. Full size-vans; 5. Pick-up trucks; 6. Utility trucks; 7. Medium/heavy trucks;
- g) Table listing the total number of vehicles by number of cylinders on March 31 of each fiscal year;
- h) Table indicating the average age of the fleet, by department/agency<sup>1</sup> on March 31 of each fiscal year;
- i) Number of E85 flexible fuel vehicles by city, and number of hybrid vehicles by city, on March 31 of each fiscal year;
- j) Average Annual Kilometers per vehicle, by department/agency<sup>1</sup> ;
- k) Average Annual Kilometers per vehicle, by fuel type;
- l) Total operating costs of vehicles (number of vehicles; fuel cost; maintenance repairs; accident repairs; tires; others) by department/agency<sup>2</sup>;
- m) Average operating cost of vehicles (number of vehicles; fuel cost; maintenance repairs; accident repairs; tires; others) by department/agency<sup>2</sup>;
- n) Average operating cost of vehicles per kilometer (number of vehicles; fuel cost; maintenance repairs; accident repairs; tires; others) by department/agency<sup>2</sup>.

<sup>1</sup>: For tables described in items c, e, h and j above, this includes all federal departments and agencies under Schedules I, I.1 and II of the *Financial Administration Act*. The individual departments and agencies listed should be those with 50 vehicles or more. All those with less than 50 vehicles can be lumped into one category called "Others".

<sup>2</sup>: For tables described in items l, m and n, this includes all federal departments and agencies under Schedules I, I.1 and II of the *Financial Administration Act*. The individual departments and agencies listed should be those with 1,000 vehicles or more. All those with less than 1,000 vehicles can be lumped into one category called "Others".

NOTE: Samples of any or all the tables above can be provided to the Offeror on request.

### **6.10.2 Fleet Management Metrics Overview**

At a minimum, Client Departments will require an annual overview on the state of their Fleet management metrics. The specifics of these measurements are contained in this section.

Client Departments may elect to receive some of these reports on a monthly basis.

A reporting mechanism must be set to provide detailed fleet card transaction analysis to identify among other information:

- Purchase summaries by fuel type for each location;
- Purchase of premium fuel;
- Fuel outlets charging >5% above a regional average;
- Purchase summaries by card for each location in question;
- Summary of volume transactions by location;
- Transactions where fuel retailers did not provide adequate purchase information;
- Retailers who are submitting late bills;
- Average fuel prices in certain regions;
- The top 10% of retail outlets by purchase volume;
- Effective discounts provided by major fuel suppliers; and
- Analysis report of taxes paid on fuel purchases.

### **REPORT REQUIREMENTS**

The Fuel Procurement and Analysis Reports will provide the following:

- Fuel Procurement - User Location Reports;
- Fuel Procurement - Departmental Reports;
- Targeted Annual Group (TAG) Reports; and
- Customized Drill Down reports based on TAG Report (nominally 5 per report as a means of data clarification by the user.

Report Types and Content are outlined below and represent the type of management tools that are available to the Customer / Location. Reports will be produced the Offeror. The data upon which the reports are based will be based on data provided by the Offeror.

### **USER LOCATION AND DEPARTMENTAL REPORTS**

The Offeror will provide report packages compiled on the basis of User Location or Department requirements for each User Customer (nominally a Unit Or Location or Departmental entity) who issues a call-up for the service. Reports may be called-up on an individual or bundled basis depending on the customers specific needs. Reports will be based on the last full quarter data. Some reports will also be available based on annual data. The following services will be included:

- **Perform a quality audit** - The Offeror will perform a quality audit of the data. The goal of this audit will be to determine if fuel type data is correctly identified and priced.
- **Fuel Region Appendix** - The Offeror will provide an Appendix defining the fuel regions in effect at the time of the report and indicate clearly what changes have been made since the last report.
- **Average Fuel Price Appendix** - The Offeror will provide an Appendix explaining the basis for average fuel prices for each specific report focusing on the regions covered by the report being delivered.
- **Consignee Code to Billing Address Appendix** - The Offeror will provide an Appendix identifying the Billing Addresses in effect at the time of the report.

## **USER LOCATION REPORTS**

The Offeror will provide a series of TAG reports based on user location data. These reports will include the following:

- High Priced Transactions – by Fuel Type;
- Premium Fuel Transaction Summary;
- Fuel Procurement Summary – by Fuel Type;
- Fleet Card Activity Summary;
- Provincial / Local Supplier Discount Report - Combined Fuels;
- Top Retailers by Purchase Volume; and
- Retailer Billing Delays

### **User - High Priced Transaction – By Fuel Type**

This report will be separated into two sections for each fuel type. The report will include a list of fuel purchases where the price is at least 5% higher than the regional average price for that fuel type. A copy of this report will be compiled for each location requesting the information by way of a call-up. Transactions will be listed in descending order of potential savings that could be realized if the fuel had been purchased at the regional average price. Note: For the purpose of this report premium fuel prices will be compared to the regional average for premium fuel. The following information is provided:

- Card number;
- Percentage price difference;
- Retailer name;
- Retail location (province, city and address);
- Potential savings (if average priced fuel had been purchased);

- Actual volume;
- Actual cost;
- Average cost per litre paid;
- Regional average cost per litre;
- Cost per litre difference (between what was paid and the average);
- Transaction date; and
- Late flag (indicates late billing).

Summary total will be provided for each fuel type.

#### **User - Premium Fuel Transaction Summary**

This report will identify all transactions associated with the selected user location where premium fuel was purchased. The report will be ordered by card number and include:

- Card number;
- Percentage price difference (compared to the regional average cost for regular gasoline);
- Potential savings (if average priced fuel had been purchased);
- Total premium gasoline volume for all premium transactions on the card;
- Total premium gasoline cost for all premium transactions on the card
- Average cost per litre paid;
- Regional average cost per litre for regular gasoline
- Price difference per litre; and
- Number of transactions with premium fuel purchases on that card.

A summary of the total premium transactions for the specified user location will be provided.

#### **User - Fuel Procurement Summary – by Fuel Type**

This report will provide a summary of all purchases by fuel card and by fuel type for the user location. The report will be ordered by potential savings amount. The potential savings will be calculated as the total difference between the actual cost of the purchases and the total cost if the fuel had been purchased at the regional average price. The following information will be provided:

- Card number;
- Percentage price difference;
- Potential savings;
- Total volume;
- Total cost;
- Average cost per litre paid;
- Regional average cost per litre;
- Cost difference per litre; and



- Number of transactions.

A summary total will be provided for each fuel type for each location.

#### **User - Fleet Card Activity Summary**

This report will provide a summary of all fuel purchases charged to each card at the user location. For each card assigned, the following information will be provided:

- Card number;
- Total volume;
- Total cost;
- Average cost per litre paid;
- Total discount received;
- Percentage discount received; and
- Number of transactions.

Totals are provided for each of these fields.

#### **User - Provincial / Local Supplier Discount Report - Combined Fuels**

This report will identify the discount rate that applies to Government transactions at each of the retailers. The discount rate will be calculated based on the corporate discount that has been applied to Government fleet card transaction. The report will be categorized by province, ordered by retailer, and include the following information:

- Fuel retailer name;
- Retail location (city and address);
- Total volume purchases at that retailer;
- Total cost of purchases at that retailer (after corporate discount);
- Average cost per litre paid;
- Regional average cost per litre
- Average discount in \$/L;
- Percentage difference between average cost per litre and regional average cost per litre;
- Percentage corporate discount; and
- Number of transactions at that retailer.

Summaries will be provided for each fuel type by province.

#### **User - Top Retailers by Purchase Volume**

This report will provide a listing of the top 10% of fuel retailers by volume for sales to Government customers. The report will be categorized by province, and is ordered by volume of sales.

For each retailer, the following information is provided:

- Fuel retailer name;
- Retail location (city and address);
- Total volume;
- Total cost;
- Average purchase cost;
- Total corporate discount provided
- Percentage corporate discount; and
- Number of transactions.

Summary totals will be provided by province

#### **User - Retailer Billing Delays**

This report will provide a list of retailers who have submitted late invoices. Late receipt is determined based on the date that the invoice is submitted to the Offeror. The report will include the following information:

- City and address where the retailer is located;
- Average number of days the invoice is late;
- Total volume of late invoice;
- Total cost of purchases on late invoices; and
- Number of transactions that were invoiced late.

Summaries will be provided for each province and retailer. It will also provide an indication of the percentage of total transactions that were billed late by the retailer.

#### **DEPARTMENTAL SUMMARY REPORTS**

The following list identifies the reports that will be provided to the Department Customer contact upon receipt of a call-up:

- The following Departmental reports will be included with User Location reports;
- Effective Transaction Discount Report – By Fuel Type; and
- Top Retailers By Purchase Volume.

Note: These reports are described in detail below.

The following Departmental reports will be made available to Departmental organizations and agencies with and overview interest in fuel transactions:

- Premium Fuel Usage Summary;
- High Priced Transaction Summary;

- User Location Procurement Summary – All Fuels;
- Provincial / Local Supplier Discount Report – Combined Fuels;
- Missing Fuel Suppliers Transaction Data;
- Tax Payment and Exemption Report; and
- Retailer Billing Delays.

Note: These Departmental reports will not be described in detail and the final content of such reports will be the subject of agreement between The Departmental Contact and the Offeror. Departmental reports are described below.

#### **Departmental - Effective Transaction Discount Report – By Fuel Type**

This report will provide a national view of the corporate discount rate that is applied to Government transactions by each of the retailers. The report will be categorized by fuel type, ordered by retailer and include the following information:

- Fuel retailer name;
- Calculated average percentage discount;
- Total cost of purchases at that retailer;
- Total volume of purchases at that retailer;
- Total corporate discount provided on these purchases;
- Average discount in \$/L; and
- Number of transactions at that retailer.

Summaries will be provided for each fuel type, and the grand total will be provided for all purchases.

#### **Departmental - Top Retailers By Purchase Volume**

This report will provide a listing of the top 10% of fuel retailers used by Government customers with the most sales volume. The report will be categorized by province and is ordered by volume of sales. For each retailer, the following information will be provided:

- Retailer name;
- Retail location (city and address);
- Total volume;
- Total cost;
- Average purchase cost
- Total corporate discount provided;
- Percentage corporate discount; and
- Number of transactions.

#### **Departmental - Premium Fuel Usage Summary**

This report will summarize all transactions associated with selected user locations where premium fuel was purchased. The report will be ordered by card number.

A summary of the total premium transactions for the user locations will be provided.

#### **Departmental - High Priced Transaction Summary**

This report will identify all cards where high priced fuel was purchased (where the cost was more than 5% higher than the regional average), on a card-by-card basis. (Note: for the purposes of this report, premium fuel is compared to the regional average price for premium fuel). Summaries will be calculated for each fuel type and user location.

#### **Departmental - User Location Procurement Summary – All Fuels**

This report will provide a summary of all purchases made at each user location. The report will be ordered by volume.

Totals for all of Canada's transactions will be provided.

#### **Departmental - Provincial / Local Supplier Discount Report – Combined Fuels**

This report will identify the discount rate that is applied to Government transactions at each of the retailers. The discount rate is calculated based on the corporate discount that has been applied to Government fleet transactions. The report will be categorized by province and fuel type and ordered by retailer.

Summaries will be provided for each fuel type by province.

#### **Departmental - Missing Fuel Suppliers Transaction Data**

This report will provide a summary of retailers who have data gaps in their billing to the Offeror. Where the data that is missing is either; city, province or fuel type, the transaction data is not included in the analysis, as it is not possible to make regional average fuel price comparisons. Transactions where data is provided in the wrong field are considered missing and reported as such. The report will be ordered by retailer.

The report will include a summary of the percentage of missing data transactions that are attributable to each retailer.

#### **Departmental - Tax Payment and Exemption Report**

This report will provide a summary of taxes paid by Government customers for fuel purchases made with the fleet card, and also identifies the exemptions received. The purchase information will be summarized for each retailer. This report is intended to provide the necessary transaction information to determine whether Government

customers is receiving the appropriate tax exemptions, and if not determine where they are not. The report will be ordered by province.

The report will summarize the average percentage of provincial, federal and total taxes and exemptions for each province and nationally.

#### **Departmental - Retailer Billing Delays**

This report will provide a list of all retailers who have submitted late invoice. Late receipt is determined based on the date that the invoice is submitted to the Offeror. The report will be segmented by province, and then ordered by retailer.

Summaries will be provided for each province and retailer. It will also provide an indication of the total late transactions that were incurred by each retailer.

#### **TARGET ANNUAL GROUP (TAG) REPORTS**

The Offeror must produce a set of TAG reports as listed below. These reports will normally be based on quarterly data and may, as an option, be based on annual data. These reports will be provided for each Customer / user locations as specified in the individual call-up.

##### **TAG - Premium Fuel Reports**

The Offeror will provide three versions of the Premium Fuel Report. These reports will include the following sorts:

- By Fuel Retailer Location;
- By Card Number; and
- By Consignee Code.

These reports will identify all transactions associated with the selected user location where premium fuel was purchased, and include:

- User location;
- Consignee code;
- Card number
- Retailer name and location (province, city and address);
- Total premium gasoline volume for all transactions on the card;
- Percentage price difference (compared to regional average for regular gasoline);
- Potential savings had regular gasoline been purchased;
- Total Premium gasoline cost;
- Average cost per litre paid;
- Regional average cost per litre for regular gasoline;
- Price difference per litre; and
- Date of transaction.

A summary of the total premium transactions will be provide for the specified user locations.

### **TAG - High Priced Transaction Report**

The Offeror will provide three versions of the High Priced Transaction Report. These reports will include the following sorts:

- By Fuel Retailer Location;
- By Card Number; and
- By Consignee Code.

The reports will include the following information:

- Card number;
- Consignee code;
- Retailer name and location (province, city and address);
- Actual volume
- Percentage price difference (compared to regional average for regular gasoline);
- Potential savings (had regular gasoline been purchased);
- Actual cost;
- Average cost per litre paid;
- Regional average cost per litre for regular gasoline;
- Cost per litre difference (between what was paid and the average);
- Date of transaction; and
- Late Flag (indicates late billing).

Summary values are calculated for each fuel type.

### **TAG - Combined High Priced / Premium Fuel Transaction Report**

The Offeror will provide three versions of the High Priced / Premium Fuel Transaction Report. These reports will include the following sorts:

- By Fuel Retailer Location;
- By Card Number; and
- By Consignee Code.

The reports will include the following information:

- Card number;
- Consignee code;
- Retailer and location (province, city and address);
- Actual volume;

- Percentage price difference;
- Potential savings (had regular gasoline been purchased);
- Actual cost;
- Average cost per litre paid;
- Regional average cost per litre;
- Cost per litre difference (between what was paid and the average);
- Transaction date; and
- Late flag (indicates late billing).

Summary values are to be provided for each retail address, credit card or consignee code depending on the version.

#### **TAG - Diesel Short Interval / Multiple Use Report**

The Offeror will provide a report listing all credit cards for which multiple purchases were made in a single day and will include the following information:

- Consignee code;
- Credit card number
- Retailer name and location (province, city and address);
- Fuel volume;
- Total volume purchase;
- Total purchase cost;
- Average cost per litre paid;
- Transaction date; and
- Number of transactions at that location, on that date.

Summary values are to be provided for each consignee code.

#### **TAG - High Diesel Volume Annual Report**

The Offeror will provide a report that identifies all diesel transactions where the volume was greater than 600 litres. This report will be ordered by fuel retailer and include the following information:

- Retail location (province, city and address);
- Consignee code;
- Credit card number
- Fuel type;
- Total volume purchase;
- Total purchase cost;
- Average cost per litre paid; and
- Transaction date.

Summary values are to be provided for each consignee code.

### **TAG - Local Station Use Report**

The Offeror will provide a report that identifies all transactions made near the user location. There will be two versions of this report: one for transactions within 100 km, and one for transactions between 100 km and 200 km. This report will be sorted by:

- Consignee code; and
- Fuel station location.

The report will include the following information:

- Retail location (province, city and address);
- Consignee code;
- Credit card number;
- Fuel type;
- Total volume purchase;
- Total purchase cost;
- Average cost per litre paid; and
- Transaction date.

Summary values are to be provided for each consignee code.

### **TAG - Provincial Supplier Discount Summary Report**

The Offeror will provide a report, which identifies the discount rate, which is applied to transactions at each of the retailers. The discount rate is calculated based on the corporate discount that has been applied to fleet card transactions. The report is grouped by retailer province, and in descending order by fuel volume. The report will include the following information:

- Retailer name and location (province, city and address);
- Fuel type;
- Total volume of purchases at that retailer;
- Total cost of purchases at that retailer (after corporate discount);
- Average cost per litre paid;
- Regional average cost per litre;
- Average discount in \$/L;
- Percentage difference between average cost per litre and regional average cost per litre;
- Percentage corporate discount;
- Number of transactions at that retailer.

Summaries are to be provided for each province.



### **TAG - Potential Bulk Fuel Purchase Reports (Government Sites)**

The Offeror will provide a report identifying commercial purchase made near Government bulk fuel sites. The report will be grouped by consignee code, ordered by location of purchase and will include the following information:

- Retailer location (province, city);
- Closest bulk location (city)
- Fuel type;
- Total volume of purchased;
- Total cost;
- Average purchase cost;
- Cost of bulk fuel;
- Difference between bulk and commercial fuel;
- Transaction date; and
- Credit card number.

Summary total will be provided by consignee code.

### **TAG - Potential Bulk Fuel Purchase Reports (OGD Sites)**

The Offeror will provide a report identifying commercial purchase made near OGD bulk fuel sites. The report will differ from Canada's specific report in that it does not include bulk costs. This report will be grouped by consignee code, ordered by location of purchase and will include the following information:

- Retailer location (province, city);
- Closest bulk location (city);
- Owner of the bulk site (Department);
- Fuel type;
- Total volume of purchased;
- Total cost;
- Average purchase cost;
- Regional average purchase cost;
- Transaction date; and
- Credit card number.

**Summary total will be provided by consignee code.**

## **6.11 Data Transmission Method**

The Offeror must be capable of receiving and transmitting fleet information, which includes monthly billing, in a format acceptable to the Client Department e.g.:

- Hard copy
- Disk or tape transfer
- EDI X.12
- Via modem or Internet (i.e. XML import/export)
- E-mail and e-mail attachments (i.e. Microsoft Excel)
- FTP Server, flat file import/export
- Via wireless technology
- Toll-free telephone service
- Other

***Submission of Offer***

The Offeror must demonstrate in writing its capability to transmit and receive data in a format acceptable to the Client Department as specified herein.

**Offeror's Response:**

**6.12 Back-up System**

The Offeror must have a secured back-up system and procedures in place to ensure that services are not interrupted during system failures or normal system maintenance. The back-up system must secure and protect all databases, information and systems associated with the fleet card program against deliberate or inadvertent loss, degradation, alteration, or damage of information. The back-up system must be, performed daily, seamless and ensure continuity of the fleet card program.

***Submission of Offer***

The Offeror must demonstrate in writing its current back-up system and how it meets all requirements described above.

**Offeror's Response:**

**7 ADDITIONAL FLEET MANAGEMENT SERVICES**

**The Offeror must provide the following;**

**7.1 Principal Operational Services**

The following two services will be used to directly support Vehicle specific and non-vehicle specific fleet cards.

**7.1.1 Level 1: Basic Maintenance Program**

This program must provide holders of a Vehicle-specific Card or a Non-vehicle specific card with the ability to procure routine vehicle and equipment maintenance services such as oil and filter changes, tire rotation, brake inspection, winterizing, engine tune-up, tire replacement under the Tire and Tube Standing Offer/Agreement, replacement of exhaust system components, etc.

The Offeror must set a driver transaction limit of \$2,500 per transaction. Any transaction over \$2,500 must be approved by the Client Department Responsibility Centre Manager. Once approved, the Offeror must proceed with transaction authorization with the VGS Supplier.

The Offeror must also safeguard against the purchasing of parts and consumables for the sole purpose of accumulating inventory.

This program does not involve any type of service or maintenance advisory service. Client Departments who require any maintenance advisory service from the Offeror will opt for Level 2: Vehicle Maintenance and Repair Advisory Program.

The cost (if any) for this service must be based on a per card per month basis.

#### **Submission of Offer**

The Offeror must demonstrate in a detailed written attestation its ability to provide this basic service.

#### ***Offeror's Response:***

##### **7.1.2 Level 2: Vehicle Maintenance and Repair Advisory Program**

This program must provide holders of a Vehicle-specific Card or a Non-vehicle specific card a fleet management service to control, monitor and authorize maintenance and repairs of Client Department vehicles. This entails providing Client Departments with direct toll-free telephone access (same number as the one printed on the fleet card) to Ontario Class "A" or equivalently qualified mechanics real-time on-site assistance and advice during the hours as specified in Section 1, paragraph 6.3 Help Desk Access. The cost (if any) for this service must be based on a per card per month basis. To fulfill its obligations the Offeror must, at a minimum, provide the following services upon receiving a call:

- a) Confirm that a valid fleet card is being used to cover the repair/maintenance activity and in the case of a vehicle specific card, matches the vehicle being serviced;
- b) Advise on the appropriateness of the requested repair in light of the vehicle repair history and the nature of the reported problem;

- c) Advise on the appropriateness of the repair price quoted in light of industry standards, available discounts, etc.;
- d) Advise on the applicability of existing, implied or potential (goodwill) warranties and/or policy adjustments as they may apply to the requested repair and assist in obtaining the required work and/or reimbursement from the warrantor and or manufacturer/dealer;
- e) Advise on any other repair work that might be economically included with the requested repair;
- f) Advise on the appropriateness of the repair facility for the requested repair and any available alternative except for the make and model of tires and tubes;
- g) Record the current vehicle odometer reading;
- h) Update the maintenance management database including the registration of the American Trucking Associations (ATA) codes;
- i) Inform the calling party of applicable manufacturers' recalls, policy adjustments and service bulletins that may impact on service or repair that should be provided and/or the cost of such service or repair;
- j) Provide the option of automated queue call-back, texting and/or email.
- k) Audit each invoice originally approved by telephone against the actual invoice received to confirm that only authorized work was performed, only authorized parts were replaced, only authorized labour was charged, appropriate discounts were applied and the pre-agreed price was respected; and
- l) Provide upon written request by the Client Department, a copy of any supplier/vendor invoice that may need to be verified. Such request or inquiry must be responded to within a two (2) week period.
- m) Obtain odometer and idle hour readings where applicable. i.e. Police vehicles, boats, equipment, ATV, etc.

### **Submission of Offer**

The Offeror must demonstrate in a detailed written attestation its current Vehicle Maintenance and Repair Advisory Program and how it meets all minimum requirements as described above.

### ***Offeror's Response:***

## **7.2 Additional Operational Services**

The Offeror must provide the following services. A Client Department may at its discretion choose any combination of the following fleet management services to meet operational needs:

### **7.2.1 Preventive Maintenance Program**

The Offeror must provide a preventive maintenance program that must meet the minimum manufacturer's warranty guidelines and any other maintenance requirements that may be stated by the Client Department. As a minimum, the service must include:

- a) A tracking and reporting capability to inform the user and management of the Client Department on (1) upcoming and (2) outstanding preventive maintenance services; and
- b) Updating the vehicle maintenance database records in the FMIS.

### **Submission of Offer**

The Offeror must demonstrate in a detailed written attestation its current Preventive Maintenance program and how it meets all minimum requirements as described above.

### ***Offeror's Response:***

### **7.2.2 Accident Management Program**

The Offeror must coordinate at the request of the Client Department, the administration and settlement of accident claims. The cost for this service must be based on a per accident claim basis. This service must be tailored to the needs of the Client Department. The Accident management program will be invoked on a per case basis when at a minimum, meets any one of the following service:

- a) Accident reporting - provide access to a fully qualified insurance administrator to assist in the preparation of the initial report in order to ensure that all necessary information is included to support processing the claim;
- b) Accident investigation - conduct an investigation of each reported accident to ensure accuracy of fault assessment and provide a detailed report within 48 hours of the accident;
- c) Damage appraisal - provide the services of an independent licensed appraiser to review damages, provide a repair estimate and recommendation for repairs within 48 hours of the accident;
- d) Audit - audit accident repair invoices and verify the accuracy of the final costs;
- e) Adjuster Services - In isolation of the cost for service identified under the Accident Management Program, provide professional licensed adjusters when requested by a Client Department to assist in the determination of confirmation of fault, or division of fault, and settlement of claims for accidents administered by the Client Department. The service must be used in compliance with government policy and a separate fee for the adjuster service only will apply.
- f) Analysis - the Offeror must submit a detailed analysis report of the accident and its underlying causes to the Client Department with the aim of identifying

potential areas impacting on driver or management training. A semi-annual report of all accidents must be submitted to the Client Department. This report must include a general analysis and data summary of accident causes and suggested remedial or safety related actions as appropriate; and

- g) All information collected under this program must be consolidated and reports provided online. All information remains the property of the Client Department. The Offeror must not use or disclose any such information for any purpose other than the preparation of reports for the Client Department. At the request of the Client Department, all information pertaining to an accident must be transferred to the Client Department and following its receipt and acceptance by the Client Department the Offeror must destroy all records/information pertaining to the accident.

Any repair work not meeting any of the above conditions will be addressed through Maintenance Programs Level 1 or Level 2. In the case where the fleet card has no maintenance program associated to it, repair work not meeting any of the above requirements will be addressed through the Emergency Repair Program.

### **Submission of Offer**

The Offeror must demonstrate in a detailed written attestation its current Accident Management program and how it meets all minimum requirements as described above. The Offeror must also indicate how the accident management program would be integrated into the Fleet Management Program as well as reflect in fleet management reporting.

### ***Offeror's Response:***

#### **7.2.3 Emergency Roadside Assistance Program**

The Offeror must provide basic bilingual roadside assistance to authorized employees or representatives of Client Departments through the use of a toll-free telephone number, valid Canada-wide and available on a 24 hour-per-day/every day basis. This toll-free telephone number must be the same as the one printed on the fleet card and must be available in both official languages. The Offeror will advise on the appropriateness of the service price quoted by the VGS Supplier in light of industry and regional standards, available discounts, etc. The cost (if any) for this service must be based on a per call basis. The essential requirements of this service are:

- a) Cold weather starting;
- b) Changing tire from rack to wheel;
- c) Lock and key service;
- d) Delivery of fuel to stranded vehicle;

- e) Arrangement to tow a disabled vehicle to an authorized service facility;
- f) Removal of stranded vehicle from snow or off the road; and
- g) Redirection of call to appropriate auto manufacturer in the event that the manufacturer's own Emergency Roadside Assistance is still in effect for the vehicle requiring assistance.

### **Submission of Offer**

The Offeror must demonstrate in a detailed written attestation its current emergency roadside assistance program and how it meets all minimum requirements as described above. The Offeror must also indicate how the emergency roadside assistance program would be integrated into the Fleet Management Program as well as reflect in fleet management reporting.

### ***Offeror's Response:***

#### **7.2.4 Emergency Repair Program**

Under this program, the Offeror must provide a case by case fleet management system to control, monitor and authorize emergency repairs of client department vehicles **not registered under the Level 1 Basic Maintenance Program or Level 2 - Vehicle Maintenance and Repair Advisory Program**. This entails providing users of a vehicle fleet card and VGS Suppliers with direct toll-free telephone access (same number as the one printed on the fleet card) to Ontario Class "A" or equivalently qualified mechanics.

This emergency repair service must not exceed the preset limit of the Client department per occurrence.

Real-time on-site assistance and advice during the hours of 7:30 AM to 8:00 PM Monday to Friday (Eastern Time), except on national holidays, regardless of the nature of repair or the call location in Canada, must be available. The cost (if any) for this service **must be based on a per usage basis**. To fulfill its obligations the Offeror must, at a minimum, provide the following services upon receiving a call:

- a) Confirm that a valid fleet card is being used to cover the emergency repair activity;
- b) Advise on the appropriateness of the requested repair in light of the vehicle repair history and the nature of the reported problem;
- c) Advise on the appropriateness of the repair price quoted in light of industry standards, available discounts, etc.;
- d) Advise on the applicability of existing, implied or potential (goodwill) warranties and/or policy adjustments as they may apply to the requested repair and assist in

obtaining the required work and/or reimbursement from the warrantor and or manufacturer/dealer;

e) Advise on any other repair work that might be economically included with the requested repair;

f) Advise on the appropriateness of the repair facility for the requested repair and any available alternative except for the make and model of tires and tubes;

g) Record the current vehicle odometer and idle hour reading if applicable;

h) Update the maintenance/repair management database including the registration of the American Trucking Associations (ATA) codes;

i) Inform the calling party of applicable manufacturers' recalls, policy adjustments and service bulletins that may impact on service or repair that should be provided and/or the cost of such service or repair;[P1]

j) Audit each invoice originally approved by telephone against the actual invoice received to confirm that only authorized work was performed, only authorized parts were replaced, only authorized labour was charged, appropriate discounts were applied and the pre-agreed price was respected; and

k) Provide upon written request by the client department, a copy of any supplier/vendor invoice that may need to be verified. Such request or inquiry must be responded to within a two (2) week period.

### **Submission of Offer**

The Offeror must demonstrate in writing its understanding and ability to meet the emergency repair program as described above. The Offeror must indicate how the emergency repair program would be integrated into the Fleet Management Program

### ***Offeror's Response:***

## **7.3 Support and Administrative Services**

### **7.3.1 Client Department Operated Bulk Fuel Stations**

Some Departments have the requirement of an automated Bulk fuel station that would track fuel purchases, prevent slippage via devices such as fuel ring data capture or similar and transmits the fuel transaction data directly to the FMIS. This may include an interface with existing hardware or an offering of hardware and interface tools that automate the process of transferring fuelling transactions from the client pumps to the FMIS and *must* fully integrate with vehicle operating and maintenance costs and ad hoc reporting. Under this program, the Offeror would provide an in-house or 3<sup>rd</sup> party system that must



interface between the fuelling station and the FMIS and must capture at a minimum the following:

- a) Location;
- b) Date;
- c) Time of transaction;
- d) Fuel quantity;
- e) Fuel Type;
- f) Department Vehicle number;
- g) Odometer and/or hour meter reading and;
- h) Cost per litre.

### **Submission of Offer**

The Offeror must demonstrate in writing its understanding and ability to meet the client department operated bulk fuel stations program as described above. The Offeror must indicate how the client department operated bulk fuel stations would be integrated into the Fleet Management Program

### ***Offeror's Response:***

#### **7.3.2 Electronic Fleet Data Collection (Vehicle Telematics) Program**

Vehicle Telematics addresses the needs of some Client Departments to have the ability to wirelessly transmit data from the vehicle to either the Offeror's FMI system or a 3rd party software application. Under this program, the Offeror would typically provide a service that captures data originating from the OBDII port in a vehicle or other means as emerging technologies become available. This information must be transmitted wirelessly. The method of wireless data transfer will depend on the need of the Client Department, e.g. cellular, satellite or Wi-Fi. The level of information required will depend on the need of the Department.

Minimum mandatory data requirements are as follows:

- a) Global Positioning System;
- b) Odometer and/or idle and or total hour-meter readings;
- c) Diagnostic trouble codes;
- d) Speed and braking patterns;
- e) Engine idling time;
- f) Fuel consumption; and
- g) Vehicle utilization statistics;

**As with pre-negotiated Governments fuel and service discounts, Canada benefits from reduced cellular rates via a National Master Standing Offer. Whenever possible, when a client department specifies cellular as the preferred data transmission method, the services of the Cellular Standing offer must be incorporated into the requirement.**

### **Submission of Offer**

The Offeror must describe in their offer, the specifics of the telematics system it is offering and its understanding and ability to offer a telematics program as described above. The Offeror must indicate how the telematics program would be integrated into the FMIS.

### ***Offeror's Response:***

#### **7.3.3 Online Management System for User-operated Garages**

This program addresses the needs of Client Departments that operate their own maintenance facilities with their own personnel. Under this program, the Offeror must import the historical data from the Client Department operated garage or provide the software for the management of the Client Department maintenance facility and then integrate the maintenance data collected into the FMIS maintained and managed by the Offeror. Costing of this program must be initially on an hourly development cost basis and thereafter on a monthly basis per user site. Minimum requirements associated with this service are as follows:

- a) Provide a Web based garage management software, in both French and English, tailored to specific Client Department requirements such as the ability to provide different financial coding for different garage, inventory activities and expenses including but not limited to labour, parts, consumables, wages, fuel, ATA Coding.
- b) The system must be capable of operating as a stand-alone application with uploading capability;
- c) Produce customized garage documentation including logo and Client Department identification on things including but not limited to garage invoices, reports;
- d) Apply the relevant financial coding to any cost recovery document (report or invoice) the garage may have to produce or issue;
- e) Integrate the data on repairs, services, fuel usage (including costs) performed at the Client Department operated garage, into appropriate Client Department FMIS maintained by the Offeror; and
- f) Provide training to user personnel, training manuals and operating manuals as requested by the Client Department.

### **Submission of Offer**

The Offeror must describe in their offer, the specifics of the online management system for user-operated garage system it is offering and its understanding and ability to offer such system as described above.

#### ***Offeror's Response:***

### **7.3.4 Car Pool Reservation and Charge Back System**

The Offeror must offer a Car Pool Reservation and Charge Back system that at minimum will have the functionality to allow and track employees who reserve and source vehicles from a dedicated car pool location. This system must have the capability to track mileage and time usage and to prepare chargeback invoices as specified in Section 1, paragraph 5.14 Invoicing Client Departments. Upon request, some locations may require an automated system that allows for the pickup and return of vehicles on a 24/7 basis. Client departments may require these services for one site or multiple sites as requested. The cost must be based on a monthly per site fee.

### **Submission of Offer**

The Offeror must describe in their offer, the specifics of the car pool reservation and charge back system they are offering and its understanding and ability to offer the systems as described above. The Offeror must indicate how the telematics program would be integrated into the FMIS.

#### ***Offeror's Response:***

### **7.3.5 New Vehicle Licensing and Registration Services**

The Offeror must be responsible to ensure that provincial or federal registration and licensing requirements are satisfied prior to delivery of the vehicle or equipment to the end user. The cost for this service must be based on a "per vehicle or equipment to be registered and/or licensed" basis. As a minimum, the services to be provided must include the following:

- a) Completing and processing the necessary documentation;
- b) Ensuring that Federal Government exemptions (GST, PST or any form of fee) are applied where appropriate; and
- c) Ensuring that all completed licensing and/or registration documents are Provided to the end user with the vehicle or equipment at the time of delivery.

### **Submission of Offer**

The Offeror must describe in their offer, the specifics of the new vehicle licensing and registration service they are offering and its understanding and ability to satisfy the requirement as described above.

#### ***Offeror's Response:***

### **7.3.6 License Plate Renewal Service**

The Offeror must renew the license plates on all registered vehicles or equipment specified by a Client Department. Each province or territory has its own set of requirements and time schedules for licensing renewal of vehicles and equipment. This service includes processing renewals, notifying the appropriate Responsibility Centre Manager of upcoming deadline and the delivery the new plate validation stickers and/or papers along with instructions to the location specified by the Client Department. The cost for this service must be based on a per vehicle or equipment basis.

### **Submission of Offer**

The Offeror must describe in their offer, the specifics of the vehicle license renewal service they are offering and its understanding and ability to satisfy the requirement as described above.

#### ***Offeror's Response:***

### **7.3.7 Taxable Benefit Reporting Program**

Under this program the Offeror must gather and calculate taxable benefits covering employees' personal use of Departmental vehicles and provide the reports listed below to the appropriate Responsibility Centre Manager or Client Department accounting office within thirty (30) days following receipt of the relevant information from the Department. Some employees may be required to use many different vehicles within a month or a year as opposed to having a dedicated vehicle. Reports must be prepared and integrated into the FMIS accordingly. The cost (if any) for this service must be based on a per employee per month basis. The reports are as follows:

- a) Individual summary report by employee detailing how the taxable benefit is calculated;
- b) Detailed summary by responsibility centre summarizing the data on individual employees;
- c) Report identifying applicable taxes to be remitted; and
- d) Within thirty (30) days of the end of the taxation year, the Offeror must provide a report containing the required information to enable Departments to add this taxable

benefit to the Tax slip of each employee. Client Departments may request other reports deemed appropriate.

- e) Offeror must provide to the users, access to a secure web based system to allow individuals to record their personal use of Departmental vehicle. This includes access through a mobile device, Smartphone through direct access or mobile app.

***Submission of Offer***

The Offeror must demonstrate in writing its understanding and ability to provide a Taxable Benefit Reporting Program to Client Departments. The proposal must address how the Offeror would satisfy Canada's requirements as stated herein. The Offeror must indicate how the Taxable Benefit Reporting Program would be integrated into the Fleet Management Program and clearly state the reporting obligations of the Client Departments and/or of the affected employees to support this requirement.

***Offeror's Response:***

**7.3.8 Fleet Professional Services**

Although the details of services to be performed shall vary depending on Client Department's requirements, they can only be used to support fleet related projects. The common element is that provision of professional services by the FMIS Offeror must be on a fixed price per hour basis, priced out on different levels depending on the extend of service/expertise required.

**Submission of Offer**

The Offeror shall demonstrate in writing its understanding and ability to provide Professional Services. The proposal shall discuss other standard consulting services generally offered by the Offeror and how each service can benefit the Government.

**Offeror's Response:**

## **8 PHASE-IN AND PHASE-OUT**

### **8.1 Transition from/to The National Master Standing Offer (NMSO) and Subsequent Call-ups**

The proposal must indicate how the Offeror would manage and perform transitions as well as the phasing in and phasing out of call-ups in a smooth and seamless manner under the Fleet Management Support Services Program as described herein.

The Offeror's transition plan must cover the following two types of transitions:

- Phase-in: as an Offeror taking on new business as a result of a call-up under the Standing Offer; and
- Phase-out: as an Offeror transferring data upon expiry of the Standing Offer or the ending of a call-up.

As a minimum, for each of the two types of transitions the plan must:

- a) Include a communication plan detailing the level and extent of communication that will be provided;
- b) Acknowledge that any call-up or service provided to a Client Department under the NMSO may be terminated by the Client Department upon thirty (30) days of receipt of written notice;
- c) Demonstrate the level and extent of service levels that will be provided;
- d) Minimize the impact to Client Department operations;
- e) Address and integrate new technology during the transition phases and call-up period;
- f) Not place burden of transition on Client Department; and
- g) Include a critical path of events addressing timelines, responsibilities and essential elements for both the Client Department and the Offeror.

## **8.2 Phase-in**

Upon issuance of a Standing Offer, the Offeror must accept from the current supplier or any Client Department all tombstone and historical data related to the operation of the Department's fleet and/or equipment. The data will be provided, to the Offeror, in electronic format. The Offeror must input the tombstone data within a maximum of thirty (30) calendar days. The Offeror must also accept, reconcile and integrate the historical data into its database within ninety (90) calendar days of the effective date of the standing offer.

The current supplier or Client Department will provide the Offeror with the data required to build the Offeror's database consistent with the program and/or services selected (e.g. vehicle inventory list, description, maintenance history, etc.). This information will be transmitted to the Offeror in an electronic format acceptable to the current supplier, Client Department and Offeror.

The Client Department's payment obligations towards the Offeror will not start until an implementation plan is in place and, as a minimum, the Offeror has:

- a) A transition team to look after the Client Department's requirement;
- b) Demonstrated that, to the satisfaction of the Client Department, the FMI system is fully capable of satisfying the required services (fleet card program and/or services selected including reporting requirements);
- c) Provided access, where required, to its Online Data Management System;

- d) Confirmed, to the satisfaction of the Client Department, the accuracy of data previously submitted;
- e) Provided appropriate training and documentation for the service(s) requested according to the minimum distribution and format identified in this SOW; and
- f) Completed the distribution of the required fleet cards based on destination(s) agreed to by Client Department.

### ***Submission of Offer***

The Offeror must demonstrate how a transition would be timely, accurate and seamless. The Offeror must make a commitment to input the tombstone data within thirty (30) calendar days and input the historical data within ninety (90)-calendar days of the effective date of the standing offer or call-up.

The Offeror must demonstrate how a period of fine-tuning will be used to work out any problems or glitches.

The Offeror must acknowledge that Canada will have no payment obligations until the effective starting date of the Standing Offer and their obligations as specified herein have all been met to the satisfaction of the requesting Client Department.

### ***Offeror's Response:***

## **8.3 Phase-out**

Upon expiry of this NMSO, cancellation or termination of a call-up, the Offeror must:

- a) Provide a cooperative, orderly and seamless transfer of the Client Department data to any new service provider or to the Client Department or both, as directed;
- b) Return to the Client Department all data collected on behalf of the Client Department in an electronic format acceptable to the Client Department, within thirty (30) calendar days of the cancellation or termination;
- c) Include a description of the type of computing data (e.g. numeric, character, logical, date etc.), the field sizes, names and definitions used to maintain the Client Department's database; and
- d) Reconcile all data and accounts.

Client Departments reserve the right to cancel a specific service or the entire requirement of a call-up upon submission of a thirty (30)-calendar day written notice to the Offeror.

Although Client Departments will make every effort to avoid further transactions upon termination of a contract, the Offeror must honour trailing purchases made against a fleet card up to ninety (90) days beyond the effective date of termination

### ***Submission of Offer***

The plan must address how the Offeror will, at the end of a call-up or Standing Offer:

- Reconcile balances and settle disputes;
- Provide for timely and accurate reconciliation of each account; and
- Address the generation and distribution of reports, final invoicing, closeout schedule, data transfer and format, etc.

The Offeror must demonstrate its understanding, ability and compliance to the following:

- Transfer to any new service provider and/or return to the Client Department all database information, at the end of a call-up or upon expiry of the Standing Offer;
- Acknowledge that all information collected from Client Departments and programs specifically created to meet Client Department's needs are the property of the Federal Government;
- Not use Government information for purposes other than to satisfy Canada's requirements, and specifically not to release such information, except when authorized by the Departmental contact as identified in the call-up; and
- Advise the Client Department of any requests for Departmental information.

### ***Offeror's Response:***

## **8.4 Transition Team**

The Offeror must provide experienced personnel as per section 3.5 Personnel, during the phase-in and phase-out period of the Standing Offer or ensuing call-ups to ensure that there is no diminution in the quality of services provided. A transition must take no more than one hundred and twenty (120) calendar days.

### ***Submission of Offer***

The Offeror must include an organizational chart with clearly established roles and responsibilities of key transition players of the Offeror's transition team and describe each of their roles in the transition process.

The transition plan must also address the responsibilities for the Client Department(s) and Offeror, with clearly established roles and responsibilities of key transition players. The Offeror must acknowledge and demonstrate its capability for a transition period not longer than one hundred and twenty (120) calendar days.



***Offeror's Response:***

## **8.5 Ownership of Information**

All information collected by the Offeror as a result of a call-up will be considered the property of Canada.

The Offeror must establish and maintain the safeguards required to ensure the confidentiality of information while stored, processed or transmitted; the integrity of information and processes; as well as the availability of the information for the Client Department.

The Offeror must not disclose any information on a Client Department or from transactions made with its fleet cards unless specifically authorized to do so by the Client Department.

The Offeror must advise the Client Department of any requests for Departmental information

At the request of Canada and at no additional cost, current and historical master files of all accounts collected must be transferred to any new service provider and/or Client Department.

Following the acceptance of the transferred data by the new service provider and/or Client Department, the Offeror must destroy the information upon written notification by the authorized Departmental contact.

### ***Submission of Offer***

The Offeror must demonstrate in writing its ability to establish and maintain the safeguards required to ensure the confidentiality of information while stored, processed or transmitted, the integrity of information and processes. The Offeror must also demonstrate in writing the transfer process of data and its subsequent destruction.

***Offeror's Response:***

## **9 TRAINING**

The Offeror must provide comprehensive training and/or detailed instructions as applicable to ensure that the Client Department employees and key personnel understand the services offered and can function with ease in the Offeror's FMI system environment. Schedules/details, training format and documentation to be provided will be discussed

and agreed between the Client Department and Offeror. Training must be available in both official languages and provided as requested by the Client Department. All costs related to training and associated items must be borne by the Offeror. The Offeror and user are responsible for their respective costs including (but not limited to) incidental travel, lodging and meal expenses associated with participating in the on-site training session(s).

## **9.1 Minimal Training Requirements**

### **9.1.1 Initial on-site training**

The Offeror must provide Client Department on-site pre-start-up training sessions, at a minimum; at the following nine (9) separate locations, to ensure that user personnel are able to fully understand the program and services provided by the Offeror. Training must be separated into user categories such as ‘super user’ and ‘basic user’ as defined herein. The locations are: Vancouver, Edmonton, Calgary, Winnipeg, Toronto, Montreal, Halifax, Saint John’s (NL) and Ottawa. Training sessions must be scheduled at a mutually convenient time to both the Offeror and the Client Department and be concurrent to minimize travel expenses for all parties. Under normal circumstances, training sessions must not exceed 7.5 hours per day (Departmental core business hours) and classes must not exceed 20 candidates.

Basic User: A person with read/write access privileges who can perform basic operations on the FMIS in order to perform his/her daily duties.

Super User: A person with enhanced access privileges who can perform any and all operations on the FMIS. This person will also be relied upon for coaching basic users through routine and normal operations of the FMIS as specified herein.

### **9.1.2 Online training**

The Offeror must provide live and pre-recorded Web-based, user-friendly learning programs and sessions (i.e. Webinars) to augment the initial on-site training. The training must include basic procedures for all of the activities required by users to maintain their fleet card program.

### **9.1.3 Training packages**

The Offeror must provide, at no cost to the Client Department, training packages in either official language as requested by the Client Departments.

### **9.1.4 Follow-up training**

After the initial training, the Offeror may be required to provide, on an as required basis, follow up training sessions as required by Client Departments;

### **9.1.5 Update training**

The Offeror must provide training, when justified by modifications to the Offeror's FMI system.

#### ***Submission of Offer***

The Offeror must demonstrate in writing its understanding of the training requirements as stated herein, and ability to provide training material within the time frame stated in the Offeror's transition plan. The Offeror must provide two samples of training packages presently available or previously used with other clients.

#### **Offeror's Response:**

### **9.2 Help desk**

The Offeror must have a live agent available in both official languages during normal business hours to answer questions and guide users on FMIS use and function.

## **10 VALUE-ADDED PRODUCTS AND SERVICES**

There are numerous fleet management products and services that could add significant value to the Federal Government. Client Departments' individual requirements, technology status, etc. affect their ability to take advantage of value-added products and services that may be available from an Offeror.

The Offeror should indicate in its submission those value-added products and services it could offer under a FMSS program. These will be evaluated according to the operational benefits, service enhancement, and financial savings each product or service can provide to the FMSS program.

Each value added product and service is an optional proposal. Offerors are not required to offer any value-added product or service for the National Master Standing Offer (NMSO); however, products and/or services so offered must be currently available in the industry and will be awarded technical points as specified in Appendix III.

The offer of additional value-added products or services to the Canada, after award of the NMSO, must be made through the Standing Offer Authority who must convey the information to the Federal Fleet Card SOW Working Group for consideration. Only the Standing Offer Authority has the right to negotiate with the Offeror any new value-added products and/or services.

The service enhancement should be sufficiently detailed to determine its applicability.

***Submission of Offer***

The Offeror should demonstrate its ability to provide those value-added products and services it could offer under a Fleet Management Support Services program indicating the operational benefits, service enhancement, and financial savings each product or service could provide.

**Point Rating:** Max 50

***Offeror's Response:***

## **SECTION 2 - FMIS PROOF OF PROPOSAL (PoP) TEST**

The Offeror's demonstration team, composed of a maximum of 4 representatives, will have a maximum of 90 minutes for its demonstration. Following the PoP test, the evaluation team may ask specific questions regarding any aspect of the PoP test.

Interaction between the Offeror and the evaluation team will be for clarification purposes only and must not be otherwise construed or interpreted.

As a minimum, the PoP test must demonstrate all mandatory and rated requirements outlined in paragraph 6 Fleet Management Information System (FMIS):

The PoP test must also cover the following:

### **1 The FMI System**

Demonstrate the FMI system in general, and online data management including:

- Real-time interface;
- Wireless capabilities;
- Two-way communication between the Offeror and Client Department;
- Pre-formatted information screens;
- Cancelling/deactivating, suspending, requesting, reassigning cards;
- Updating, manipulating and modifying of data and card information/parameters by the Client Department and the Offeror;
- Types of data elements and level of data that can be captured or obtained by the Offeror;
- Client Department's software and hardware requirements;
- Accessibility of system e.g. 24 hours/day, 7 days/week;

- High volume transactions capabilities and system structure including end-user reporting capabilities.

## **2 Program Functionality**

Demonstrate how a variety of functions can be performed using the electronic access system to meet Client Department requirements for:

- The basic Fleet Card Program;
- The additional services and options that could be selected; and
- All other functions available that further enhance the fleet card program being offered.

## **3 Electronic Review and Manipulation**

Demonstrate electronic review and manipulation of all captured transaction information by the Offeror and/or the end-user:

- Individual account/cost centre;
- Department; and
- Selected accounts/costs centres to include the ability to sort data by any field and/or timeframe; filter out unnecessary information; edit data; add or delete data.

## **4 Connectivity**

Describe and demonstrate the electronic access system's ability and capacity to provide connectivity that will allow electronic information sharing including the ability to:

- Allow multiple users concurrent access to the same application without significantly reducing its capacity;
- Allow higher hierarchies of the Client Department to view group, capture, sort and manipulate data at up to four [4] organizational levels for all sub-accounts/cost centres or for selected sub-accounts/cost centres;
- Allow the integration of the various services and options identified herein into the basic Fleet Card Program; and
- Allow Client Departments or the Offeror to input data from transactions made outside the Fleet Card Program.

## **5 Automatic Transaction Coding**

The Offeror must demonstrate its understanding and ability to provide an electronic system that automatically codes transactions and includes the capability to assign an account code to each transaction based on card user, vendor, vendor category, vendor location, purchase category, purchase location, date, etc. and to group and summarize transactions in any combination of these fields.

## **6 Reports**

The Offeror should demonstrate how its electronic system allows users to generate and manipulate reports up to four (4) levels of the organizational structure. A maximum of four (4) reports from Appendix III, including an end-user customizable report to be selected by the evaluation committee must form part of the demonstration.

**Point Rating:** *to be determined*

## **7 Bilingual Capability**

The Offeror must demonstrate that its electronic system can satisfy all Client Department requirements in both English and French, including the production of required reports.



## Appendix I

## Mandatory Data Collection Fields

Data Category	Specific Data Fields
Administrative Information and Identification Information	Department name (or client code) Program name Ownership (leased, owned, donated, loaned or extended - include type of lease) Status of vehicle Departmental vehicle number Serial number (Vehicle Identification Number or VIN) Associated fleet card number(s) Type of card (vehicle-specific, non-specific, seasonal, hybrid and/or second card) Vehicle usage (road, off-road, marine, air, equipment) Unit type (car, truck, vessel, airplane, other, non-specific) Sub-unit type (for example: small sedan) Fleet card on-system date Status of card Card limit Cancellation date of card
Vehicle Tombstone Data	Model year Make Model Motor vehicle specification code used by PWGSC Number of cylinders in engine (2 digits) Size of engine by litres Transmission - automatic (A) or manual (M) and the number of gears (3, 4, 5), or variable (V) Fuel type capability of the vehicle and grade requirement (where applicable) Motor/Fuel system type (mono-fuel, bi-fuel, flex-fuel and/or hybrid) Transport Canada Fuel Efficiency Rating - City Transport Canada Fuel Efficiency Rating - Highway Licence Plate



Vehicle Location and Billing Information	Physical location - Consignee Code Physical location - street address Physical location - city Physical location – province Physical location - postal code System Supplier Billing Codes
<b>Data Category</b>	<b>Specific Data Fields</b>
Vehicle Location and Billing Information	Billing address - Consignee Code Billing address - street address Billing address - city Billing address - province Billing address - postal code
Utilization Statistics	On-road or taken-on-strength date On-system date (if different) Out-of-service or sale date of vehicle Term start date for leased vehicles Term end date for leased vehicles Duration of lease Current odometer reading in kilometres Current odometer date
Vehicle Costing and Lifecycle Information	Capital cost of vehicle Monthly lease payment and duration of lease Vehicle maintenance and repair costs (including warranty work if notified) Vehicle maintenance and repair service dates (including warranty work if notified)
Fuel	Bulk or commercial fuel purchase Location of purchase Date of purchase Total units of purchase, by specific fuel type and grade (includes percent ethanol for low-level blend purchases) Supplier (or owner of bulk facility, if applicable) Unit cost of fuel purchased Total purchase cost

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**Appendix II – Statutory Declaration for Unauthorized Fleet Card Charges**

I, \_\_\_\_\_ as the authorized user of \_\_\_\_\_ Fleet Card number  
\_\_\_\_\_ solemnly declare that the following charge(s), appearing on  
\_\_\_\_\_ Invoice number \_\_\_\_\_, is/are an Unauthorized Charge(s) as per section  
4.7 Liabilities, of Annex “A” - Statement of Work for NMSO E60HP-11FMSS/001/HP.

<u>Charge Date</u>	<u>Charge amount</u>	<u>Merchant</u>	<u>Description of Charge</u>

Card User signature: \_\_\_\_\_ Date: \_\_\_\_\_

Responsibility Centre Manager signature: \_\_\_\_\_ Date: \_\_\_\_\_

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Appendix III - MANDATORY / POINT RATING CHECKLIST						
				Mandatory	Given Rating	Max Rating
		Mandatory/ Rated	Rating Method	Pass/Fail	Points	Points
<b>SECTION 1 – TECHNICAL PROPOSAL</b>						
<b>3 CONTRACT SUPPORT</b>						
<b>3.1 Business Experience</b>						
	Possesses a minimum of five (5) years of Corporate experience in the field of Fleet Management Support Services.	M				
	Additional years of corporate experience in the field of Fleet Management Support Services.	R	5-10 yrs: 5 pts, 11-20 yrs., 10 pts, 20+ yrs, 15 pts			15
	Describes in writing three (3) FMSS projects/contracts that have been successfully implemented within the last 10 years.	M				
	Describes FMSS Project/Contract as required for each of the three projects	M				
	Project 1	R				
	· Fleet Card transaction volume per day		Transactions per day: 0-10K, 1 pt, 11-20k, 2 pts, 21-30k, 3 pts, 31-40k, 4 pts, 41k+, 5 pts.			5
	· Total annual dollar value charged against fleet cards.		Annual dollar value: \$0-20M, 1 pt., >20M-40M, 2 pts., >40M-60M, 3 pts., >60M-80M, 4 pts., >80M, 5 pts.			5
	· Explanation of how the FMSS Project/Contract is similar to the work required under this Request for Standing Offer;		Diversity of vehicles in Project fleet: Passenger vehicles and Light duty trucks only = 1, med./heavy trucks =2, off road vehicles and equipment = 2, Small marine vessels and/or light aircraft = 1			6
	· Tools and processes used in the performance of the FMSS Project/Contract; and		How the following challenges were addressed, 1 point for each: Geographic distribution, Fleet diversity, Invoicing flexibility, unique reporting requirements, continuous improvement, innovative solutions.			6
	· Implementation of the FMSS Project/Contract. Indicate how major tasks/milestones/deliverables were delivered on schedule and any innovative processes that were implemented to adjust for unforeseen circumstances.		5 points; all milestones and deliverables met on time. 3 points; some milestones missed but deliverable ultimately met. 1 point; Late implemntations and some deliverables not met.			5
	Project 2	R				
	· Fleet Card transaction volume per day		Transactions per day: 0-10K, 1 pt, 11-20k, 2 pts, 21-30k, 3 pts, 31-40k, 4 pts, 41k+, 5 pts.			5
	· Total annual dollar value charged against fleet cards.		Annual dollar value: \$0-20M, 1 pt., >20M-40M, 2 pts., >40M-60M, 3 pts., >60M-80M, 4 pts., >80M, 5 pts.			5
	· Explanation of how the FMSS Project/Contract is similar to the work required under this Request for Standing Offer;		Diversity of vehicles in Project fleet: Passenger vehicles and Light duty trucks only = 1, med./heavy trucks =2, off road vehicles and equipment = 2, Small marine vessels and/or light aircraft = 1			6
	· Tools and processes used in the performance of the FMSS Project/Contract; and		How the following challenges were addressed, 1 point for each: Geographic distribution, Fleet diversity, Invoicing flexibility, unique reporting requirements, continuous improvement, innovative solutions.			6
	· Implementation of the FMSS Project/Contract. Indicate how major tasks/milestones/deliverables were delivered on schedule and any innovative processes that were implemented to adjust for unforeseen circumstances.		5 points; all milestones and deliverables met on time. 3 points; some milestones missed but deliverable ultimately met. 1 point; Late implemntations and some deliverables not met.			5
	Project 3	R				
	· Fleet Card transaction volume per day		Transactions per day: 0-10K, 1 pt, 11-20k, 2 pts, 21-30k, 3 pts, 31-40k, 4 pts, 41k+, 5 pts.			5
	· Total annual dollar value charged against fleet cards.		Annual dollar value: \$0-20M, 1 pt., >20M-40M, 2 pts., >40M-60M, 3 pts., >60M-80M, 4 pts., >80M, 5 pts.			5
	· Explanation of how the FMSS Project/Contract is similar to the work required under this Request for Standing Offer;		Diversity of vehicles in Project fleet: Passenger vehicles and Light duty trucks only = 1, med./heavy trucks =2, off road vehicles and equipment = 2, Small marine vessels and/or light aircraft = 1			6
	· Tools and processes used in the performance of the FMSS Project/Contract; and		How the following challenges were addressed, 1 point for each: Geographic distribution, Fleet diversity, Invoicing flexibility, unique reporting requirements, continuous improvement, innovative solutions.			6
	· Implementation of the FMSS Project/Contract. Indicate how major tasks/milestones/deliverables were delivered on schedule and any innovative processes that were implemented to adjust for unforeseen circumstances.		5 points; all milestones and deliverables met on time. 3 points; some milestones missed but deliverable ultimately met. 1 point; Late implemntations and some deliverables not met.			5
<b>3.2 Fleet Management Services Coverage</b>						
	Provided completed Network table at Appendix IV	M				
	Network table demonstrates Canadian cross-country coverage by indicating in which provinces and territories the Offeror currently provides fleet management services.	R	See table. Max 39 points			39
	3.2.1					
	3.2.2 Confirms fleet card services extend to the United States	M				
<b>3.3 Number of Active Fleet Cards</b>						
	Offeror demonstrates that they have minimum 30,000 active cards issued accross Canada.	M				
	Points will be awarded for active cards above 30,000.	R	30k-35k =5, 35k+1 - 40k = 10, 40k+1 = 15			15
<b>3.4 Daily Transaction Capacity</b>						
	Offeror's systems must be capable of processing at least 50,000 transactions per day (fuel purchases, services, data entry, etc.).	M				
	Daily Transactions above 50,000.	R	50k-60k = 5, 60k+1 - 70k = 10, 70k+1 - 80k = 15			15
<b>3.5 Personnel</b>						
	3.5.1 Management Team/Staffing Plan	M/R	Rating structure TBD			
	3.5.2 Project Manager has required experience as stated in SOW.	M				
	3.5.3 Systems Manager has required experience as stated in SOW	M				
	Accounting/Finance manager has required qualifications and experience as stated in SOW.					
	3.5.4	M				
	Customer Service Mechanics: Demonstrates that Mechanics possess Ontario Class "A" (or equivalent) licenses with a minimum of two (2) years experience as a Class "A" or equivalent mechanic	M				
<b>4 FLEET CARD REQUIREMENTS</b>						
<b>4.1 Fleet Card Graphics and Language</b>						
	Contractor agrees to provide all the requirements to the standards listed in section 4.1 in the SOW.	M				

Appendix III - MANDATORY / POINT RATING CHECKLIST						
				Mandatory	Given Rating	Max Rating
		Mandatory/ Rated	Rating Method	Pass/Fail	Points	Points
<b>4.2 Fleet Card Numbering</b>		<b>M</b>				
The number assigned in compliance to Standard ISO/IEC 7812.		M				
The Offeror must provide fleet cards to the federal government using one of the following two methods: a) Fleet cards supplied without an Issuer Identification Number (IIN) b) Fleet cards supplied with IIN assigned to Federal Government		M				
<b>4.3 Embossing and Encoding of Card</b>						
Embossing and Encoding of Card meets minimum requirements in paragraph 4.3 of the SOW		M				
Provides a swipe and PIN card service		M				
<b>4.4 Smart Fleet Card (Chip Card)</b>		<b>R</b>				
As described under paragraph 4.4 of SOW		R	Card available immediately (full operation): 20pts. Card presently in development/pilot project and fully operational within 1 year of of NMSO: 10pts. Card not available through life of NMSO: 0			20
<b>4.5 Toll-free Number on the Fleet Card</b>		<b>M</b>				
The Offeror must provide a toll-free number as required in paragraph 4.5		M				
<b>4.6 Financial Limit of the Fleet Card</b>		<b>M</b>				
The Offeror must accommodate any financial (charge) limits or other parameters established by the Client Department as specified in the SOW.		M				
4.6.1 The Offeror must accommodate higher transaction limits as required by Client departments.						
4.6.2		M				
Integrates within the Fleet Card Program		M				
Indicates authorization and control procedures to manage high limits		M				
<b>4.7 Liabilities</b>		<b>M</b>				
Offeror's written attestation describes in detail how it will comply to all mandatory requirements stated in paragraph 4.7, including all sub-paragraphs		M				
<b>4.8 New/Replacement Fleet Cards</b>		<b>M</b>				
The Offeror must provide new/replacement fleet cards within a three (3) working day period		M				
The Offeror must send all new cards through registered mail/courier services where Canada must sign for acceptance of the Card.		M				
<b>4.9 Driver Information Package</b>		<b>M</b>				
The Offeror must provide a hard copy of their current company driver information package in a bilingual format.		M				
The Driver information package must also be available online.		M				
<b>5 FLEET CARD OPERATIONAL PROCESSES</b>						
<b>5.2 Vehicle Specific Fleet Card</b>		<b>M</b>				
The Offeror must offer a vehicle specific fleet card which captures vehicle data specified in the Statement of Work.		M				
<b>5.3 Non-Specific Vehicle Fleet Card</b>		<b>M</b>				
The Offeror must offer a non-specific vehicle fleet card which captures data for reporting purposes as specified in the Statement of Work.		M				
<b>5.4 Seasonal Fleet Card</b>		<b>M</b>				
The Offeror must offer a Seasonal Fleet Card which captures data for seasonal vehicles as specified in the Statement of Work.		M				
<b>5.5 Multiple Vehicle Specific Fleet Cards per Vehicle</b>		<b>M</b>				
The Offeror must offer the option of assigning multiple vehicle specific fleet cards to one vehicle as specified in the Statement of Work.		M				
<b>5.6 Outside of Canada Purchasing Capability Card</b>		<b>M</b>				
The Offeror must demonstrate in writing its ability to provide a fleet card, which can be used by Client Departments/agencies outside Canada, including limitations that may apply (e.g. countries, transaction and/or card limit, exchange rate, fees, etc.).		M				
<b>5.7 Approved Goods &amp; Services</b>		<b>M</b>				
The Offeror must demonstrate in writing how it ensures the most cost effective products and services whether available from a Government supplier or the Offeror's own suppliers/merchants agreements, at face value to Canada.		M				
The Offeror must demonstrate it's controls in place to ensure the fleet card is not used to purchase goods for the sole purpose of accumulating inventory of items.		M				
<b>5.8 Suppliers' Acceptance</b>		<b>M</b>				
Part 1: The Offeror must demonstrate in writing its procedure(s) to add new suppliers/merchants to its network within five (5) working days as and when requested by Client Departments. Part 2: It must also explain how the Offeror would promote the benefits of accepting Canada's fleet card to as many suppliers/merchants as possible.		M				
<b>5.9 VGS Suppliers' Lists</b>		<b>M</b>				
The Offeror must demonstrate in writing it's understanding and must provide its current list of corporate banners. The Offeror must also provide the hyperlink address to the driver package and to the comprehensive list of suppliers. Access to the hyperlink will be part of the proof of proposal process.		M				
<b>5.10 Discounts and Rebates</b>		<b>M</b>				
The Offeror must ensure in its pricing structure that all discounts and rebates resulting from Government transactions and/or business will flow through Canada and demonstrate in writing the area where they will be itemized on the invoices. The Offeror must provide a sample of an invoice indicating these discounts.		M				
<b>5.11 Payment and Invoicing Procedures</b>						
The Offeror must acknowledge its responsibility for any and all charges, interest and penalties incurred through or arising out of its failure to meet its payment obligations to suppliers or merchants.		M				
<b>5.12 Payment of Invoices from VGS Suppliers</b>		<b>M</b>				
The Offeror must acknowledge its responsibility for any and all charges, interest and penalties incurred through or arising out of its failure to meet its payment obligations to suppliers or merchants.		M				
<b>5.13 Electronic Fund Transfer Method of Payment</b>		<b>M</b>				
The Offeror must accept electronic fund transfer method of invoicing from the independent supplier and must demonstrate in writing its understanding and ability to comply.		M				
<b>5.16 Invoicing Flexibility</b>						
The Offeror must demonstrate in writing its ability to accommodate a variety of invoicing arrangement structures that may be requested by Client Department as detailed herein. Offeror must provide sample invoices which demonstrate invoicing structures with its proposal.		R	0 points: 1 structure. 5 points: 2 structures 10 points: 3 structures 15 points: Four plus structures			15
The Offeror must demonstrate in writing its ability to consolidate invoices required by Client Departments by cost centres and group them up to four (4) organizational levels. Samples of such grouping must be provided with the proposal.		M				

Appendix III - MANDATORY / POINT RATING CHECKLIST						
				Mandatory	Given Rating	Max Rating
		Mandatory/ Rated	Rating Method	Pass/Fail	Points	Points
<b>6 FLEET MANAGEMENT INFORMATION SYSTEM (FMIS)</b>						
<b>6.1 Database Interface and Operations</b>		<b>M</b>				
The Offeror must demonstrate in writing its understanding of Canada's requirements as it relates to real-time interface including all appropriate software needs, user manuals or help files of procedures and steps to follow for the Client Department to access database information on its vehicle fleet as per requirements described in the Statement of Work.		M				
<b>6.2 Help Desk Access</b>		<b>M</b>				
The Offeror must ensure that help desk staff are available to respond to user queries in both Official Language in the caller's language preference. Minimum acceptable hours are from 7:30 AM to 5:00 PM, local time throughout Canada, Monday through Friday except on national holidays.		M				
The Offeror has provided a sample report demonstrating how they measure their call centre statistics.		M				
<b>6.3 Maintaining Data Elements</b>		<b>M</b>				
The Offeror must agree that it will integrate all existing Client Department's FMI system's data.		M				
<b>6.4 Data Verification</b>						
The Offeror must demonstrate in writing its ability to implement and maintain automated data verification/error checking system.		M				
<b>6.5 Transaction Outside the Fleet Card Program</b>		<b>M</b>				
The Offeror must demonstrate in writing its ability to satisfy this requirement, which as a minimum must cover:		M				
-Application procedures and methods(s) for the Offeror and for the Department and;		M				
- Means of integrating information/data into the FMIS database and;		M				
- Demonstrate how it will fully integrate with operating and maintenance costs and ad hoc reporting.		M				
<b>6.6 Vehicle Inventory Management</b>		<b>M</b>				
The Offeror must accept from Client Departments, either in a paper or electronic format, any addition, amendment and reduction to the Client Department's vehicle inventory. This includes maintenance, repairs and operating information for said vehicles.		M				
<b>6.7 Acceptance of Data from 3rd Party</b>		<b>M</b>				
The Offeror must demonstrate in writing its understanding of Canada's requirements to import data in various formats at various intervals from in-house or 3rd party system/service providers or Client Departments. This must fully integrate with operating and maintenance costs and ad hoc reporting and describe how it will integrate these requirements into its FMIS.		M				
<b>6.8 Uploading of Client Department In-house Refuelling Data</b>		<b>M</b>				
The Offeror must describe how it will integrate in-house refuelling data into its FMIS.		M				
<b>6.10 Reports</b>		<b>M</b>				
The Offeror's FMI System (FMIS) allows Canada to electronically extract from the database through direct access to data fields to create reports as per section 6.1		R	Rating structure TBD			
<b>6.11 Data Transmission Method</b>		<b>M</b>				
The Offeror must demonstrate in writing its capability to transmit and receive data in a format acceptable to the Client Department as specified herein.		M				
<b>6.12 Back-up System</b>		<b>M</b>				
The Offeror must demonstrate in writing its understanding of this requirement and its ability to ensure that services are not interrupted during system failure or normal system maintenance. The Offeror must also describe how the backup system secures and protects all databases, information and systems while ensuring continuity of the fleet card program.		M				
<b>7 ADDITIONAL FLEET MANAGEMENT SERVICES</b>						
<b>7.1.1 Level 1: Basic Maintenance Program</b>		<b>M</b>				
Offers a service to authorize maintenance repairs as outlined in Section 7.1.1.		M				
<b>7.1.2 Level 2: Vehicle Maintenance and Repair Advisory Program</b>		<b>M</b>				
Offers a Vehicle maintenance and repair advisory program which meets all minimum criteria outlined in Section 7.1.2.		M				
Provides toll-free access, as per section 4.5, to class "A" mechanics, Monday to Friday 7:30am to 5:00pm local time throughout Canada.		M				
<b>7.2.1 Preventive Maintenance Program</b>		<b>M</b>				
Offers a preventive maintenance program as outlined in section 7.2.1		M				
<b>7.2.2 Accident Management Program</b>		<b>M</b>				
Offers an Accident Management Program as outlined in Section 7.2.2		M				
Includes accident reporting, accident investigation, damage appraisal, audit, adjuster services, analysis.		M				
All information collected is consolidated and provided online		M				
This program is integrated into the Fleet Card Program		M				
<b>7.2.3 Emergency Roadside Assistance Program</b>		<b>M</b>				
Offers a 24 hour Emergency Roadside Assistance Program meeting all essential requirements of Canada, including the provision of detailed occurrence reports outlined in Section 7.2.3.		M				
<b>7.2.4 Emergency Repair Program</b>		<b>M</b>				
Offers a system to control, monitor and authorize emergency repairs as outlined in Section 7.2.4.		M				
<b>7.3.1 Client Department Operated Bulk Fuel Stations</b>		<b>M</b>				
Offers to electronically capture refuelling data from Client Department operated fuelling facilities. Data is captured into Offeror's FMIS.		M				
<b>7.3.2 Electronic Fleet Data Collection (Vehicle Telematics)</b>		<b>M</b>				
Offers a Vehicle Telematics service which offers wireless data transmission outlined in Section 7.3.2		M				
<b>7.3.3 Online Management System of User-operated garages</b>		<b>M</b>				
Offers to import data from user-operated garage or provides software for the management of maintenance facility outlined in Section 7.3.3. Either option will be integrated with Offeror's FMIS.		M				
<b>7.3.4 Car Pool Reservation and Charge Back System</b>		<b>M</b>				
Offers a car pool system as outlined in Section 7.3.4		M				
<b>7.3.5 New Vehicle Licensing and Registration Services</b>		<b>M</b>				
Offers a service to register and license new vehicles. Includes processing documentation, applying tax exemptions, providing licensing/registration documentation to end-user at delivery.		M				
<b>7.3.6 License Renewal Service</b>		<b>M</b>				
Offers a License renewal service for each province and territory as outlined in Section 7.3.6. Service includes notification of upcoming renewal, processing renewal and delivery of new plate						

Appendix III - MANDATORY / POINT RATING CHECKLIST						
				Mandatory	Given Rating	Max Rating
		Mandatory/ Rated	Rating Method	Pass/Fail	Points	Points
	validation sticker to Client.	M				
<b>7.3.7</b>	<b>Taxable Benefit Reporting Program</b>	<b>M</b>				
	Offers a program to gather and calculate taxable benefit data for the personal use of employer vehicle as outlined in Section 7.3.7.	M				
<b>7.3.8</b>	<b>Fleet Professional Services</b>	<b>M</b>				
	Offers special analysis and reporting services supporting fleet related projects.	M				
<b>8</b>	<b>PHASE-IN AND PHASE-OUT</b>					
<b>8.1</b>	<b>Transition</b>	<b>M</b>				
	The proposal must indicate how the Offeror would manage and perform transitions as well as the phasing in and phasing out of call-ups in a smooth and seamless manner under the Fleet Management Support Services Program as described herein.	M				
<b>8.2</b>	<b>Phase-in</b>	<b>M</b>				
	The Offeror must demonstrate how a transition would be timely, accurate and seamless. The Offeror must make a commitment to input the tombstone data within thirty (30) calendar days and input the historical data within ninety (120) calendar days of the effective date of the standing offer.	M				
	The Offeror must demonstrate how a period of fine-tuning will be used to work out any problems or glitches.	R	shorter timeline equals more points			
<b>8.3</b>	<b>Phase-out</b>	<b>M</b>				
	The plan must address how the Offeror will, at the end of a call-up or Standing Offer: • Reconcile balances and settle disputes; • Provide for timely and accurate reconciliation of each account; and • Address the generation and distribution of reports, final invoicing, closeout schedule, data transfer and format, etc. The Offeror must demonstrate its understanding, ability and compliance to the following: • Transfer to any new service provider and/or return to the Client Department all database information, at the end of a call-up or upon expiry of the Standing Offer; • Acknowledge that all information collected from Client Departments and programs specifically created to meet Client Department's needs are the property of the Federal Government; • Not use Government information for purposes other than to satisfy Canada's requirements, and specifically not to release such information, except when authorized by the Departmental contact as identified in the call-up; and • Advise the Client Department of any requests for Departmental information.	M				
<b>8.4</b>	<b>Transition Team</b>	<b>M</b>				
	The Offeror must include an organizational chart with clearly established roles and responsibilities of key transition players of the Offeror's transition team and describe each of their roles in the transition process.  The transition plan must also address the responsibilities for the Client Department(s) and Offeror, with clearly established roles and responsibilities of key transition players. The Offeror must acknowledge and demonstrate its capability for a transition period not longer than one hundred and twenty (120) calendar days.	M				
<b>8.5</b>	<b>Ownership of Information</b>	<b>M</b>				
	The Offeror demonstrates in writing its ability to establish and maintain the safeguards required to ensure the confidentiality of information while stored, processed or transmitted, the integrity of information and processes. The Offeror also demonstrates in writing the transfer process of data and its subsequent destruction.	M				
<b>9</b>	<b>TRAINING</b>	<b>M</b>				
<b>9.1</b>	<b>Minimal Training Requirements</b>	<b>M</b>				
	The Offeror must demonstrate in writing its understanding of the training requirements as stated herein, and ability to provide training material within the time frame stated in the Offeror's transition plan. The Offeror must provide two samples of training packages presently available or previously used with other clients.	M				
<b>9.2</b>	<b>Help Desk</b>	<b>M</b>				
	The Offeror must have a live agent available in both official languages during normal business hours to answer questions and guide users on FMIS use and function.	M				
<b>10</b>	<b>VALUE ADDED PRODUCTS AND SERVICES</b>	<b>R</b>				
	The Offeror should demonstrate its ability to provide those value-added products and services it could offer under a Fleet Management Support Services program indicating the operational benefits, service enhancement, and financial savings each product or service.	R	Rating structure TBD			
	<b>SECTION 2 – FMIS PROOF OF PROPOSAL TEST</b>	<b>M</b>				
	**mandatory checklist table will be published at time of RFSO					

Appendix IV - Network Table

Province/Territory	A	B	C	D	E	F	G	H	I	J	K
	Population, 2011 <sup>1</sup>	% of total population by Province/ Territory	Offeror Fuel Location	% of total Fuel Locations	Score	Offeror Maintenance Locations	% of total Maintenance Locations	Score	Offeror Other Services	% of total Other Services Locations	Score
Ontario	12,851,821	38.39%									
Quebec	7,903,001	23.61%									
British Columbia	4,400,057	13.14%									
Alberta	3,645,257	10.89%									
Manitoba	1,208,268	3.61%									
Saskatchewan	1,033,381	3.09%									
Nova Scotia	921,727	2.75%									
New Brunswick	751,171	2.24%									
Newfoundland and Labrador	514,536	1.54%									
Prince Edward Island	140,204	0.42%									
Northwest Territories	41,462	0.12%									
Yukon	33,897	0.10%									
Nunavut	31,906	0.10%									
Total Canada	33,476,688	100.00%	0	0.00%	0	0	0.00%	0	0	0.00%	0

OFFEROR TOTAL SCORE (max 39) :

Instructions:

The Offeror must list its approved VGS locations per province for fuel (column C), maintenance (column F) and other services (column I).  
Where the Offeror's location ratio per province (columns D, G & J) is within 15% of total population by Province/Territory ratio (column B), it will score one (1) point.  
No points assigned otherwise.

For example:

Province/Territory	A	B	C	D	E	F	G	H	I	J	K
	Population, 2011 <sup>1</sup>	% of total population by Province/ Territory	Offeror Fuel Location	% of total Fuel Locations	Score	Offeror Maintenance Locations	% of total Maintenance Locations	Score	Offeror Other Services	% of total Other Services Locations	Score
Ontario	12,851,821	38.39%	3539	27.47%	0	6307	37.85%	1	893	37.55%	1
Quebec	7,903,001	23.61%	3379	26.22%	1	2580	15.48%	0	197	8.28%	0

<sup>1</sup> Source: 2011 Canada census

## **ANNEX B**

### **BASIS OF PAYMENT AND FINANCIAL PROPOSAL**

#### ***(DRAFT)***

The net price of the proposals will be calculated by subtracting the fuel discounts from the total cost of the fleet management support services. The evaluation of all costs and discounts will be based on a seven-year period.

Offerors must bid on all core requirements outlined in Section I - Technical Proposal. The Pricing Proposal for core requirements must be in accordance with Part 1 - Financial Proposal for Core Requirements. The Pricing Proposal for value added products and services must be provided in Part 2 – Value Added Products and Services.

Prices are all-inclusive unless otherwise specified and are to be quoted where applicable. All prices quoted in part 1 and part 2 if applicable, must be exclusive of GST/HST.

At anytime during the period of the standing offer, the Offeror may increase the level of service but must not increase the quoted prices. The Offeror, however, may reduce the quoted prices at anytime during the period of the standing offer.

Offerors must refer to schedule I for the estimated number of items by type. Offerors are advised that the numbers are provided for evaluation purposes only and do not necessarily constitute a projection of future business.

For the purposes of assessment only, the estimated quantities in Schedule I are constant for years one to seven. The total assessed bid will be calculated by multiplying the monthly unit charges quoted in Schedule 1 by the estimated quantities for the twelve months of each year.

If there is no charge for a product or service, the Offeror must indicate “\$0.00” (i.e.: no cost).

Fuel discounts will be used to determine the net price of the proposals. The discounts quoted in the table entitled ‘Fuel Vendor Discounts’ in Part 1, will be applied to each of the seven years. Canada reserves the right to verify the validity of the discounts offered.

For the purpose of evaluating the fuel discounts, the fuel cost will be estimated at \$1.27 /litre. All discounts shall be expressed in percentage and/or on the basis of cent(s) per litre. The evaluation will be based on a total volume of 70 million litres of fuel (per year), apportioned amongst the fuel vendors listed in the table entitled ‘Fuel Vendor Discounts’ in Part 1.



## PRICING PROPOSAL FOR VALUE ADDED PRODUCTS AND SERVICES

Part 2 must be used for the pricing of any value-added products/services offered. If applicable to the pricing structure of the Offeror's proposal, use the attached schedule 2 template. If the attached template cannot be utilized, any deviation from the template must be clear and concise.

**PART 1 - FINANCIAL PROPOSAL FOR CORE REQUIREMENTS**

**5.2 Vehicle-specific Fleet Card**

Pricing: Monthly Firm Price per card in service  
Estimated Quantity: 32,000

Year	1	2	3	4	5	6	7
Firm Price							

**5.3 Non Vehicle-specific Fleet Card**

Pricing: Monthly Firm Price per card in service  
Estimated Quantity: 6,500

Year	1	2	3	4	5	6	7
Firm Price							

**5.4 Seasonal Fleet Card (estimated quantity 5,000)**

Pricing: cents per litre  
Estimated number: 600 L per card per month

Year	1	2	3	4	5	6	7
Firm Price							

Percentage on maintenance charges

Estimated volume: \$1200 per card per month

Year	1	2	3	4	5	6	7
Firm Price							

**5.5 Multiple Fleet cards per Vehicle**

Pricing: Monthly Firm Price per card in service

Estimated Quantity: 100

Year	1	2	3	4	5	6	7
Firm Price							

**5.6 Outside Canada Purchasing Capability**

Pricing: Monthly Firm Price per card in service

Estimated Quantity: 1,000

Year	1	2	3	4	5	6	7
Firm Price							

**4.6.2 Higher Fleet Card Limit and Greater per Transaction Capability**

Pricing: Monthly Firm Price per card in service and per applicable limit

Limit \$10,000 – Estimated Quantity: 5

Year	1	2	3	4	5	6	7
Firm Price							

Limit \$20,000 - Estimated Quantity: 3

Year	1	2	3	4	5	6	7
Firm Price							

Limit \$30,000 - Estimated Quantity: 10

Year	1	2	3	4	5	6	7
Firm Price							

Limit \$40,000 - Estimated Quantity: 10

Year	1	2	3	4	5	6	7
Firm Price							

Limit \$50,000 - Estimated Quantity: 10

Year	1	2	3	4	5	6	7
Firm Price							

Limit \$150,000 - Estimated Quantity: 5

Year	1	2	3	4	5	6	7
Firm Price							

**7.1.1 Level 1: Maintenance Program**

Pricing: Monthly Firm Price per card issued with this service

Estimated Quantity: 5,000

Year	1	2	3	4	5	6	7
Firm Price							

**7.1.2 Level 2: Vehicle Maintenance and Repair Advisory Program**

Pricing: Monthly Firm Price per card issued with this service

Estimated Quantity: 15,000

Year	1	2	3	4	5	6	7
Firm Price							

**7.2.1 Preventive Maintenance Program**

Pricing: Monthly Firm Price per card issued with this service

Estimated Quantity: 10,000

Year	1	2	3	4	5	6	7
Firm Price							

**7.2.2 Accident Management Program**

Pricing: Firm Price per accident claim basis

Estimated Quantity: 5 claims per month

Year	1	2	3	4	5	6	7
Firm Price							

**7.2.3 Emergency Roadside Assistance Program**

Pricing: Firm Price per call basis

Estimated Quantity: 20 calls per month

Year	1	2	3	4	5	6	7
Firm Price							

**7.2.4 Emergency Repair Program**

Pricing: Firm Price per occurrence

Estimated Quantity: 2,000

Year	1	2	3	4	5	6	7
Firm Price							

**7.3.1 Client Department Operated Bulk Fuel Stations**

Pricing: Monthly Firm Price per user site serviced

Estimated Quantity: 40 sites

Year	1	2	3	4	5	6	7
Firm Price							

**7.3.2 a) Electronic Fleet Data Collection (Vehicle Telematics)**

Pricing: Monthly Firm Price per user site serviced

Estimated Quantity: 10 sites

Year	1	2	3	4	5	6	7
Firm Price							

**7.3.2 b) Electronic Fleet Data Collection (Vehicle Telematics) with cellular data provided through Government Cellular contract.**

Pricing: Monthly Firm Price per user site serviced

Estimated Quantity: 10 sites

Year	1	2	3	4	5	6	7
Firm Price							

**7.3.3 Online Management System for User-operated Garages**

Pricing: Development hour basis and per site for monthly maintenance

Estimated Quantity: 10 sites

Year	1	2	3	4	5	6	7
Firm Price (hour)							
Firm Price (site)							

**7.3.4 Car Pool Reservation and Charge Back System**

Pricing: Monthly Firm Price per site

Estimated Quantity per month: 20

Year	1	2	3	4	5	6	7
Firm Price							

**7.3.5 New Vehicle Licensing and Registration Services**

Pricing: Firm Price per vehicle/equipment registration or licensing performed  
Estimated Quantity per month: 5

Year	1	2	3	4	5	6	7
Firm Price							

**7.3.6 License Renewal Service**

Pricing: Firm Price per vehicle/equipment licensing renewal performed  
Estimated Quantity per month: 50

Year	1	2	3	4	5	6	7
Firm Price							

**7.3.7 Taxable Benefit Reporting Program**

Pricing: Monthly Firm Price per employee  
Estimated Quantity : 200

Year	1	2	3	4	5	6	7
Firm Price							



### 7.3.8 Fleet Related Professional Services

Pricing: Hourly rate, based on 7 levels of service/expertise required

Estimated quantity per year, per level: 50 hours

Level / Year	1	2	3	4	5	6	7
Junior Data Entry Operator / Clerk							
Intermediate Data Entry Operator / Clerk							
Junior Programmer / Analyst							
Intermediate Programmer / Analyst							
Senior Programmer / Analyst							
Intermediate Analyst / Consultant							
Senior Analyst / Consultant							

**Fuel Vendor Discounts**

Discounts: Percentage or cent(s) per litre

Estimated Quantity per year: 70 million litres

Major Fuel Vendor	Current Usage %	Discount %	Discount \$0.00/L
IMPERIAL (ESSO)	22		
SHELLCAN	19		
PETROCANADA	16		
HUSKY	6		
IRVING	8		
FEDERATED COOP	5		
ULTRAMAR	5		
FASGAS	3		
CHEVRON CAN	4		
SUNOCO	2		

**PART 2 - VALUE-ADDED PRODUCTS AND SERVICES**

**TITLE/DESCRIPTION:** \_\_\_\_\_  
Pricing Structure: \_\_\_\_\_  
Offeror's Estimated Quantity: \_\_\_\_\_

Year	1	2	3	4	5	6	7
Firm Price							

**TITLE/DESCRIPTION:** \_\_\_\_\_  
Pricing Structure: \_\_\_\_\_  
Offeror's Estimated Quantity: \_\_\_\_\_

Year	1	2	3	4	5	6	7
Firm Price							

**TITLE/DESCRIPTION:** \_\_\_\_\_  
Pricing Structure: \_\_\_\_\_  
Offeror's Estimated Quantity: \_\_\_\_\_

Year	1	2	3	4	5	6	7
Firm Price							

# Annex C / Annexe C



Government of Canada  
Gouvernement du Canada

Contract Number / Numéro du contrat

E60HP-11FMSS

Security Classification / Classification de sécurité  
Unclassified

## SECURITY REQUIREMENTS CHECK LIST (SRCL)

## LISTE DE VÉRIFICATION DES EXIGENCES RELATIVES À LA SÉCURITÉ (LVERS)

<b>PARTIE A - CONTRACT INFORMATION / PARTIE A - INFORMATION CONTRACTUELLE</b>	
1. Originating Government Department or Organization / Ministère ou organisme gouvernemental d'origine	2. Branch or Directorate / Direction générale ou Direction
PWSC	LEFTD / AB
3. a) Subcontract Number / Numéro du contrat de sous-traitance	3. b) Name and Address of Subcontractor / Nom et adresse du sous-traitant
4. Brief Description of Work / Brève description du travail Fleet Management Support Services	
5. a) Will the supplier require access to Controlled Goods? Le fournisseur aura-t-il accès à des marchandises contrôlées?	
<input checked="" type="checkbox"/> No <input type="checkbox"/> Yes Non Oui	
5. b) Will the supplier require access to unclassified military technical data subject to the provisions of the Technical Data Control Regulations? Le fournisseur aura-t-il accès à des données techniques militaires non classifiées qui sont assujetties aux dispositions du Règlement sur le contrôle des données techniques?	
<input checked="" type="checkbox"/> No <input type="checkbox"/> Yes Non Oui	
6. Indicate the type of access required / Indiquer le type d'accès requis	
6. a) Will the supplier and its employees require access to PROTECTED and/or CLASSIFIED information or assets? Le fournisseur ainsi que les employés auront-ils accès à des renseignements ou à des biens PROTÉGÉS et/ou CLASSIFIÉS? (Specify the level of access using the chart in Question 7. c) (Préciser le niveau d'accès en utilisant le tableau qui se trouve à la question 7. c)	
<input type="checkbox"/> No <input checked="" type="checkbox"/> Yes Non Oui	
6. b) Will the supplier and its employees (e.g. cleaners, maintenance personnel) require access to restricted access areas? No access to PROTECTED and/or CLASSIFIED information or assets is permitted. Le fournisseur et ses employés (p. ex. nettoyeurs, personnel d'entretien) auront-ils accès à des zones d'accès restreintes? L'accès à des renseignements ou à des biens PROTÉGÉS et/ou CLASSIFIÉS n'est pas autorisé.	
<input checked="" type="checkbox"/> No <input type="checkbox"/> Yes Non Oui	
6. c) Is this a commercial courier or delivery requirement with no overnight storage? S'agit-il d'un contrat de messagerie ou de livraison commerciale sans entreposage de nuit?	
<input checked="" type="checkbox"/> No <input type="checkbox"/> Yes Non Oui	
7. a) Indicate the type of information that the supplier will be required to access / Indiquer le type d'information auquel le fournisseur devra avoir accès	
Canada <input checked="" type="checkbox"/>	NATO / OTAN <input type="checkbox"/>
Foreign / Étranger <input type="checkbox"/>	
7. b) Release restrictions / Restrictions relatives à la diffusion	
No release restrictions Aucune restriction relative à la diffusion <input type="checkbox"/>	All NATO countries Tous les pays de l'OTAN <input type="checkbox"/>
Not releasable À ne pas diffuser <input type="checkbox"/>	
Restricted to: / Limité à: <input checked="" type="checkbox"/>	Restricted to: / Limité à: <input type="checkbox"/>
Specify country(ies): / Préciser le(s) pays:	Specify country(ies): / Préciser le(s) pays:
Canada (Canadian Citizens and permanent residents)	
7. c) Level of information / Niveau d'information	
PROTECTED A PROTÉGÉ A <input checked="" type="checkbox"/>	NATO UNCLASSIFIED NATO NON CLASSIFIÉ <input type="checkbox"/>
PROTECTED B PROTÉGÉ B <input type="checkbox"/>	NATO RESTRICTED NATO DIFFUSION RESTREINTE <input type="checkbox"/>
PROTECTED C PROTÉGÉ C <input type="checkbox"/>	NATO CONFIDENTIAL NATO CONFIDENTIEL <input type="checkbox"/>
CONFIDENTIAL CONFIDENTIEL <input type="checkbox"/>	NATO SECRET NATO SECRET <input type="checkbox"/>
SECRET SECRET <input checked="" type="checkbox"/>	COSMIC TOP SECRET COSMIC TRÈS SECRET <input type="checkbox"/>
TOP SECRET TRÈS SECRET <input type="checkbox"/>	
TOP SECRET (SIGINT) TRÈS SECRET (SIGINT) <input type="checkbox"/>	
	PROTECTED A PROTÉGÉ A <input type="checkbox"/>
	PROTECTED B PROTÉGÉ B <input type="checkbox"/>
	PROTECTED C PROTÉGÉ C <input type="checkbox"/>
	CONFIDENTIAL CONFIDENTIEL <input type="checkbox"/>
	SECRET SECRET <input type="checkbox"/>
	TOP SECRET TRÈS SECRET <input type="checkbox"/>
	TOP SECRET (SIGINT) TRÈS SECRET (SIGINT) <input type="checkbox"/>

TBS/SCT 350-103(2004/12)

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Canada





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Gouvernement du Canada

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<b>PARTIE A (continued) / PARTIE A (suite)</b>			
8. Will the supplier require access to PROTECTED and/or CLASSIFIED COMSEC information or assets? Le fournisseur aura-t-il accès à des renseignements ou à des biens COMSEC désignés PROTÉGÉS et/ou CLASSIFIÉS? If Yes, indicate the level of sensitivity: Dans l'affirmative, indiquer le niveau de sensibilité:			
<input checked="" type="checkbox"/> No <input type="checkbox"/> Yes Non Oui			
9. Will the supplier require access to extremely sensitive INFOSEC information or assets? Le fournisseur aura-t-il accès à des renseignements ou à des biens INFOSEC de nature extrêmement délicate?			
<input checked="" type="checkbox"/> No <input type="checkbox"/> Yes Non Oui			
Short Title(s) of material / Titre(s) abrégé(s) du matériel: Document Number / Numéro du document:			
<b>PARTIE B PERSONNEL (SUPPLIER) / PARTIE B PERSONNEL (FOURNISSEUR)</b>			
10. a) Personnel security screening level required / Niveau de contrôle de la sécurité du personnel requis			
<input type="checkbox"/> RELIABILITY STATUS COTE DE FIABILITÉ	<input type="checkbox"/> CONFIDENTIAL CONFIDENTIEL	<input checked="" type="checkbox"/> SECRET SECRET	<input type="checkbox"/> TOP SECRET TRÈS SECRET
<input type="checkbox"/> TOP SECRET - SIGINT TRÈS SECRET - SIGINT	<input type="checkbox"/> NATO CONFIDENTIAL NATO CONFIDENTIEL	<input type="checkbox"/> NATO SECRET NATO SECRET	<input type="checkbox"/> COSMIC TOP SECRET COSMIC TRÈS SECRET
<input type="checkbox"/> SITE ACCESS ACCÈS AUX EMPLACEMENTS			
Special comments: Commentaires spéciaux:			
NOTE: If multiple levels of screening are identified, a Security Classification Guide must be provided. REMARQUE: Si plusieurs niveaux de contrôle de sécurité sont requis, un guide de classification de la sécurité doit être fourni.			
10. b) May unscreened personnel be used for portions of the work? Du personnel sans autorisation sécuritaire peut-il se voir confier des parties du travail? If Yes, will unscreened personnel be escorted? Dans l'affirmative, le personnel en question sera-t-il escorté?			
<input checked="" type="checkbox"/> No <input type="checkbox"/> Yes Non Oui			
<input checked="" type="checkbox"/> No <input type="checkbox"/> Yes Non Oui			
<b>PARTIE C - SAFEGUARDS (SUPPLIER) / PARTIE C - MESURES DE PROTECTION (FOURNISSEUR)</b>			
INFORMATION / ASSETS / RENSEIGNEMENTS / BIENS			
11. a) Will the supplier be required to receive and store PROTECTED and/or CLASSIFIED information or assets on its site or premises? Le fournisseur sera-t-il tenu de recevoir et d'entreposer sur place des renseignements ou des biens PROTÉGÉS et/ou CLASSIFIÉS?			
<input type="checkbox"/> No <input checked="" type="checkbox"/> Yes Non Oui			
11. b) Will the supplier be required to safeguard COMSEC information or assets? Le fournisseur sera-t-il tenu de protéger des renseignements ou des biens COMSEC?			
<input checked="" type="checkbox"/> No <input type="checkbox"/> Yes Non Oui			
PRODUCTION			
11. c) Will the production (manufacture, and/or repair and/or modification) of PROTECTED and/or CLASSIFIED material or equipment occur at the supplier's site or premises? Les installations du fournisseur serviront-elles à la production (fabrication et/ou réparation et/ou modification) de matériel PROTÉGÉ et/ou CLASSIFIÉ?			
<input checked="" type="checkbox"/> No <input type="checkbox"/> Yes Non Oui			
INFORMATION TECHNOLOGY (IT) MÉDIA / SUPPORT RELATIF À LA TECHNOLOGIE DE L'INFORMATION (TI)			
11. d) Will the supplier be required to use its IT systems to electronically process, produce or store PROTECTED and/or CLASSIFIED information or data? Le fournisseur sera-t-il tenu d'utiliser ses propres systèmes informatiques pour traiter, produire ou stocker électroniquement des renseignements ou des données PROTÉGÉS et/ou CLASSIFIÉS?			
<input type="checkbox"/> No <input checked="" type="checkbox"/> Yes Non Oui			
11. e) Will there be an electronic link between the supplier's IT systems and the government department or agency? Disposera-t-on d'un lien électronique entre le système informatique du fournisseur et celui du ministère ou de l'agence gouvernementale?			
<input type="checkbox"/> No <input checked="" type="checkbox"/> Yes Non Oui			

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**PARTIE C (continued) / PARTIE C (suite)**

For users completing the form manually use the summary chart below to indicate the category(ies) and level(s) of safeguarding required at the supplier's site(s) or premises.  
Les utilisateurs qui remplissent le formulaire manuellement doivent utiliser le tableau récapitulatif ci-dessous pour indiquer, pour chaque catégorie, les niveaux de sauvegarde requis aux installations du fournisseur.

For users completing the form online (via the Internet), the summary chart is automatically populated by your responses to previous questions.  
Dans le cas des utilisateurs qui remplissent le formulaire en ligne (par Internet), les réponses aux questions précédentes sont automatiquement saisies dans le tableau récapitulatif.

**SUMMARY CHART / TABLEAU RÉCAPITULATIF**

Category / Catégorie	PROTECTED / PROTÉGÉ			CLASSIFIED / CLASSIFIÉ			NATO				COMSEC					
	A	B	C	CONFIDENTIAL	SECRET	TOP SECRET	NATO RESTRICTED	NATO CONFIDENTIAL	NATO SECRET	COSMIC TOP SECRET	PROTECTED / PROTÉGÉ			CONFIDENTIAL	SECRET	TOP SECRET
				CONFIDENTIEL		TRÈS SECRET	NATO DIFFUSION RESTREINTE	NATO CONFIDENTIEL				A	B	C	CONFIDENTIEL	
Information / Assets / Renseignements / Biens / Production					✓											
IT Media / Support TI	✓															
IT Link / Lien électronique	✓															

12. a) Is the description of the work contained within this SRCL PROTECTED and/or CLASSIFIED?

La description du travail visé par la présente LVERS est-elle de nature PROTÉGÉE et/ou CLASSIFIÉE?

☒ No / Non ☐ Yes / Oui

If Yes, classify this form by annotating the top and bottom in the area entitled "Security Classification".  
Dans l'affirmative, classifiez le présent formulaire en indiquant le niveau de sécurité dans la case intitulée « Classification de sécurité » au haut et au bas du formulaire.

12. b) Will the documentation attached to this SRCL be PROTECTED and/or CLASSIFIED?

La documentation associée à la présente LVERS sera-t-elle PROTÉGÉE et/ou CLASSIFIÉE?

☒ No / Non ☐ Yes / Oui

If Yes, classify this form by annotating the top and bottom in the area entitled "Security Classification" and indicate with attachments (e.g. SECRET with Attachments).  
Dans l'affirmative, classifiez le présent formulaire en indiquant le niveau de sécurité dans la case intitulée « Classification de sécurité » au haut et au bas du formulaire et indiquer qu'il y a des pièces jointes (p. ex. SECRET avec des pièces jointes).